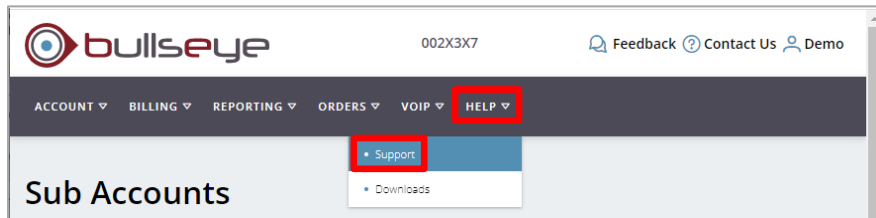


# Knowledge Getting Started Guide for Customers & Partners

## Accessing Knowledge

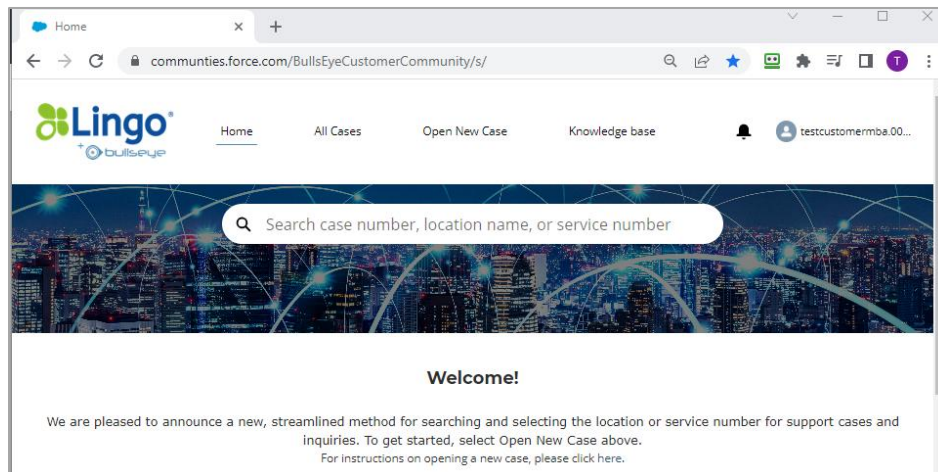
Note: For users without MBA access, you can also access our Knowledge site for guides, instructional videos, and more by going to <https://communities.force.com/BullsEyeCustomerCommunity> or going to [www.lingo.com](http://www.lingo.com) and selecting the **Resources** menu and then **Knowledge Base**.

1. Log into MBA.



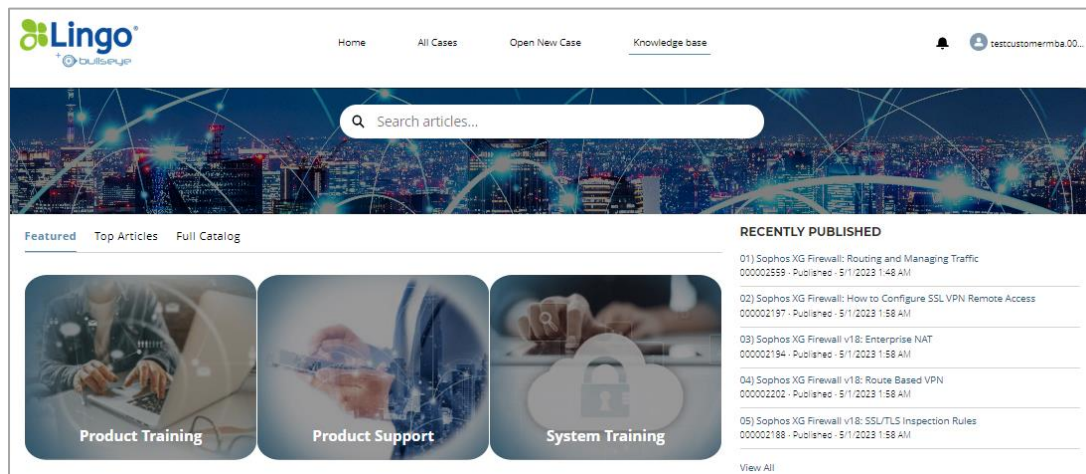
2. Select the **Help** menu and then click **Support**.

The Support Home page is displayed in a new tab.



3. Select **Knowledge**.

The Knowledge Home page is displayed.



# Knowledge Getting Started Guide for Customers & Partners

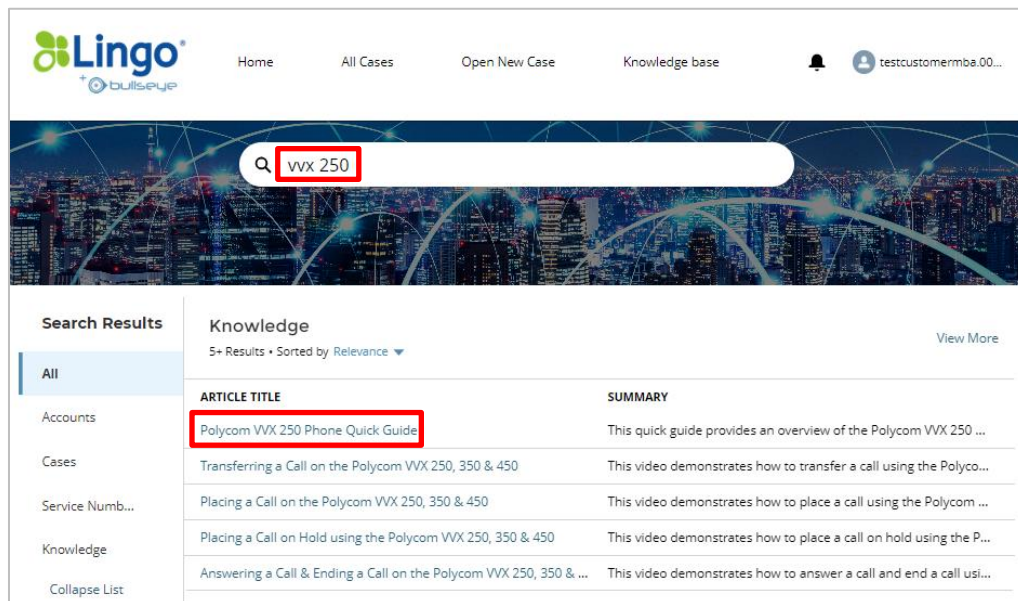
## Searching for an Article

**Search Rules:** Only published articles are searched. All text fields on the Article Details page as well as the body of any attachments (in the case of Document articles) are included in searches.

1. Enter one or more keywords in the search field at the very top of the Salesforce window and then press **[Enter]**.

**Note:** When searching with multiple search words, Salesforce will search for any articles with any or all the search words. To only return articles with the full search phrase, add quotes around the words as in "vvx 250".

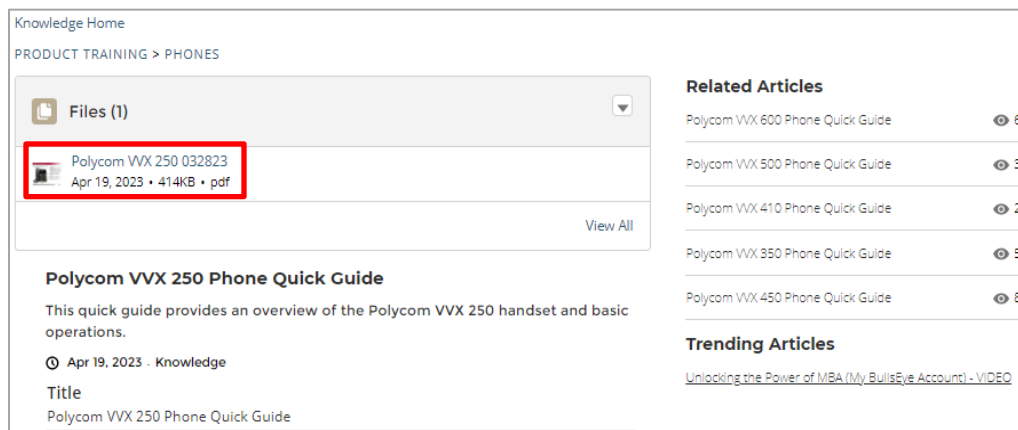
A list of results is displayed. If there are 5+ results, click View More to see all results.



The screenshot shows the Lingo Knowledge base interface. At the top, there's a navigation bar with links like Home, All Cases, Open New Case, and Knowledge base. A search bar is prominently displayed with the text 'vvx 250' entered. Below the search bar, a 'Search Results' section is visible, showing a list of results. The first result, 'Polycom VVX 250 Phone Quick Guide', is highlighted with a red box. The table lists the article title and a brief summary for each result.

ARTICLE TITLE	SUMMARY
Polycom VVX 250 Phone Quick Guide	This quick guide provides an overview of the Polycom VVX 250 ...
Transferring a Call on the Polycom VVX 250, 350 & 450	This video demonstrates how to transfer a call using the Polyco...
Placing a Call on the Polycom VVX 250, 350 & 450	This video demonstrates how to place a call using the Polycom ...
Placing a Call on Hold using the Polycom VVX 250, 350 & 450	This video demonstrates how to place a call on hold using the P...
Answering a Call & Ending a Call on the Polycom VVX 250, 350 & ...	This video demonstrates how to answer a call and end a call usi...

2. Click the Article Title to display the article details.




The screenshot shows the article details page for 'Polycom VVX 250 Phone Quick Guide'. The page layout includes a 'Knowledge Home' header, a breadcrumb trail 'PRODUCT TRAINING > PHONES', and a 'Files (1)' section. A file named 'Polycom VVX 250 032823' is highlighted with a red box. Below the file list, the article title 'Polycom VVX 250 Phone Quick Guide' is displayed, followed by a brief description and the date 'Apr 19, 2023'. To the right, there are sections for 'Related Articles' and 'Trending Articles'.


3. If the article has a file attached, click on the file to browse or download the attachment.

# Knowledge Getting Started Guide for Customers & Partners

## Document Article

SYSTEM TRAINING > MBA


 **Files (1)**

 MBA User Guide\_rebrand - 2121M12  
Apr 24, 2023 • 2.6MB • pdf

View All

**MBA User Guide**

This is the comprehensive MBA User Guide for customers and partners.

 Apr 24, 2023 • Knowledge

**Title**  
MBA User Guide



**URL Name**  
MBA-User-Guide-1680804830641

System Training


MBA


Was this article helpful?


Rate the article.


 0  0


**Related Articles**

Virtual Receptionist User Guide  2

BullsEye Unified Communications User Guide for iOS Tablet  6

VoIP Call Recording & Reporting User Guide  29

BullsEye Unified Communications Desktop Quick Guide for Customers  3

Submitting Service Requests (MACD Requests) via MBA Quick Guide  12

**Trending Articles**

[Unlocking the Power of MBA \(My BullsEye Account\) - VIDEO](#)

[Polycom VVX 250 Phone Quick Guide](#)

[01\) Sophos XG Firewall: Routing and Managing Traffic](#)

[MBA User Guide](#)

[05\) Sophos XG Firewall v18: SSL/TLS Inspection Rules](#)

Document type articles include attachment(s) in the **Files** section. Click the file attachment to browse or download the file.

Article Title and Summary.

# Knowledge Getting Started Guide for Customers & Partners

## How To Article

Files (0)

### Setting Up Voicemail to Email

This solution details how to set-up voicemail to email for a user via the VoIP Portal.

Apr 20, 2023 · Knowledge

**Details**

1. After logging into the BullsEye VoIP Portal, select the desired user from the User drop down menu in the upper left.

Welcome Tom Mc Mullen  
Enterprise  
BullsEye Telecom (01 G\_E)  
Group  
StClairDemo (demo)  
User  
All Users  
1, Line (2488499015)  
2, Line (2484830430)  
Accounting, (Kim Mohr) (dhorn)  
Executive, (Sharon Clark) (2482283560)  
Receptionist, (Mary Jones) (2488499010)

Dashboard  
Dashboard  
Users

The Calling Features page is displayed.

2. Scroll down to the **Messaging** section and select **Edit** to the right of **Voice Email Management**.

Messaging

Aliases

VIEW

EDIT

Greetings

VIEW

EDIT

Voice Email Management

EDIT

Voice Portal

EDIT

Content is built into the Details section.

### Related Articles

BullsEye Voicemail Setup Instructions 37

Setting up a Time Schedule 7

How to Set-up your Auto Attendant 17

How to Set-up a Hunt Group 6

Resetting a Voicemail Passcode 10

### Trending Articles

Unlocking the Power of MBA (My BullsEye Account) - VIDEO

Polycorn VVX 250 Phone Quick Guide

MBA User Guide

01) Sophos XG Firewall: Routing and Managing Traffic

05) Sophos XG Firewall v18: SSL/TLS Inspection Rules

## How To Article with Video

PRODUCT TRAINING > PHONES

Files (0)


### Transferring a Call on the Polycom VVX 250, 350 & 450

This video demonstrates how to transfer a call using the Polycom VVX 350. The process is the same for the VVX 250 and 450.

Apr 24, 2023 · Knowledge

**Details**

B Transfer VVX 350 450



Click on the video to play back. Double-click for full-screen view.

### Related Articles

Placing a Call on the Polycom VVX 250, 350 & 450 2

Answering a Call & Ending a Call on the Polycom VVX 250, 350 & 450 6

Placing a Call on Hold using the Polycom VVX 250, 350 & 450 7

Polycorn VVX 250 Phone Quick Guide 18

Transferring a Call on the W56H Cordless 3

### Trending Articles

Polycorn VVX 250 Phone Quick Guide

MBA User Guide

Unlocking the Power of MBA (My BullsEye Account) - VIDEO

01) Sophos XG Firewall: Routing and Managing Traffic

05) Sophos XG Firewall v18: SSL/TLS Inspection Rules

# Knowledge Getting Started Guide for Customers & Partners

## Browse Topics

From the Knowledge home page, click on a topic icon (Product Training, Product Support, or System Training) or select Top Articles or Full Catalog.

The screenshot shows the Knowledge Home page with three main topic icons: Product Training, Product Support, and System Training. A blue arrow points from the Product Training icon to a callout box that says "Click Knowledge Home to return to the Home page." Below the icons, there is a section for "Product Training" with a red box around the sub-topics: Phones, VoIP Portal Training, Voicemail, and Managed Services Training. A callout box says "Click a topic to browse related articles." Below this, there is a section for "Articles" with a callout box saying "Click an article to view or download." The first article is "How to Set-up a Hunt Group" with a sub-header "Answering a Call & Ending a Call on the Polycom VVX 250, 350".

Knowledge Home

Click Knowledge Home to return to the Home page.

Product Training

Phones | VoIP Portal Training | Voicemail | Managed Services Training

Articles

Click a topic to browse related articles.

Click an article to view or download.

How to Set-up a Hunt Group

Hunt Groups allow multiple handsets to ring simultaneously or in sequence when an incoming call is received. This document explains how to set-up a Hunt Group within the VoIP Portal.

1 View • May 1, 2023 • Knowledge

Answering a Call & Ending a Call on the Polycom VVX 250, 350

To access the full catalog, from the Knowledge Home page, click **Full Catalog**.

Click a topic to browse related articles.

The screenshot shows the Full Catalog page with three main sections: System Training, Product Training, and Product Support. Each section has a list of sub-topics.

System Training	
BOSS	VoIP Portal
MBA	Call Reporting

Product Training	
Phones	Voicemail
VoIP Portal Training	Managed Services Training

Product Support	
Voice	Connectivity
VoIP	Managed Services