



Mitel Telephone Instructions


Answering Calls

For a call ringing to your phone lift the handset to answer the call, or press the Speaker button  to answer the call in hands free mode.


Ending Calls

Hang up the handset or press the Goodbye button .

Muting


Press the Mute key  while on an active call to mute the microphone for your handset, headset or speaker. Press the key again to unmute the audio.

Contacts

Press the Contacts key  to access the Contacts application. You have access to a Personal directory that you can personally populate, the Corporate directory that is populated with all of the corporate extensions and speed dials, and a Mobile directory that are synchronized contacts from your mobile device via Bluetooth.

Call History

Press the Call History key  to access the application.

1. Tap the respective contacts folder and scroll through the entries by swiping up and down on the list. To view additional call details, tap the arrow key  when the entry is highlighted.
2. Tap the **Dial** softkey to place a call to the respective entry or tap the **Add Contact** softkey to copy the entry to your Contacts application or tap the **Delete** softkey to delete the entry from your Call History.

Placing 911 Calls

Lift the handset and dial 911. No Prefix is required.


Placing Internal Calls

With or without the handset lifted, press the key for the person you want to call, or manually dial the extension number using the dial pad. When calling without lifting the handset first, you will be placed on a speaker phone call.


Placing External Calls

With or without the handset lifted, press the outgoing call access code of 9, and then dial the 10 digit phone number. When calling without lifting the handset first, you will be placed on a speaker phone call.

Individual Hold

While on a call press the Hold button . The call will hold to one of your two extension keys at the top left of your phone. To retrieve the call, press the flashing extension key.

Redialing External Numbers

The redial function only dials external numbers and not internal extensions. With or without the handset lifted, press the Redial button . The system automatically takes you to your outgoing call history to show you your last dialed outgoing call. Press the Redial button again to dial the last outgoing external number. When redialing without lifting the handset first, you will be placed on a speaker phone call.

Placing Conference Calls

You can have up to an 8 party conference


1. Ensure you are on an active call with one of the parties with whom you wish to create a conference.
2. Tap the **Add User** softkey. The active call is placed on hold and you get new dial tone.
3. Dial the next conference member. For an external party, dial 9 then the 10 digit number. For an internal party dial the extension.
4. Wait for an answer, consult, and then tap the **Join Calls** softkey to create the three-way conference call.
5. Repeat steps 2 to 4 to add an additional party.

Transferring Calls to Other Extensions

1. While on the call press the key for the person you want to transfer the call to, or press the **Transfer** softkey then dial the extension for the person you want to transfer the call to.
2. Do one of the following:
 - Hang up to transfer the call. This is called an unsupervised transfer.
 - Wait for an answer then announce the call to the user, and then hang up to complete the transfer. If the user does not want to take the call, press the **Back to Held** softkey to get the caller back. This is called a supervised transfer.

Direct Transfer to Voice Mail


This feature allows you to send a caller to a user's voice mail without ringing their phone.

With the caller on the line press the  key.


1. Press the button or dial the extension of the person you want the caller to go directly to the voice mail of.
2. Hang-up.

Access Voice Mail

From inside the office

1. Press the Voice Mail key .
2. Enter your passcode.

From inside the office at another extension

1. Press the Voice Mail key .
2. Press *XXX* (XXX represents **your** mailbox number)
3. Enter your passcode.

From outside of the office

1. Call the main number
2. When you hear the greeting play press *. When you hear the message center prompt, enter XXX* (XXX represents your mailbox number).
3. Enter your passcode.

Note: Alternatively you can dial your direct number and when your voice mail picks up press * then enter your mailbox passcode.

When accessing your voice mail for the first time, your passcode is 1111. You will then be given a tutorial that walks you through setting up your mailbox. This procedure prompts you to enter a new password, record your greeting, and record your name. Remember to press # when done recording your greeting and name recording to let the system know you are done.