










Mitel MiVoice Office

TELEPHONE QUICK REFERENCE GUIDE

- OUTGOING CALL** Lift handset - Press **Outgoing key, Call Key**, or **8** - Dial number
- REDIAL** Lift handset - Press **REDIAL** key
- INTERCOM CALL** Lift handset - Dial **EXT. NUMBER** on dial pad
- ANSWER A 2ND CALL WHEN ON A CALL** Press **HOLD** key to put the first caller on hold - Press the **Call 2** Key where the new call is ringing to receive the 2nd call - if needed, put 2nd caller on **HOLD** - Press **Call 1** key and you will have the 1st caller back.
- TRANSFER CALL** (With live call) Press **TRANSFER KEY + ext number**. Announce call and hang up to transfer call *(if the called extension does not want call, before hanging up, press **CALL KEY** that caller is holding on to retrieve the call and take a message)*
- TRANSFER TO HOLD** (With live call) Press **TRANSFER** key, **EXT NUMBER** – Press **HOLD**
This places the call on hold at the transferred station
- CALL PICKUP** Lift handset - Press **4 +** the extension where call is holding or ringing. You will have the outside call.
- DO NOT DISTURB** While on hook - Press **DND** key + **Speaker** key. Press lit **DND** key to turn off.
- CONFERENCE CALL** Up to 3 people and yourself (total of 4). Establish 1st call - Press **CONF** key - Establish 2nd call - Press **CONF** key - Establish 3rd call if needed - Press **CONF** key - Press **CONF** key again to connect all parties
- CHANGE RINGTONE** While the phone is idle, press 398. Use the up arrow key to scroll through the 10 options. Stop on the tone you like best.
- INTERCOM ON/OFF** While the phone is idle, press 319 on the keypad. The display will show Hands-free status as On or Off.
- CALL LOG** Press **CALL LOG** key. Press 1 for missed, 2 for received, 3 for dialed or 4 to delete the list. Use the Up Arrow key to scroll through the list. Press # to dial the current number on the display.
- DYNAMIC EXT** Press the **Dynamic Ext** key to turn on the feature to ring your cell phone. Press the lit key again to turn the feature off. To swap the call from one device to the other, press the **Handoff** key.
- RECORD A CALL** Press the **Rec A Call** key during a call. The remainder of the conversation will be saved as a voicemail message in your mailbox.
- PROGRAM A KEY** Press a blank key. Enter an extension number. To change a key that you already programmed, Press 397 + the key to be changed. Press HOLD for backspace and # to save.

	Volume Control		Feature Key
	Activates Hands free Mode		Redial Key
	Mutes Microphone		Hold Key – RED Key
	Opens Directory Menu		Transfer Key
			Message key-Lights when you have new messages.

VOICEMAIL

QUICK REFERENCE GUIDE

TO PERSONALIZE YOUR VOICE MAILBOX

- 1 - Access voice mail pressing VOICE MAIL KEY
 - 2 - When voice mail or Auto Attendant answers - Press * then enter your MAILBOX NUMBER.
 - 3 - Enter the DEFAULT PASSWORD (Your extension number) then press # to accept
 - 4 - You will be prompted to change your password (3 to 12 digits) - Enter NEW PASSWORD - Press #, then # again to accept
 - 5 - Follow prompts to record DIRECTORY NAME - Press # to accept
 - 6 - Listen to voice mail introduction - DO NOT SKIP THIS STEP!!!
 - 7 - Prompt will say "Your mailbox is now fully set up" and will give you your options. Press 4 for PERSONAL OPTIONS menu - Press 1 -CHANGE PERSONAL GREETING - Press 1 for PRIMARY GREETING
 - 8 - Follow prompts to record primary greeting then press # to accept
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TO RETRIEVE MESSAGES WHEN MSG KEY IS LIT

- 1 - Lift handset and press MSG key, (this dials voice mail for you and recognizes you as a user)
- 2 - Enter your PASSWORD then press #
- 3 - Press 1 for NEW MESSAGES OR 3 for SAVED MESSAGES
- 4 - Press 7 to SAVE OR 9 to DELETE as prompted at end of message

TO RETRIEVE MESSAGES FROM ANOTHER PHONE IN YOUR OFFICE

- 1 - Access voice mail by pressing VOICE MAIL KEY - Let voice mail answer
- 2 - Press * and your MAILBOX NUMBER to enter voice mail as a user
- 3 - Enter your PASSWORD then # to accept - Follow prompts to listen to messages

TO RETRIEVE MESSAGES FROM OUTSIDE THE OFFICE

- 1 - Dial main company phone number or your Direct Dial Number
- 2 - When voice mail answers press * and your MAILBOX NUMBER
- 3 - Enter your PASSWORD then # to accept - Follow prompts to listen to messages

TO LEAVE A MESSAGE IN SOMEONE'S MAILBOX

- 1 - Access voice mail by pressing VOICE MAIL KEY - Let voice mail answer
- 2 - Enter MAILBOX NUMBER to receive your message
- 3 - Leave message at the tone then hang up to deliver message

TO TRANSFER AN OUTSIDE CALLER INTO SOMEONE'S MAILBOX

- 1 - With caller in hand - Press VOICE MAIL KEY
- 2 - Dial desired MAILBOX NUMBER then hang up to complete transfer (Caller will hear that person's personalized greeting)

TO MAKE CHANGES IN YOUR MAILBOX

- 1 - Access voice mail by pressing VOICE MAIL KEY - Let voice mail answer
- 2 - Press * and your MAILBOX NUMBER then your PASSWORD followed by # as prompted
- 3 - Press 4 for your PERSONAL OPTIONS MENU
- 4 - Follow prompts to change
GREETING - Press 1, then press 1 again for your PRIMARY GREETING - Follow prompts
DIRECTORY NAME - Press 2 - Follow prompts
PASSWORD - Press 3 - Follow prompts
MESSAGE ENVELOPE - Press 4 - Follow prompts to toggle envelope features on or off