











Mitel IP Phone Quick Reference Guide

| | | | |
|---|-----------------------|---|-------------------------|
|  | Volume Control |  | Speakerphone/Hands free |
|  | Mute |  | Applications Key |
|  | Cancel key |  | Redial |
|  | Hold |  | Transfer/Conference |
|  | Voicemail/Message Key | | |

PLACING AN OUTSIDE CALL

1. With or without the handset lifted, dial 9 for an outside line
2. Dial the desired number


ANSWERING A CALL

1. Lift the handset for privacy *OR*
2. Press the  Speaker Key *OR*
3. Press the flashing line key to respond handsfree

CALLING AN INTERNAL EXTENSION

1. With or without the handset lifted, dial the extension number

PLACING A CALL ON HOLD


1. Press the  Hold button

To retrieve the holding call


1. Press the flashing Directory Number (DN) key or line key

TRANSFER A CALL


To transfer a call to another station

1. Press  Trans/Conf key
2. Dial the extension
3. Hang up or announce the call and then hang up

To transfer a call to an outside number


1. Press  Trans/Conf
2. Dial 9 + Number
3. After the 1st ring, hang up to complete the transfer

 *To cancel a transfer prior to completion*

1. Press  Cancel
2. You are reconnected to the outside party



REDIAL

To redial the last number you manually dialed:

1. Lift the handset
2. Press  Redial


CONFERENCE CALL

To set up a multi-party call with up to 8 participants


1. While on a call, press  Trans/Conf
2. Dial the next party (Dial the extension *OR* dial 9 + number for outside call)
3. When the next party answers, press  Trans/Conf to connect all parties.
4. Repeat steps 1 – 3 to add more parties

RINGER CONTROL

To adjust ringer volume while the set is ringing

1. Press  Volume up and down keys


To adjust the Ringer Volume while the set is idle

1. Press SuperKey
2. Press the **No** soft key until Ringer Adjust appears
3. Select **Ringer Adjust**
4. Press **Ring Vol**
5. Use  Volume up and down keys to increase and decrease volume
6. Press SuperKey to exit (this saves the changes)

CALL PARK

The Call Park feature allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from any extension in the system.

To Park a Call:

1. Press  Trans/Conf
2. Press the Call **Park** feature key
3. The display shows PARKED@, followed by the parking spot index (if applicable). Example: PARKED@02

CALL PARK – RETRIEVE

To retrieve a parked call:

1. Press the Call **Park - Retrieve** feature key
2. Dial the two-digit index number to retrieve a specific call.

PAGE

To make an announcement:

1. Lift the handset
2. Dial * and the page zone
3. After the tone, make your announcement and hang up

APPLICATIONS KEY


Provides access to menus for additional features including:

User Information, Programmable Keys, Language, Text Size, Call Notification, Brightness/Contrast

***For any additional advanced feature instructions, please see your system administrator.

CALL HISTORY


To display the call history and view call detail

1. Press the  Applications key
2. Press **Call History** key (this key will be illuminated if you have missed calls)
3. Select an option – Missed, Answered, Made – to view the calls in that list

*This key is not currently programmed on your phone but is an available option for a blank programmable buttons. Follow the instructions above for **PROGRAMMING BLANK KEYS**. At step 5, select **Call History**.

TO PROGRAM A CALL FORWARD


To send your calls to another destination:

1. Press  Applications key
2. Press **Call Forwarding**
3. Dial the destination number (you must dial a 9 + 1 + area code + Number for an outside line)
4. Press the **Activate** soft key.

To cancel the Call Forward:


1. Press  Applications key
2. Press **Call Forwarding**
3. Press the **Deactivate** soft key.

PROGRAMMING BLANK KEYS

1. Press the  Applications key
2. Select **Settings**
3. Select **Programmable Keys**
4. Select key to program (arrow over if next page)
5. Choose the feature you want the key to function as
6. Press **Save**
7. Press **Close** to exit

TO PROGRAM SPEED DIALS OR SPEED CALLS

Speed Calls are programmed to a blank, programmable key

1. Press  Applications Key
2. Select **Settings**
3. Press **Programmable Keys**
4. Select key to program (arrow over if next page)
5. Press **Edit Label** and enter the Name
6. Press **Save**
7. Press **Edit Number** and enter the number for the Speed Call
8. Press **Save**
9. Press **Close** to exit

NOTE: Use the silver arrow keys at the bottom of the screen to switch pages. There are 3 pages of buttons.

ACD AGENT LOG IN/OUT (HOT DESK)

To log in to an ACD Hunt Group:

1. Press **Hot Desk**
2. Press **Login**
3. Enter your Agent ID
4. Press **OK**
5. Enter your PIN (default matches your Agent ID)
6. Press **OK**

To log out of an ACD Hunt Group:

1. Dial # – O – U – T (#688)

(OR)

To log out of an ACD Hunt Group:

1. Press **Superkey**
2. Press **Log Out**

ACD AGENT MAKE BUSY

To become temporarily unavailable:

1. Press **MAKE BUSY**

To become available:

Press **MAKE BUSY**