


# MLC Softphone Usage Instructions

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 Should you have any questions or concerns with the instructions, please notify the [Technology Service Center](#) for assistance.

### **MLC Button Functions**

**Hold** – To put a caller on hold

**Answer** – NOT Used.

**Speaker** – To make and answer a call. The equivalent of your office phone speaker button.

**Recall** – NOT Used.

**Feature** – Used to setup speed dials.

**Transfer** – To transfer a caller.

**Mic** – To mute and unmute your microphone.

**Up & Down Arrows** – To adjust your selected audio device volume level.

### **Making an Internal Call**

1. Click on the “Speaker” button. You will see a green light next to your extension.
2. Dial the desired extension.
3. Once finished with the call, hang up by clicking the "Speaker" button again.

### **Making an External Call**

1. Click on the “Speaker” button. You will see a green light next to your extension.
2. Dial 9 then the desired phone number (Ex. 91234567890).
3. Once finished with the call, hang up by clicking the "Speaker" button again.

### **Answering a Call**

1. When receiving a call you will see a red light next to your extension.
2. Click on the “Speaker” button to answer.
3. Once finished with the call, hang up by clicking the "Speaker" button again.



NOTE: If you have another extension you use to make and receive calls you will need to click on that extension on the left side first then click “Speaker” to make and answer calls.

### **Putting a Call on Hold**

While on a call click the “Hold” button.

The green light next to your extension will start flashing.

Click on your extension to take the caller off of hold.

### **Transferring a Call**

1. While on a call click the “Transfer” button.

2. Dial the desired extension to transfer the caller to.

3. Once finished with the call, hang up by clicking the "Speaker" button again.