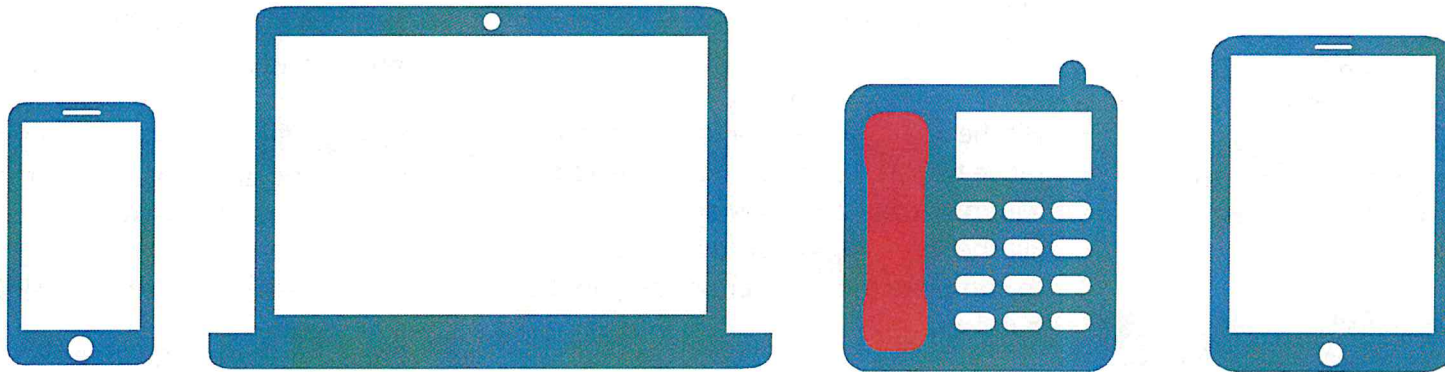# BRIDGECONNEX
## COMMUNICATIONS

# Sky PBX Quick Start Guide

## Support Contact options listed below:

Phone (888) 749-3510 / (888) 748-3510

Email: support@BridgeConnex.com

Website: www.BridgeConnex.com

## Learn how to use:

- Yealink Desk Phones on Sky PBX
- Sky Web Portal
- ReachUC for IOS®/Android™

**BRIDGECONNEX**
COMMUNICATIONS

# How to use your Yealink Desk Phone on Sky PBX

## Dial

Pickup the handset,
enter the number, and then press
**Send** soft key or phone will auto dial

(Dialing **1** before the area code is
not required within US & Canada)

### Redial:
Press 🔁 to enter the Placed Calls list,
press 🔁 to select the desired entry,
then press 🔁 or the **Send**
soft key. Press 🔁 twice when the
phone is idle to dial out the last
dialed number.

## Park/Pickup

### Park a Current Call
To park a call, press the "Park" key below the
screen which is visible when on a call. You will
hear a system voice tell you where the call is
parked and you can hang up. If you do not
have the "Park" button press the specific
Parking Spot button.
Ex. "Park 1", on your phone.

### Pickup a Parked Call
From any phone that has the parking spot but-
tons, Ex. "Park 1", simply press the parking spot
button you would like to retrieve a call from.
If a call sits on Park too long it will ring back to
the phone that initially parked the call.

## Transfer

**Yealink softkeys (Consultative)**
While on active call, hit the ⌜C-C⌝ key,
enter extension or phone number

Hit the **B Transfer** soft key to do a
**Blind** transfer

Or
Hit the **Send** soft key to do a consul-
tative transfer. (you will be connected
with party you are transferring to)
Hit the **Transfer** button once more
to complete the transfer or hang up the
handset.

## Conference

**Yealink softkeys**
While on active call, hit the more key
then **Conf.** soft key, enter
extension or phone number, hit the
**Conf.** soft key again once second
caller is on the line.

## Voicemail

**Checking Voicemail:**

Press ✉ button on the phone and
then enter your password followed by
the # key and follow the prompts

Or
Dial **5 0 0 1** from your desk
phone and enter your password/PIN

Dial **5 0 0 0** from any desk
phone and enter mailbox number and
your voicemail password

**Setting Up Voicemail Greetings:**

Press **6** to manage greetings.
Press **1** to record new greetings.
Press **1** again to record your unavail-
able greeting. Press **#** when done.
Press **1** to save greeting.

## Hold

Press 📵 or the **Hold** soft key during
an active call
**Call Mute and Un-Mute**
Press 🎤 to mute the microphone during
a call. Press 🎤 again to un-mute the call

**BRIDGECONNEX**
COMMUNICATIONS

# How to configure Voicemail Greeting and Name on BridgeConnex SKY

## Portal Access

Start by logging into your new SKY web portal by going to https://pbx.bcnx.us.

**Your username** is your Extension # + @company website address.
(Example: 1234@bridgeconnex)

**Contact your company Administrator** for a default password or to send you a Welcome email which will allow you to reset both your Portal and Voicemail passwords.

**BRIDGECONNEX**
COMMUNICATIONS

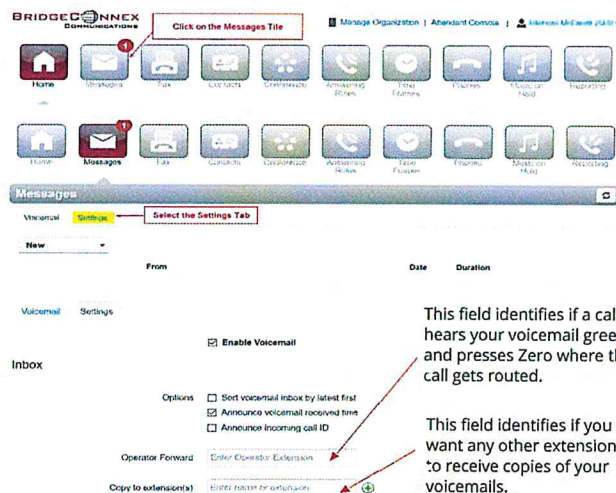**Login Name**

**Password**

Log In

## After You Login

When you login you will see the image below. First thing you should do is change your password from the default password unless you were sent a Welcome email where you did this already. Do this by clicking on your name in the upper right corner of the screen as shown below. You will See a choice for "Profile" which you should select.



## Voicemail Settings

To setup your voicemail greeting and record your name for the company directory click on the "Messages" Icon. Click on the "Settings" tab as shown highlighted below.



This field identifies if a caller hears your voicemail greeting and presses Zero where the call gets routed.

This field identifies if you want any other extensions to receive copies of your voicemails.

## Voicemail Name/Greeting Recording

Voicemail Name/ Greeting Recording From the Voicemail Setting Screen click the speaker icon. When you select the Record Greeting Icon you will be presented with the below options to Upload a greeting or Record which the system will call you at your extension or at anoutside phone number to record your Greeting/Name. You need to provide a name description for the greeting in the "Greeting Name" field. This will be shown in the above window that is a drop-down menu for all your Active Greetings. Whichever greeting is selected will be the one the caller hears.



Complete this action for both Voicemail Greeting and Record Name.

NOTE: If your company is using a corporate directory option on any company Auto Attendant greetings to look up staff by name it is CRITICAL that you record your name greeting. Otherwise, the corporate directory lookup will just play a blank audio file and the caller will not be able to reach you. Once done your screen should look like this...