Databox Solutions

VOIP Express Quick Reference Guide

DataBox Solutions is here to help you work smarter, not harder.

DataBox Solutions helps you work smarter by offering locally managed IT services that are personalized and backed by a passion for cutting-edge technology. Our services benefit your business by providing:

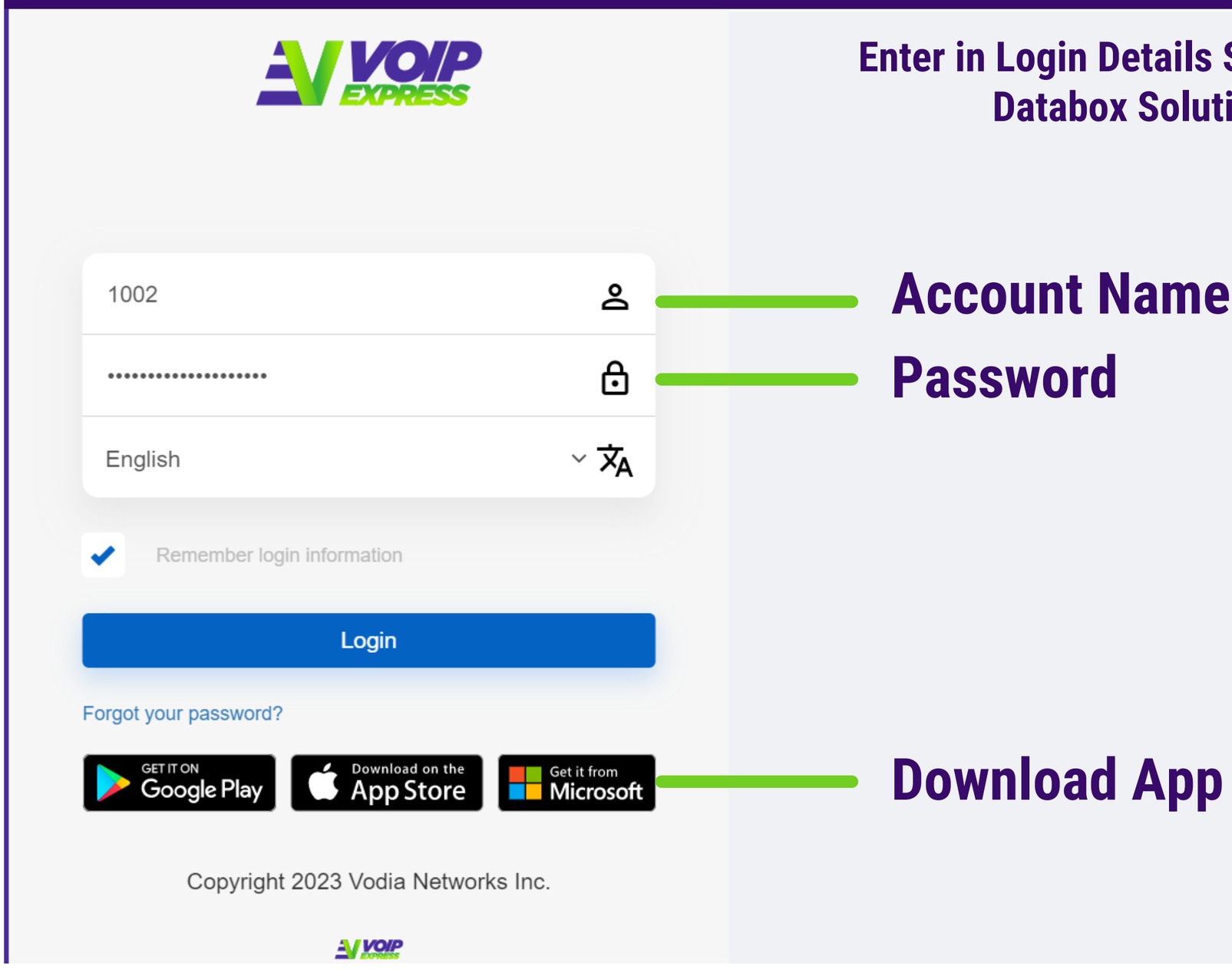
- Ongoing support from locally managed IT services
- Personalized account management by experts who understand your business
- VIP support via a local dedicated phone line (1300 603 404), *not a call centre*
- Cutting-edge technology and hardware advice
- Routine account reviewals to provide guarantee competitive rates

For support, please contact us at **1300 603 404** or **support@databox.net.au** and keep our training guide handy for quick access to essential functions of your new phone system.

Contact us at 1300 603 404 | support@databox.net.au

VOIP Express Quick Reference Guide

HOW TO LOGIN



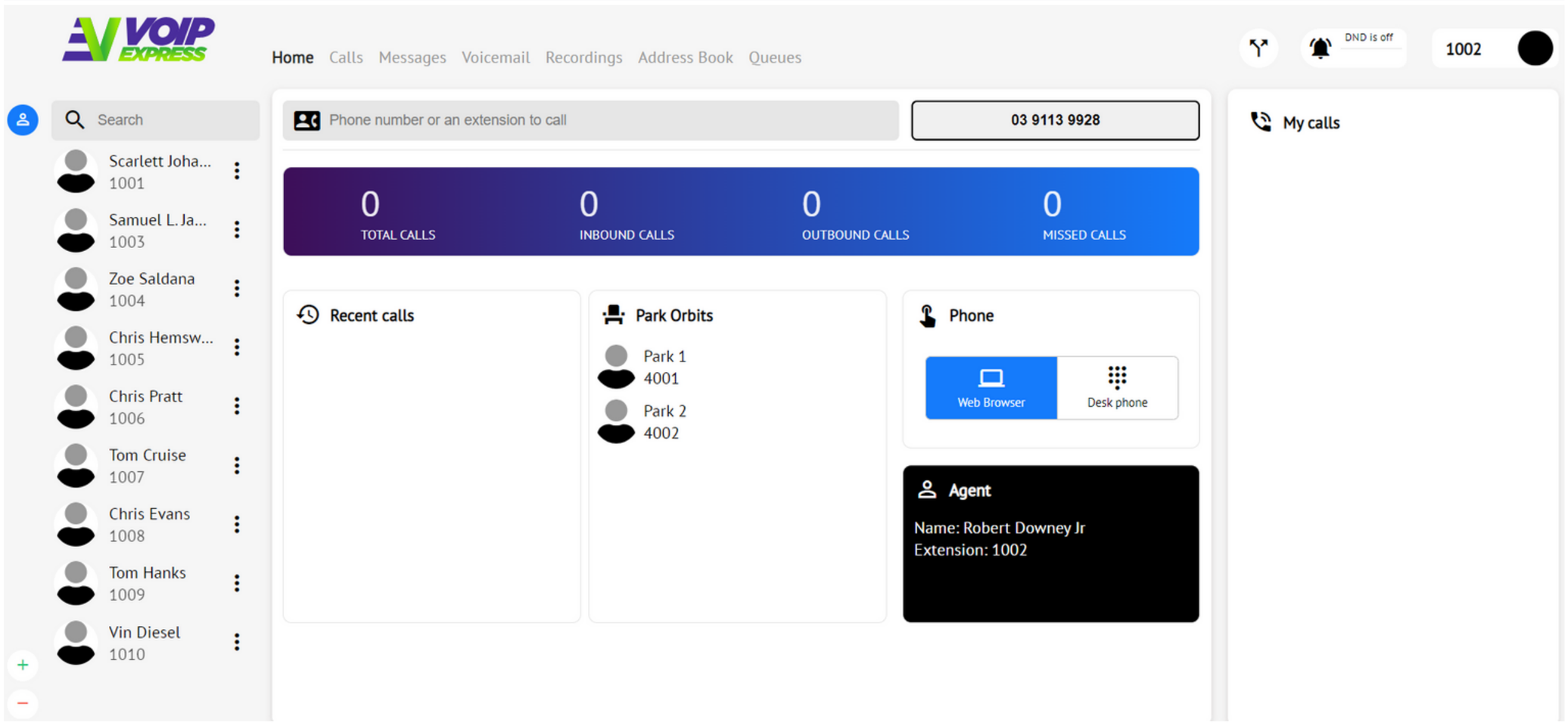
Enter in Login Details Supplied By Databox Solutions

Account Name

Password

Download App

HOME PAGE VIEW



IT Support
1300 603 404
support@databox.net.au

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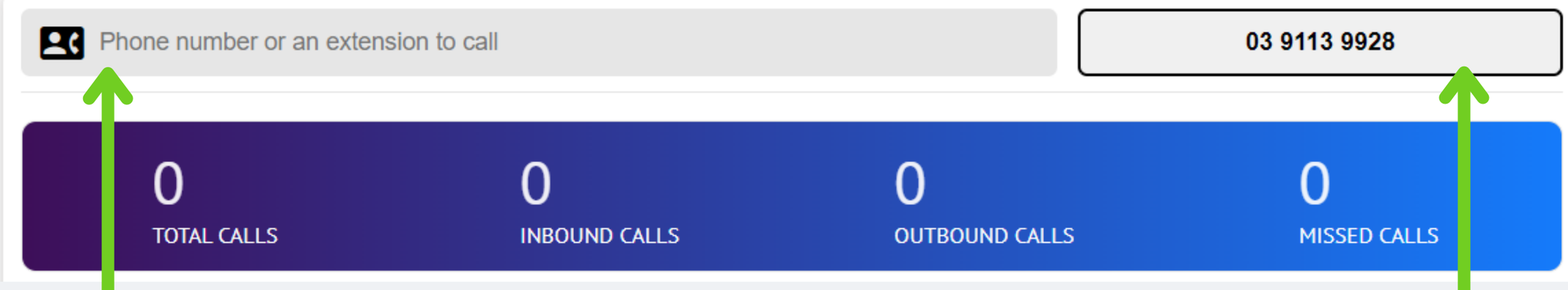
HOW TO USE TAB OPTIONS

Home	View Home Page
Calls	To View Call History
Messages	Send Messages to Contacts
Voicemail	To View Voicemails
Recordings	To View Recordings of Calls
Address Book	To View, Add and Edit Contacts
Queues	To View Current Call Queues

HOW TO CALL



1. **Dial a Phone Number or Extension**
2. **Press Enter to Call**

Change Area Number

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CALL KEY OPTIONS

END CALL

MUTE CALL

HOLD CALL

TRANSFER CALL

CONFERENCE CALL

DIAL PAD

RECORD (AUTOMATICALLY ON)

PARK CALL

MESSAGE

NOTES

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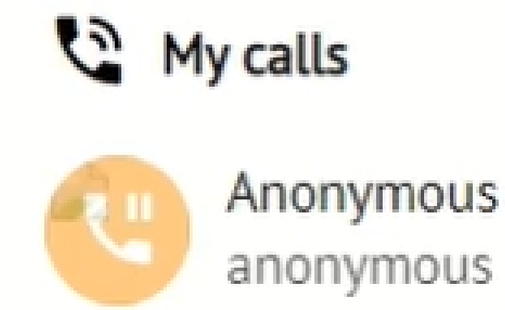
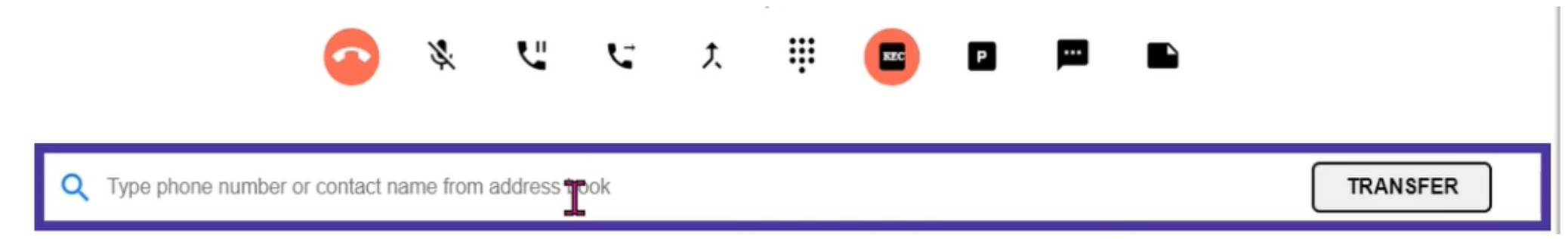
TO REMOVE CALLER FROM HOLD



PRESS PLAY BUTTON FROM MY CALLS PANEL

TO TRANSFER A CALL



1. **PRESS TRANSFER BUTTON**
2. **DIAL THE NUMBER OF CONTACT TO TRANSFER TO**
3. **PRESS TRANSFER**

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