

Website: www.dobson.net/hosted-phone-support



First 10 Minutes

- **Setup Voice Mail:** Pressing the Voicemail button on your phone or dialing *333 from the phone will walk you through setting up your new voicemail. You can find additional helps and instruction on our Website above. [*Voicemail Quick Start Guide*](#)
- **Phone Functions:** You can find instructions on how to perform calling functions on our website. Just note the model of phone you are using and select it from the list available to find your specific match. Most functions are common like Conference or Transfer, but identifying which button represents which feature can be the new part. Example: [*PolyVX410*](#)

First Week

- **DobsonUC Portal:** Review our phone portal settings and see how to enable 'SIM RING' or 'Voicemail to Email'. Our Website has Quick Start Guides and even videos to help show you features and set-up tips. You will need your Web Portal Password to access the portal at <https://portal.dobson.net/>
- **Program Phone Buttons:** Program your buttons the way you want with even the nicknames you recognize. This is done via Web Portal under Settings TAB and Set Keys. Most of the buttons you will want to program are your co-workers' Extensions using the "Enhanced Monitored Extensions" buttons, but you can also program "Enhanced Speed Dial" buttons if you want to be able to call cell phones, or your favorite take-out restaurant, with a button push.

First Month

- **Advanced Features:** Our User Guide will take you through all the ins and outs of your new system. Looking through that will let you get the most out of your system. Find it on our website along with other guides and resources.

If these website resources don't answer your questions, please contact us to find a resolution.

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