



**Welcome to your new phone! Below are a few quick tips of basic functions you'll want to know about. The pages following highlight other features and functions of the phone that could come in handy.**

### **Voicemail setup:**

The initial password for your voicemail is 1234. If you forget your password or are unable to login, please submit a Helpdesk Ticket through SchoolDude.

#### **Change your password**

Login to your voice mail. When you hear the prompts, selection option 7 for mailbox options. Select option 4 to set password. Follow the prompts. Hang up when finished.

#### **Change your recorded name**

Login to your voice mail. When you hear the prompts, select option 7 for mailbox options. Select option 6 to record your name. Follow the prompts. Hang up when finished.

#### **Record a new personal greeting**

Login to your voice mail. When you hear the prompts, select option 7 for mailbox options. Select option 1 to record a personal greeting. Follow the prompts. Hang up when finished.

### **Below are the several different ways that you can check your voicemail:**

#### **From your classroom/office phone:**

If you're on one of the non-color phones, press the voicemail button and then follow the prompts

+ Password +

#### **From any phone in the district:**

If you're on one of the non-color phones, press the voicemail button and then follow the prompts

+  + Ext. + Password +

#### **From outside the district:**

Call 586-439-4400 and when you hear the greeting, press the \* button and follow the prompt. You will be asked to enter your extension and then your password followed by the #



## Mitel Phone Basics

### Placing Calls

**To Place an Internal Call Using the Keypad** – Pick-up the handset or Press the speakerphone button and then dial the extension number.

**To Place an External Call Using the Keypad** – Pick-up the handset or Press the speakerphone button and then press 8 and dial the phone number, include a 1 if it is a long-distance call.

**To Place an External Call Using the Directory** – Pick-up the handset or Press the speakerphone button and then press the directory button. Use the up/down navigation keys to scroll or enter the first three or four characters of the last name of the person you are calling. This will bring you to the portion of the directory in which you can use the navigation keys to highlight the person you want to dial and then press the dial soft key.

**To Place a Conference Call Using the Keypad** – Pick-up the handset or Press the speakerphone button and then press Conference button and dial the phone number, include a 8 for an outside line and a 1 if it is a long-distance call then press the Confer or Consult soft key.

### Answering Calls

**To Answer a Call** – Pick-up the handset or Press the speakerphone button.

**To Send a Call to voicemail** – Press the Voicemail button or the To VM softkey.

### Placing a Call on Hold or Picking up a Call on Hold

**To Place a Call on Hold** – Press the Hold button or press the call appearance button.

**To Pick-up a Call on Hold** – Press the Hold button or press the orange blinking call appearance button.

### Transferring a Call

**To Transfer a Call** – Press the transfer button, dial the extension number and then press the Transfer softkey or the Consult soft key.

### Mute or Un-Mute a Call

**To Mute a Call** - Press the  button.

**To Un-Mute a Call** - Press the  button.

### Call or Ringer Volume

**To Adjust the Volume of a Current Call** – Press the – or + button to adjust the volume of the handset or speaker during an active call.

**To Adjust the Volume of the Ring Tone** – Press the – or + button to adjust the volume of the ring tone.

### Voicemail

**To Check Voicemail** – Press the voicemail button, enter your password using the keypad and press OK.

**Log in To Voicemail** – Press the Voicemail button, Press the Call VM softkey enter your password using the keypad and press the # key.

**To Check your Voicemail from another extension** – Press the Voicemail button, Press the Call VM softkey, press the # key, enter your Extension number, enter your Password and press the # key.

# IP PHONE 420/420G QUICK REFERENCE

## PHONE OPERATION

### Place calls

Use the handset, the speakerphone, or a headset

Lift handset or press or + ext.

Make a blind conference call

+ ext. +

Make a consultative conference call

+ ext. + wait + to select +

Use the Directory

+ to select +

Dial from History

+ to select +

Note: To close Directory or History, press that key again.

### Answer calls

Answer a call

Lift handset or press or

Answer call waiting (incoming call)

Press blinking call appearance button

Answer an off-screen incoming call

Press while offscreen call is displayed

### Interact with calls

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook

to select

Mute a call



Place a call on or off hold

Transfer a call (blind)

+ ext. + hang up or

Transfer a call (with a consultation)

+ ext. + wait + to select +

Divert an incoming call to Voicemail

or

### Adjust the display contrast

Press and hold + or

## VOICEMAIL

Log in to Voicemail Main Menu

+ Password +

Log in from another extension

+ + Ext. + Password +

Log in or out of workgroup

+ Password + + + + + or

Change availability state

+ Password + +

Change extension assignment

+ Password + +

Unassign extension assignment

+ Password + +

Assign extension to external number

+ Password + +

## EXTENSION ASSIGNMENT CODES

Transfer a call

+ destination +

Conference a call

+ destination +

Hold a call

Hang up

Access other star codes

+ (numerical code from list below)

## QUICK REFERENCE OF COMMON STAR CODES

Park a call

Unpark a call

Pick up a Remote Extension

Pick up the Night Bell

Use the Intercom

Barge In

Silent Monitor

Toggle the Hunt Group status

+ Hunt Group's ext.

Whisper Page

Silent Coach

## TROUBLESHOOTING

View phone information

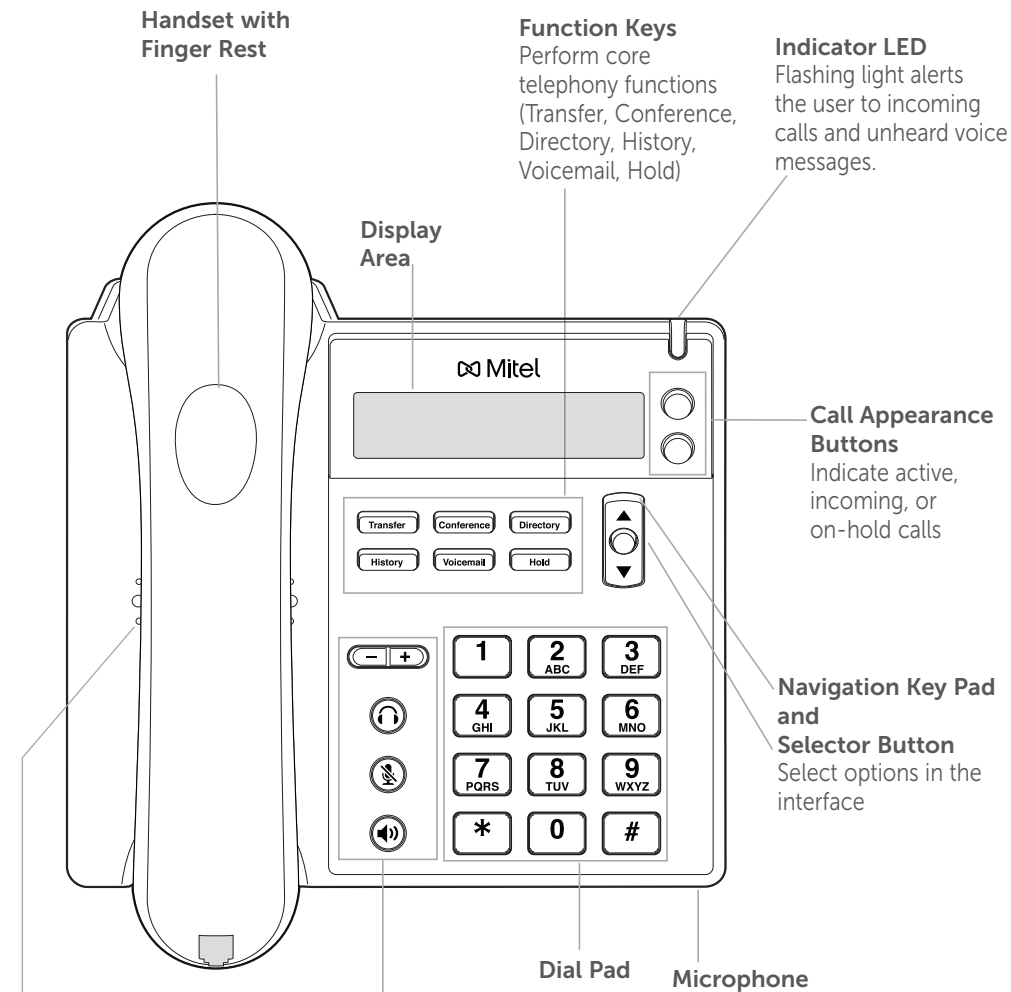
+ (INFO#)

Reboot your phone

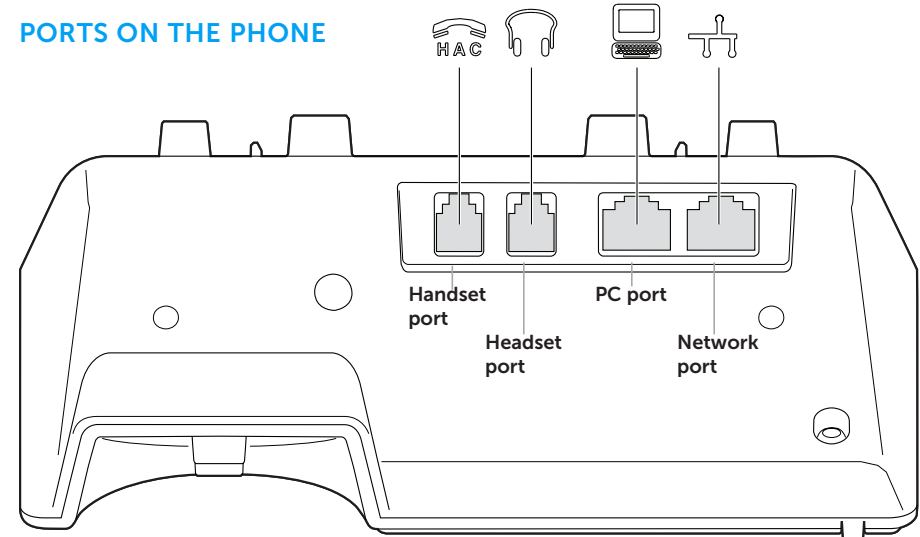
+ (RESET#)

Note: For details about using the phone, see the *IP Phone 420/420g User Guide*.

# IP PHONE 420/420G QUICK REFERENCE













## PORTS ON THE PHONE






## STATUS ICONS

These icons are displayed on the phone to indicate operational status:

-  Off-screen call (on main display)
-  Voicemail message indicator (on main display)
-  Secure call
-  Missed call (on main display and in History)
-  Inbound call (in History)
-  Outbound call (in History)
-  Transferred call (in History)
-  Workgroup Agent logged in
-  Workgroup Agent logged out
-  Workgroup Agent wrap up

## GUIDE TO LEDS

Your IP Phone 420/420g provides visual cues about its operational status:

-  Steady Green: Phone is in use (dialing or off hook)
-  Blinking Green (Fast): Call on hold or call parked
-  Blinking Green (Slow): Incoming call

## VoiceMail Operations

### New Voice Mail Indicators

Your voice mailbox contains unplayed messages if:

- You hear a stutter tone on the handset.  
OR
- The phone's message waiting light flashes.

### Checking Voice Mail

#### To check voice mail from your extension

- 1 Press **Voice Mail** or lift the handset and press #.
- 2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, 1234.)
- 3 Press #.

*NOTE: If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.*

#### To check voice mail from another extension

- 1 Press # twice.
- 2 Enter your extension.
- 3 Enter your password.
- 4 Press #.

#### To check voice mail from an external phone

- 1 Dial your voice mail access number.
- 2 Enter your extension.
- 3 Enter your password.
- 4 Press #.

### Listening To Messages

At the Main Menu prompt, press **1**. The voice mail system plays urgent messages first, then newly arrived messages.

The system gives the delivery date and time for each message. (You can disable this feature from the Mailbox Options Menu.)

### Managing Messages

After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

#### To replay all of your saved messages

- Press **3** at the Main Menu prompt.

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

#### To listen to your deleted messages

- 1 Press **7** at the Main Menu prompt.
- 2 Press **7**.

Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

#### To restore a deleted message

Press **2**.

#### To send a recorded message from voice mail

After recording a message, voice mail asks you to supply an address.

- 1 Address the message to individual recipients by entering their extension numbers.
- 2 Specify groups of recipients by entering a distribution list number.

To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press **0** and follow the prompts.

#### To mark a message as urgent

- After addressing the message and confirming the addressee(s), press **1**.

#### To forward the message you're reviewing

- 1 Press **4** and follow the recorded prompts.

To reply to the message you're reviewing

- 1 Press **5** and follow the recorded prompts.
- 2 Press **1** to reply with a voice mail, press **2** to reply with a call back, or press **3** to reply to all with a voice message.

### Changing Mailbox Options

Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press **7** and follow the recorded prompts.

### Enabling Office Anywhere (On-Net)

If you have the proper permission, you can assign your extension to any phone on the system.

- 1 Log in to voice mail from the target phone— an extension other than your own.
- 2 At the Main Menu prompt, press **7**.
- 3 Press **3** to re-assign the extension.

- Press **1** to assign the extension.
- Press **2** to un-assign the extension. (Phone reverts to its original extension.)  
(Off-Net Extension Re-assignment cannot be configured through the voicemail system and must be configured through PCM. Refer to the Administration Guide for details.)

### Setting Availability and Forwarding

*NOTE: Use ShoreWare Call Manager to configure the states with different call forwarding destinations and personal greetings.*

You can set one of the states for your extension. When you record a personal greeting, it is linked to the active Availability state.

#### To enable one of the distinct states:

- Press **7** at the Main Menu prompt.
- Press **2**, then follow the prompts.

### Changing Notification Options

To select a notification profile for the Escalation Notification feature:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **2**, then follow the prompts.

*NOTE: You must have notification profiles previously configured before a notification profile can be activated.*

### Enabling FindMe

To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **5**, then follow the prompts.

*NOTE: You must have permission to use FindMe Forwarding.*

## Leaving a Message

### Troubleshooting

If the number of messages in your mailbox exceeds the limit, the system notifies callers that your mailbox is full and unable to accept new messages. (Recently deleted messages remain in the mailbox and are included in the total count.)

If your mailbox is full, first purge any backlog of deleted messages.

To purge deleted messages

- 1 At the Main Menu prompt, press **7**.
- 2 Press **8** to remove deleted messages.
- 3 Press **1** to confirm deletion or \* to cancel.

### Leave Message

When dialing into a ShoreTel system, if the person you are trying to reach does not answer, your call will be sent to a mailbox and you will hear a standard greeting. You can select from the following options:

# Bypass greeting

- 0** Transfer to assistant
- 1** Forward to recipient's FindMe destination
- 9** Transfer to Auto-Attendant

### Message Recording

If you choose to leave a recorded message, the following options are available after recording your message:

# Message options

- \* Re-record
- 0** Send message, transfer to assistant
- 1** Send message, forward to recipient's FindMe destination
- 9** Send message, transfer to Auto-Attendant

*NOTE: Hanging up sends the message.*

### # Message Options

When leaving a message, select from the following options:

- # Send message
- \* Cancel
- 1** Review
- 2** Re-record
- 3** Mark/unmark urgent
- 0** Send message, transfer to assistant
- 9** Send message, transfer to Auto-Attendant

# MITEL VOICEMAIL QUICK REFERENCE

PRESS



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## Main Menu for Voice Mail Operations

**Listen to Messages**

Select one of the following options during or at the end of a message:

0 Additional options	4 Forward	8 Pause
1 Replay	5 Reply	9 Move forward
2 Save	6 Play envelope	# Skip
3 Delete	7 Move backward	* Cancel

**5 Reply**

Select one of the following :

- 1 Reply with a voice mail
- 2 Reply with a call back
- 3 Reply to all with a voice message

**Log In: Internal**

- From your own extension, lift the handset, press #, enter password, and press #
- From another extension, press # twice, enter extension, enter password, and press #

**Log In: External**

Call your voice mail access number, enter extension, enter password, and press #

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**Send a Message**

Record your message at the tone. When finished, press # and select from the following options:

- # Accept
- 1 Review
- 2 Re-record
- \* Cancel

**# Accept**

Enter the extension or the system distribution list to receive the message:

- # Conclude addressing
- 0 Additional addressing options
- \* Cancel last address
- \*\* Cancel

**# Conclude Addressing**

# Send

- 1 Mark/unmark urgent
- 2 Mark/unmark for return receipt
- 3 Enter additional addresses
- \* Cancel

**1 Address by Name**

Spell the name of the person, last name first. Press 7 for Q and 9 for Z. \* Cancel

Note: System returns to Addressing after name is entered.

**0 Addressing Options**

- 1 Address by name
- 2 Address by personal distribution list
- 3 Broadcast

**2 Address by Personal Distribution List**

Enter the two-digit personal distribution list number. \* Cancel

3

**Listen to Saved Messages**

Refer to "Listen to Messages" for message options while listening to saved messages.

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**Change Mailbox Options**

- 1 Record greeting
- 2 Set Availability state
- 3 Re-assign extension
- 4 Set password
- 5 Enable/disable envelope information
- 6 Record name
- 7 Listen to deleted messages
- 8 Remove deleted messages
- 9 Additional options
- \* Cancel

**1 Record Greeting**

Record your greeting for the currently active mode at the tone. When finished, press # and select from the following options:

# Accept	3 Delete
1 Review	* Cancel
2 Re-record	

**3 Re-assign Extension**

- 1 Assign to this telephone
- 2 Un-assign
- 3 Assign ext. to last external number
- \* Cancel

**6 Record Name**

Record your name at the tone. When finished, press # and select from the following options:

# Accept	3 Delete
1 Review	* Cancel
2 Re-record	

**9 Additional Options**

- 1 Enable or disable Outlook automated call handling
- 2 Change notification options
- 3 Change agent state
- 5 Change Find Me Forwarding state
- \* Cancel

**4 Set Password**

Enter password twice in response to the prompts. \* Cancel

**8 Remove Deleted Messages**

- 1 Confirm
- \* Cancel

**2 Notification Options**

1-9 Enter the number associated with a Notification Profile

0	Disable Notification
#	No change

8

**Log Off**

9

**Return to Auto-Attendant**

0

**Transfer to Assistant**

#

**Hear Mailbox Status**

**2 Set Availability State**

1 Available	5 Custom
2 In a meeting	6 Do Not Disturb
3 Out of office	* Cancel
4 Vacation	

**5 Enable Envelope Info**

Press either 1 to enable, or 2 to disable

**3 Agent State**

- 1 Log in and assign extension
- 2 Log out
- 3 Log in without assigning extension

**5 Find Me Forwarding**

- 1 Enable Find Me Forwarding
- 2 Disable Find Me Forwarding