

ARCHDIOCESE OF CHICAGO



IP 420 & IP 480 Phone Training



When finished with this class, you should be able to:

- Recognize the architecture of the phone
- Use the key features outlined in class
- Log into Voicemail for the first time to set up your voicemail
- Use the voice mail features outlined in class

IP 420 Phone Overview

6 Function Keys

Transfer Conference Directory
History Voicemail Hold

2 Call Line Appearances

Indicator LED

Flashing light alerts you to incoming calls and unheard voice messages

Audio Control Keys for:

Volume
Headset
Mute
Speaker

Navigation Key pad & selector button

Lets you select options in the interface











Dial pad





STATUS ICONS

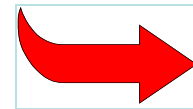
These icons are displayed on the phone to indicate operational status:

-  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

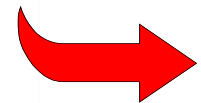
Making a Call



External

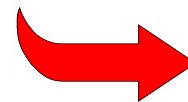


Dial **9**



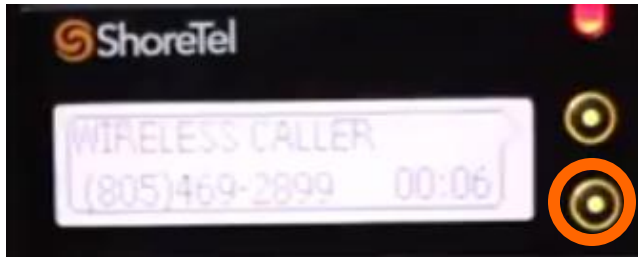
Dial the number

Internal

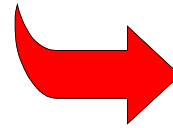


Dial **4** digit extension

Answering a second Call



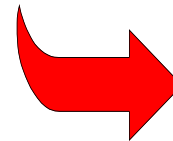
420
phone



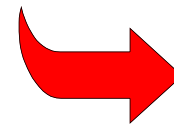
Incoming call will beep in your ear



480
phone



The display will show the 2nd line ringing and Caller ID info



Press the Call 2 button, the first caller is automatically put on Hold.

To Toggle between the calls, press the Call button of the caller that you want to talk to.

Transfer

- ☎ Press **Transfer**
- ☎ Dial extension number
- ☎ To **Consult** – select the soft key “**Conslt**” wait to connect to the extension prior to transfer, hang up or Select “Yes” to send the call.
- ☎ **Blind Transfer** – hang up and call will go through



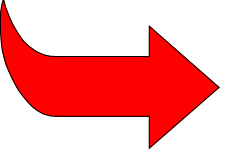
3 Party Conference Call



Press “**Conference**” Key during a call



Dial the number



Wait for the person to answer announce the call, then proceed to the next step



Press “**Conference**” key to complete the conference



Company Directory



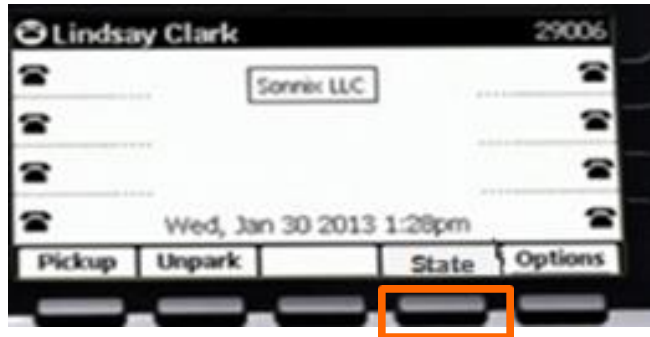
1. Press the **Directory** Button
2. Use the **scroll bar**  next to the display **or** the **Navigation key**  depending on the phone type, to scroll through the entries.



Press the alpha/numeric keys that correspond with the first few letters of the persons name, use # for spaces and * for any character . This will narrow the search

Changing call handling State

480 Phone



1. Available
2. In a Meeting
3. Out of the Office
4. Do Not Disturb
5. Vacation
6. Custom

To change your State:

- Press the **State** Soft Key
- Choose the **State**
- Press the **“OK”** soft key

Note:

- You can record a greeting for 1 or all 6 Call Handling States
- If you do not record a greeting for 1 of the Call Handling States, the Mitel System announces your name along with that State's default voice mail greeting

- Press the **Voicemail** button
- Enter the Default password **1234**
- The system will prompt you to change your password
- Then it will prompt you to record your **Name** only
- Press **7** to Record your **Personal Greeting**



Listening to Messages

Voice mail codes :
(after listening to the message)

Listen = **1**

Save = **2**

Delete = **3**

See handout for many more options



- Dial
312.534.7999
- Press #
- Enter your Extension
- Enter you password
- Press #



Checking VM From Another Phone



- ✉ To hear envelope information (the time & date sent, user's name) for message, **Press 6**
- ✉ To rewind to several seconds earlier in message, **Press 7**
- ✉ To pause a message, **Press 8**
- ✉ To fast forward to several seconds in a message, **Press 9**
- ✉ To continue to the next message, **Press #**
- ✉ To hear additional options, **Press 0**

- ✉ Log into voicemail
- ✉ To Listen to new messages, **Press 1**

As you listen to each message, you can do one of the following:

- ✉ To Replay a message, **Press 1**
- ✉ To save a message, **Press 2**
- ✉ To delete a message, **Press 3**



Log into voicemail

- ✉ To listen to new messages, **Press 1**
- ✉ After listening to the message you want to forward, **Press 4**
- ✉ Record a comment, and then do one of the following:
 - If you are satisfied with the prefacing remark, **Press #**
 - To review the comment, **Press 1**
 - To rerecord the comment, **Press 2**
 - To cancel the recording, **Press ***

420 Phone



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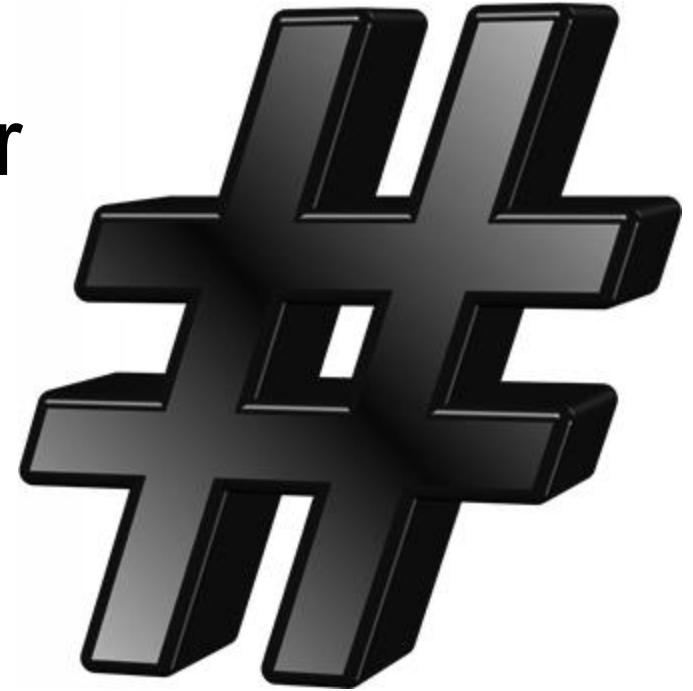
To change your State:

- Press the **Voicemail** key
- Enter password followed by #
- **Press 7** (mailbox options)
- **Press 2** then follow the prompts

Note:

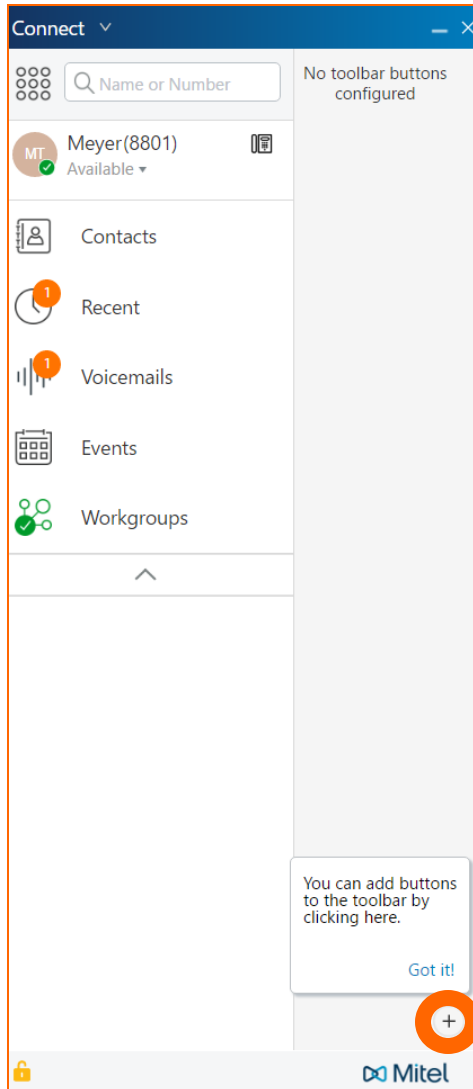
- You can record a greeting for 1 or all 6 Call Handling States
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- Press # when you hear the greeting
- Leave your message



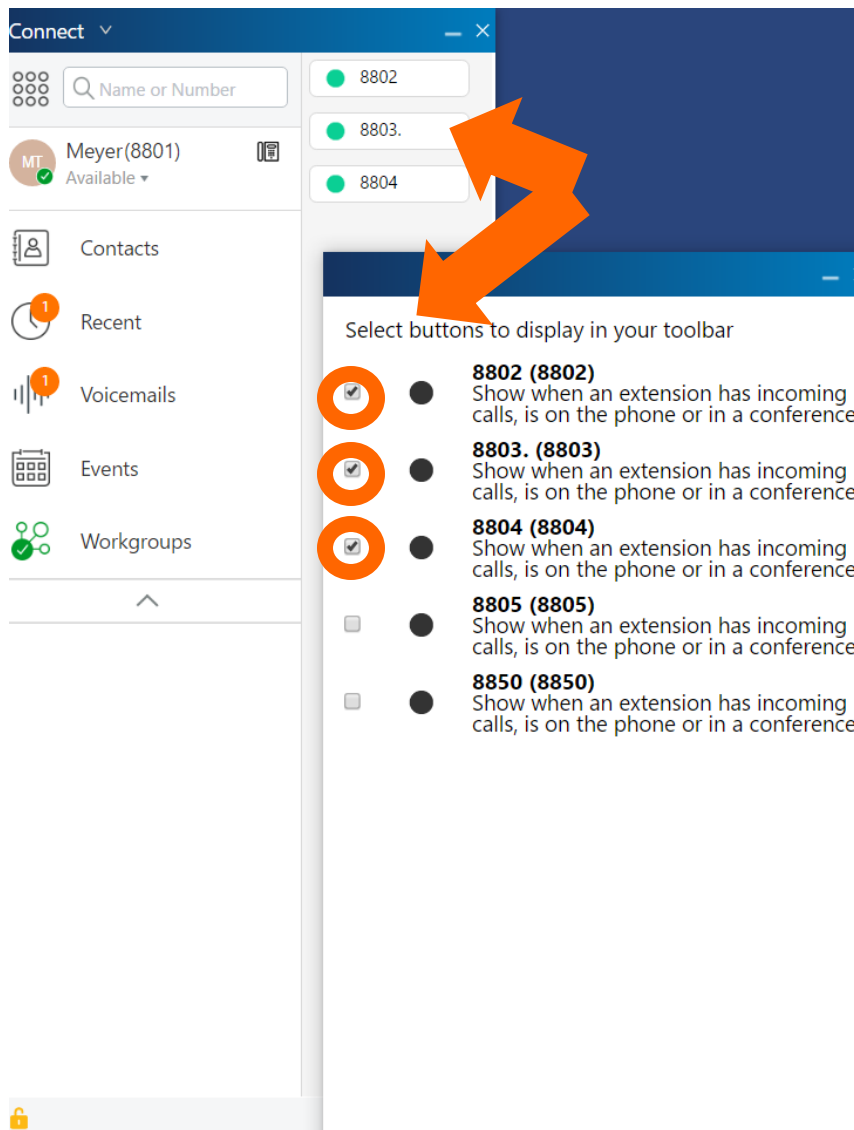


Adding a Toolbar



**To add a Toolbar,
click the + key**

Adding a Toolbar



- **Select the extensions you wish to monitor by clicking on the desired box**

Note:
Once selected, you have the ability to monitor the extension or click-to-dial the extension.