



MASERGY

Performance Beyond Expectations

Masergy Phone Guide For New Users




Softkeys

Soft keys: are the row of black buttons below the display. Soft keys are italicized here.

Arrow Keys: are referred to as Up,

Down and Left and Right. They are found in a silver compass like display.


Overview

Making Calls: Do not pick up the handset. Dial the number, then pick up the handset, press the Speaker button , or press Dial.

Answering Calls: To answer the first call, just pick up handset.

To Answer The Second Call: Press Down Arrow and then press Answer. The first call automatically goes on hold.

To go back to the first call, press Down Arrow and then press Resume .

Hold: To place a call on hold, press Hold . To resume press Resume.

Transfer (Regular/Consulted): While on a call, press Transfer, dial extension or phone number, press Send. Wait for connection to announce the call, then press Transfer again.

Transfer (Blind): While on a call, press Transfer, press Blind, dial extension or phone number, press Send.


Direct Transfer To Voicemail: While on the call, press More, then press Send VM, enter the extension number then press Enter.


3-way Conference Call: While on a call, press Confrnc, dial extension or phone number, press Send. Wait for connection, then press Confrnc again.

Call Park: While on an active call, press More, press Park, dial extension, press Enter.

To Retrieve Call Park: Press More, press ParkPck, dial extension, press Enter.

Volume: Press + to increase volume, Press – to decrease volume. This adjusts the active volume whether you are on speakerphone, handset, or headset. While phone is idle, it adjusts the ringer volume.

Mute ON: Press Mute  so callers cannot hear you. You will still hear them.

Mute OFF: Press Mute again. 

Clearing Missed Calls Alert: When phone is idle, press Down Arrow, then Press Left Arrow to exit.

Call Forward ON: Press Forward, then press 1, enter destination phone number, then press Enable.

Call Forward OFF: Press Forward, then press 1, then press Disable.

Do Not Disturb (For Most Phones): Press the Do Not Disturb button to enable and disable this feature.
For 33X models only: Press Menu, press 1, 2, 1. to enable and disable this feature.

Voicemail (For Most Phones): Press the “Messages” button, enter pass code and press #. For 33x models only: To listen to new messages, press Msgs, enter pass code and press #. To listen to old messages, press Menu, Press 1, 1, 1. Enter pass code and press #.

User Guides: We have user guides available for download at www.masergy.com. Look under Cloud Communicatons >> Fully Hosted UC >> Media Endpoints.

Training: We have weekly training or by appointment. Email training@masergy.com

Help: For live help call 611 or 800-942-4700.

Temporary Voicemail Password: _____

Web Portal URL: <http://login.broadcore.com>

User ID: yourtendigitphonenumber (e.g. 8018260123)

Temporary Web Password: _____