

Manual Mobile Extension (MEX)

MEX – Mobile Extension

With Mobile Extension, your phone becomes an integral part of the corporate exchange.

When you call out from your mobile phone, your extension (your 08-524 number) will be displayed. If you send SMS and MMS, your mobile number is displayed.

When you are abroad, your phone works like a regular mobile phone. The switch functions are temporarily disconnected until you are back in Sweden.

If you have any questions or need to report an error please contact **IT-support on 08-524 822 22**

Key Explanation: In this guide, "Lur" is used to dial and end, due to that different mobile terminals have different names and procedures for making and ending calls. E.g. touch screen etc.

Call and answer calls

Internal	dial extension number + lur
External	dial areacode + nr + lur
Automatic Telephonist	08 524 888 88 + lur
Voicemail	08 524 864 99 + lur

Present hiding numbering

Present "hidden" Caller ID temporarily/for individual calls:
Dial 224 + receiver's ankn.nr + lur

Ex: 22408524xxxxx + lur
Ex: 224070xxxxxxx + lur

Present the main number

Present "main number" temporarily/for individual calls:
Dial 222 + receiver's ankn.nr + lur

Ex: 22208524xxxxx + lur
Ex: 222070xxxxxxx + lur

Present mobile number

Present "mobile number" temporarily/for individual calls:
Dial 223 + receiver's ankn.nr + lur

Ex: 22308524xxxxx + lur
Ex: 223070xxxxxxx + lur

Forwarding your extension number

Forwarding your extension number to an Internal number:
Dial 333 + lur (wait for tone) *21* extension number #

Forwarding your extension number to an external number:
Dial 333 + lur (wait for tone) *22# 00 + areacode and phonenumber #

Cancel internal call forwarding:
Dial 333 + lur (wait for tone) #21# lur

Cancel external call forwarding
Dial 333 + lur (wait for tone) #22# lur

** You can also forward calls according to the above via CMG web - <https://cmg.ki.se/BluStarWeb/SignIn>*

Voicemail

When you are unable to answer your calls, the caller may choose to leave a message in your voicemail. Received messages are announced by an SMS from the sender <sms sender>.

You listen to the message by calling 08 524 864 99 or log in to CMG Web <https://cmg.ki.se/BluStarWeb/SignIn>

Listen to your messages from your own mobile

1. Call 08-524 864 99
2. Enter your PIN code followed by #

If you have forgot your pin code contact the IT support at 08 524 822 22

Listen to your messages from another phone within the company

1. Call 08 524 864 99
2. Enter your extension, followed by #
3. Enter your PIN code followed by #

Voice mailbox menu selection (Main Menu):

- | | |
|---|-----------------------|
| 2 | Intercepted messages |
| 4 | Settings |
| 5 | Activity Registration |

Automatic operator

Via voice-controlled services, you can be connected to colleagues and refer you phone. Call 08-524 888 88 and follow the instructions.

To call a colleague	say first- and last name
To get to the operator	say operator
To refer	say reference
To remove the reference	say delete my reference

References

When you are in a meeting, on vacation or something like that, you can refer your connection. You can handle the references in different ways: via your phone, via the automatic operator, via your calendar or with CMG Web <https://cmg.ki.se/BluStarWeb/SignIn>

Refer via your phone

Dial 333 + lur (wait for tone) *23* (cause code) (return time) #

Refer via automatic operator

Call 08 524 888 88, say "reference" followed by reason and time for return. To remove a reference, call 08 524 888 88 and say delete my reference

Refer via calendar

When you book a meeting in your calendar you can simultaneously do a reference. Enter the reason in the "Subject line".

Refer via CMG Web

You reach the referral system via <https://cmg.ki.se/BluStarWeb/SignIn>

To log in to the CMG Web, enter your regular Windows login and password. (same as when you log in to your computer)

Cause code

	Orsakskod	Default value	Time Format
0.	Lunch	60 minutes	Return at hour/Minute
1.	Left for the day	Next day at. 08:00	-
2.	In duty	60 minutes	Return at Hour/Minute
3	Sick child	Until further notice	Return Day/Month
4.	Returning	Next day at. 08:00	
5.	Leave of absence	Until further notice	Return Day/Month
6.	Vacation	Next day at. 08:00	Return Day/Month
7.	Education	Next day at. 08:00	-
8.	Meeting	60 minutes	Return at Hour/Minute
9.	Sick	Until further notice	Return Day/Month

3-party call (conference call)

Conference call by phone:

1. You are in conversation with a B-party
2. Press **. Now you get a ringtone
3. Call the next party (C-party)
4. Press 3. Now everyone is talking to each other.
5. If more parties are desired, repeat from point 2

Conference call via CMG Web: <https://cmg.ki.se/BluStarWeb/SignIn>

1. The conference call is initiated by setting up a reference with code "conference".
2. A code is generated "default code 1234" you can also choose your own code
3. Then you send an email to the participants that you will have a conference call with information about start time and code
4. At the specified time the participants call in and follow the instructions
5. The conference call will be established between the users.

Call waiting

1. You call a busy user and you get a busy tone.
2. Press 4 and the call is switched on and the receiver receives dial tone.
3. The receiver may choose to respond or not.

NOTE! The categories must be correct, which is managed by the IT support administrator

Monitoring Call back

1. You call a busy user and you get a busy tone.
2. Press 5 and get a tone as confirmation.
3. Put on the handset
4. When the recipient is free, you will be dialed automatically

NOTE! The categories must be correct, which is managed by the IT support administrator