

MEX user guide

Call

Internal calls: dial extension number

External calls: Dial the entire phone number

International calls dial 00+international prefix+phone number

Text message - SMS

SMS is sent to mobile number 0701234567 alt. +46701234567

Phone number storage

External numbers should be saved in international format, e.g. +46855512345 (this way you can both call and text the number)

Transfer/Forwarding a call

During an ongoing call: Press ** wait for tone, dial desired number, hang up

Inquiry/Alternating between calls

During a call in progress, you can put the call on hold and make a request to another extension.

You can then commute between the different calls.

Press **, wait for tone, dial desired number

Switch between calls with **

Group calls/Conference calls

During an ongoing call, you can connect 2 more participants to the call:

Press ** wait for tone, dial desired number, 3

Forwarding (External)

Connect: Dial 670, tone, *22#00+number#, tone, hang up

Disconnect: Dial 670, tone, #22#, tone, hang up

Forwarding (Internal)

Connect: Dial 670, tone, *21* extension#, tone, hang up

Disconnect: Dial 670, tone, #21#, tone, hang up

Abroad

- When you leave Sweden's borders, the phone ceases to be a MEX. The phone then works just like a stand-alone mobile subscription.
- For price information abroad, we refer to <https://www.tele2.se/mobilt/utland>
- Order data packages when staying abroad Log in via <https://my.tso.tele2.se/>
- If you have a Tele2 Open subscription, you must log out of the service

Reference of extension

See the self-service portal, <https://support.slu.se> KA 0458

Refer both the extension and the mobile number

To ensure that both the extension and the mobile number are referred, Extended Mex needs to be activated.

Switch between Standard/Extended:

Activate Standard: *127*1# "call"

Activate Extended: *127*2# "call"

Status: *127# "call"

Voice guided reference

Here you can be connected and get information about which number a colleague has in the switchboard.

Call 3333 from your extension

Voicemail

Service ordered from IT support. You administer your voicemail at <http://cmg2-2.ad.slu.se/CMGWeb>
To administer the voicemail, log in with your extension and associated password. If you have forgotten your password, you can use the "Forgot password?" function on the login page to create a new password.

To reach the voice mailbox via the phone, call extension 3200 and follow the instructions.