

# Voice Mail

## Logon

Press **VOICE MAIL**, enter password **1818#**

## Mail Box Setup

These steps usually only need to be done once.

Press **SEVEN (7)** for mailbox options.

### Greeting

Press **ONE (1)** to record greeting.

### Password

Press **FOUR (4)** to set password

### Name

Press **SIX (6)** to record name.

## Mailbox Menu

Press **ONE (1)** to listen to your new messages:

Press **ONE (1)** to replay message

Press **TWO (2)** to save the message

Press **THREE (3)** to delete the message

Press **FOUR (4)** to forward the message

Press **FIVE (5)** to reply to the message

Press **SIX (6)** to hear the Time & Date

Press **SEVEN (7)** to rewind the message

Press **EIGHT (8)** to pause the message

Press **NINE (9)** to move forward

Press **POUND (#)** to continue to the next message

Press **STAR (\*)** to return to main menu

Press **TWO (2)** to send a message

Press **THREE (3)** to listen to your saved messages

Press **SEVEN (7)** to change mailbox options:

Press **ONE (1)** to record a greeting

Press **TWO (2)** to enter call handling mode

Press **THREE (3)** to reassign your extension

Press **FOUR (4)** to set password

Press **FIVE (5)** to set Time & Date

Press **SIX (6)** to record your name

Press **SEVEN (7)** to listen to deleted messages

Press **EIGHT (8)** to remove deleted messages

Press **STAR (\*)** to return to main menu

Press **NINE (9)** to enter the Auto Attendant

Press **ZERO (0)** for the Operator

### **Mailbox limits:**

30 Days maximum upon receipt of message

32 Messages

2 minutes per message

## To Retrieve Messages from Outside the Company:

Dial main number, press **Pound “#”** upon hearing greeting.

Enter your **mailbox number** and **security code**.

Follow steps listed above.

# Standard Mitel - User Guide

(Revised-**10/30/2018**)



For any service request  
please submit a Help Desk ticket on our website

### Placing Calls

External	Lift handset, <b>dial 9, then dial 10-digit number</b> (Add 1+area code if applicable)
Internal	Lift handset; dial desired <b>extension number</b> (i.e. 1010) and wait for answer.
Intercom (If Programmed)	Lift handset, press <b>Intercom</b> and dial <b>extension number</b> . Speak to recipient, after the tone, thru their speaker.
Sending calls to your Voice mail	When an incoming call arrives, press the <b>TO VM</b> soft key and and send the call straight to your voice mail.

### Answering Calls

External/Internal      If your telephone **rings**, lift handset and speak.

### Transfer Call

(Blind Transfer)      While talking to caller, press **TRANSFER**, dial desired  
**extension number** (or their DSS key) then hang up to complete  
the transfer.

### Transfer Call

(with Consult)      While talking to caller, press **TRANSFER**, dial desired  
**extension number** (or their DSS key), press **Consult** and wait  
to announce the call.  
If recipient wants to the call, press **YES**.  
If not, press **Cancel** to return to call.

### Transfer Call

Direct to Mailbox      While talking to caller, press **TRANSFER**, dial desired  
**extension number** (or their DSS key), press **MORE**,  
then press **TO MB**.  
Caller is sent directly to that person's mailbox.

### Park Calls

While talking to caller press, **PARK**, enter  
recipient's **extension number** (or their DSS key),  
then hang up. Announce parked extension to recipient.

### Unpark

Go to any phone and press **UNPARK** and dial announced  
**extension number** (or their DSS key) and press **UNPARK**

### Headset Mode

Press **Headset** key.  
(The Headset key is now your hook switch.)

To Cancel

**Press Headset key.**

### Conference Call

Place first call then, press **CONF** key. (The call is on HOLD)  
**Dial next person** you would like to Conference.  
Press **YES** (on screen) to join all parties together.

To exit and leave parties connected, just hang up  
or press hold if you need to return to conf call at some point

To Show all parties, press **SHOW (on screen)**  
To Force Drop caller out of conf, press **DROP (on screen)** and  
point to party you want out of the conference.  
(using arrow button next to screen)

### History

You can call back calls that you have made, missed,  
and received.  
Press **History** key, use scroll button to select number that you  
want, then press the **DIAL** soft key.

### Mute

Press **MUTE** key once - Light is **on**-MIC is **not active**  
Press **MUTE** key again - Light is **off**-MIC is **active**.

### Directory

To dial by name, press **Directory**, using dial pad letters, enter a  
few letters of the person's first or last name. Use scroll if needed.  
Lift handset to connect.

### Call State

Press **State** soft key, select from the 6 different call **States**. Each  
call **State** comes with its's own greeting and can be changed to  
do route calls differently.  
To return to an **Available** state, press **State**, then **ONE (1)** for  
**Available**.

### Options

You can change ring tone, change your state, and do button  
programming.  
(Password is your voice mail password)

### Mitel Connect Training Videos and tutorials


<https://oneview.mitel.com/s/article/Mitel-Connect-Basic-Client-and-Telephone-Training>

# Client Connect

## Answering a Voice Call

- Click the green call icon  on the dashboard to answer.
- Click the red call end icon  to end the call.


## To make a call:

- Type the contact details in the search bar on the dashboard  
Enter the first or last name, extension, or phone number to search.  
Click the green call icon  in the 3<sup>rd</sup> pane.


## To place a call on hold:

- To hold the call, click the pause icon
- To resume the call, click the green call icon.

## To transfer a call (blind transfer):

- Click the call transfer icon  in the 2<sup>nd</sup> pane.
- In the search field, type a contact name, ext or phone number
- Click **Transfer**

## To transfer a call (consultive transfer):

- Click the call transfer icon  in the 2<sup>nd</sup> pane.
- In the search field, type a contact name, ext or phone number
- Click **Consult**

## Parking A Call

- Click the call transfer icon  in the 2<sup>nd</sup> pane.
- In the search field, type a contact name, ext or phone number
- Click **Park**


## To Transfer a call to Voicemail

- Click the call transfer icon  in the 2<sup>nd</sup> pane.
- In the search field, type a contact name, ext or phone number
- Click **Voicemail**

## Change your Primary Phone-

Click on your username, then click on Primary Assignment Tab  
Click the **Select Number** drop (under external assignment)  
Type a name in the label field, and then phone#. Then Click **'Use Selected Number'**

## Change Call State

Click the drop-down menu to the left of your username tab.  Select one of the following availability states:

- Available
- In a Meeting
- Out of Office
- Vacation
- Custom
- Do Not Disturb

## Changing your Call State Destinations

Click on your user name, then click on **Settings**.  
Click on **Call Routing**. You can choose

- **Availability Routing**
- **Power Routing**
- **Mobile Routing**

## To bring your extension number to a phone

Log into your voice mail box, when you get into the voice mail press 7, 3, 1 and hang up. That phone will be assigned to your extension number.

## Recent Calls

Click on **Recent-**  
It will show you last incoming, outgoing, and missed calls.

## Additional Connect Client training materials and tools

