



Phone Guide



Thank you for purchasing a
pre-programmed IP phone by
MongoTEL.

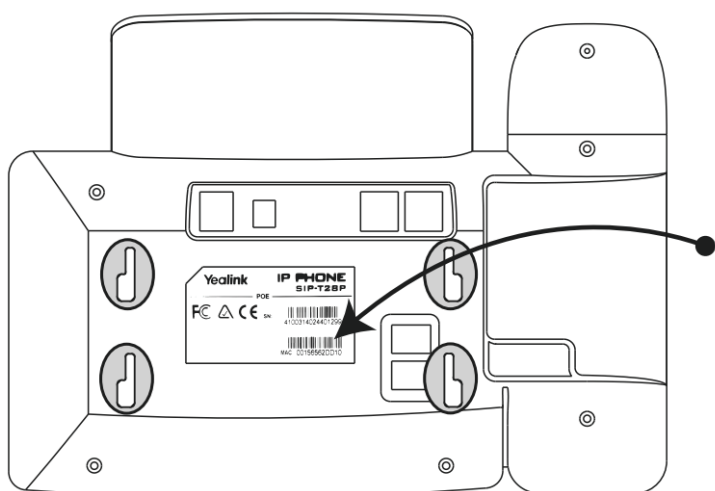
**Here is your guide
to get started.**

Getting Started

To activate your phone,
call MongoTEL at:

718-942-9990

(You will need the MAC address
located on the back of your phone)



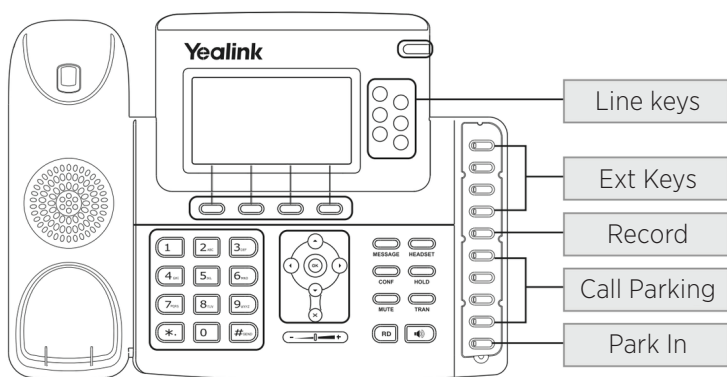
**100% CUSTOMER SATISFACTION.
GUARANTEED.**

At MongoTEL we strive to achieve optimal customer satisfaction. Our commitment to smooth performance and unparalleled service is backed by a dedicated staff waiting to assist you with your needs, big or small.

Please contact us immediately for any support, and take advantage of our dependable team.

Get To Know Your Phone

Your new MongoTEL phone includes dial buttons, screen and dedicated feature keys.



Summary of Features

DEDICATED FEATURE BUTTONS:

- **Line keys:** Indicate the status of the phone lines (p.4).
- **Ext Keys:** Indicate the status of another extension (p.5).
- **Record:** Press to record current call (p.6).
- **Park In:** Press to park a call (p.7).
- **Call Parking:** Indicate the status of call parking spots (p.7).
- **Message:** Listen to voicemail messages (p.8).
- **TRAN:** Transfer calls (p.9).
- **CONF:** Conference or 3-way-calling (p.11).

ADDITIONAL BUILT-IN FEATURES:

- **Intercom:** Communicate with another extension via intercom (p.12).
- **Page All:** Announce on speaker-phones and all connected speakers (p.13).
- **Barge:** Listen in on active call (p.14).

Feature Details

LINE KEYS

Line keys represent the different lines available for your phone (It does not represent all lines within your network).

The system will automatically choose an available line when you pick up the handset or press the speakerphone.

KEY INDICATORS:

- **Key is not lit** - Line is not in use.
- **Key is lit** - Line is in use, someone is on a call.
- **Key is blinking** - Line is either ringing or has a call on hold.

You can choose to answer a specific line by pressing the blinking line key.



Feature Details

EXTENSION KEYS

Help you easily collaborate with other extensions by allowing you to monitor the state of other extensions in your network, transfer calls to other extensions, dial other extensions easily and answer incoming phone calls for other extensions.

To set up and assign keys for extensions or change the assignments of keys, contact MongoTEL for assistance.

KEY INDICATORS:

- **Key is not lit** - Extension is not in use.
- **Key is lit** - Extension is on a call.
- **Key is blinking** - Extension is ringing or has a call on hold.

You can answer an incoming call by pressing the specific Extension Key while the key is blinking.

You can dial the extension by picking up the phone and pressing the specific Extension Key.

Feature Details

RECORD

Allows you to record an active phone call and listen to the recording later online.

- **To record a phone call, press the “Record” button while you are on a call.**

The “Record” button will blink when it is recording.

The phone will stop recording as soon as you hang up the call.

If you take a beep while on the recorded call, the system will not automatically record the beep call. However, the call will continue to be recorded as soon as you return to the original line.

Tip: You can also record the beep call by pressing the “Record” button again, and the system will create a separate audio file for the beep call.

You can listen to the recording as soon as you hang up the phone by visiting manage.mongopbx.net >Extension> Call Recording.

For more information about the webportal functionality - please visit mongotel.com/webportal.

Feature Details

PARK IN / CALL PARKING

Allows you to put a call on hold, then pick up the call from any other extension. Associates can answer calls for each other while busy and take over the call when available, making teamwork a breeze.

- **To park a call just press the “Park In” key (key 10) and the system will automatically transfer the call into the next available slot.**

The “Call Parking” key (6-9) for the specific slot will blink to indicate which slot the call is parked in.

Calls in a parking slot can be answered from any phone by pressing the particular “Call Parking” key.



Feature Details

MESSAGE

Allows you easy and direct access to your voicemail box.

- **Press Message soft key, and enter your password** (default password is 1234, but you can always update it by visiting manage.mongopbx.net >Extension>Voicemail Settings).

***Tip:** You can also access your voicemail box by pressing *85 or access another extension's voice mailbox by pressing *85 + the extension + #.*

To access your messages, always enter your password first.



Feature Details

TRANSFER

Allows you to transfer an active call to another extension within your network or to any valid phone number.

There are two ways to transfer a call, you can choose between a Blind Transfer or Attended Transfer.

Blind transfer is to transfer a call fully. While you transfer the call to the other party you get disconnected, and the caller's info shows on the receiver's caller ID.

Attended Transfer allows you to attend the transfer and communicate with the receiving party before completing the transfer of the call, (useful to check availability, etc.), and you can then complete the transfer of the call effortlessly. Using this option will display your caller ID until the call Transfer is completed.

- To make a **Blind Transfer** while on an active call, press **TRAN** (transfer) button, dial the extension number or phone number you want to transfer to, and press **TRAN** button again.

(Continued on following page)

Feature Details

TRANSFER (continued)

Allows you to transfer an active calls to another extension within your network or to any valid phone number.

- To make an **Attended Transfer** while on an active call, press the **TRAN** (transfer) button and dial the extension or phone number you want to transfer to, and press the “#” key or press Send.

To complete the transfer, press the **TRAN** button again.

You can easily Blind Transfer calls to any of your assigned Ext Keys at the side of your phone. While on an active call, press TRAN (transfer), then press the designated Ext Key of the extension you are transferring to.

You now have the ability to speak to the person you transfer to.

To complete the transfer, press the TRAN button again.

Notes: *While performing an Attended Transfer, if you press the TRAN key again before the receiving party answers the phone, the caller ID info will read your info until the receiver picks up the phone.*

- *The Attended Transfer does not give the option of retrieving the caller's Caller ID from the history.*

Feature Details

CONFERENCE

Allows you to connect multiple parties for discussion in a single conference.

- To conference a call while on an active call press the CONF soft key > choose a line and dial the additional party you want to conference > press the CONF key again to conference the calls together.



Features Accessible by Code

• Intercom:

An intercom call will instantly connect you to communicate with another extension in your network via the receiver's speakerphone. The intercom call will convert to a regular call if the receiver is on another phone call at the time you are intercom calling the extension.

To intercom call *99 and the extension number, and you can instantly speak to that extension.



Features Accessible by Code

• **Page All:**

A **“Page all”** call will instantly connect you to all speakerphones (and optional ceiling speakers) within your network.

The option will only allow you to make an announcement, it does not allow you to hear anything from the other parties.

The system has two options as to how to treat an extension is on an active call while a “Page all” is performed:

- **Places the active call on hold and activate the speakerphone for the announcement.**
- **Does not place the call on hold and sounds the announcement on the handset only for the phone user** (outside party does not hear the announcement).

Please contact us at MongoTEL to set the “active call” option and *code for this feature or to change it at any time.

The system administrator can also set up or change this feature online by visiting manage.mongopbx.net.

Features Accessible by Code

• **Barge:**

The Barge option allows preset users to listen in and/or intervene on an active call.

*Please contact MongoTEL to set the *Code and passcode for this feature or to change the *code at any time.*

Once the *code is set, to barge in on an active call: Dial the *code created (For EX: *100) and extension number of the extension with the active call you would like to listen in on, the system will then require you to enter a password.

You will be connected in listen only mode as soon as you enter the password.

You can intervene into the conversation as follows:

- Dial #1 to speak with the caller.
- Dial #2 to speak with the extension.
- Dial #3 to speak to caller and the extension.

Dial #0 to revert to listen only mode at any time.

Features Accessible by Code

• Barge (continued):

The system administrator can also set up or change the *code and/or password by following the steps below:

- 1) Log onto www.manage.mongopbx.net
- 2) Follow the prompts to provide your username and password
- 3) Once you logged in, click on the PHONE SYSTEM tab, on the left side of the screen
- 4) Direct your mouse pointer to PBX FEATURES tab and click
- 5) Click the STAR CODES option, (you can set up a star code for whatever feature you like)
- 6) Select CREATE STAR CODE and enter a few digit code (choose whatever number you would like to set up as the STAR CODE choice) >
- 7) At the DESCRIPTION selection describe what this star code will be used for. (In this case you can name it Barge) Then, check off the box to ALLOW in IVR.
- 8) Lastly, choose the feature Barge. This step requires a new password. Create it.

Remember to check off the box that enables DTMF during barge.

