**Mitel VoIP 485G**
**Color Phone**

# 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 color phones, press the voicemail button and either login using the visual voice mail or press the softkey for "CallVM" and follow the prompts

Voicemail + Call VM

### From any phone in the district:

If you're on one of the color phones, press the voicemail button and then press the soft key for "CallVM"

Voicemail + Call VM + # + Ext.+ Password + #
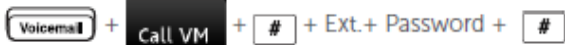
### From outside the district:

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 #

## A quick guide to self-program your extra buttons is on the next page.

# Mitel VoIP 485G
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## How to program buttons on the office phones:

The color office phones have configurable buttons for speed dials.  These phones will allow you to configure up to seven of the eight buttons for either another extension or outside phone number.

It is recommended that you leave TWO buttons unconfigured as each button represents a concurrent call that you can receive.  If you program all seven buttons, you will not be able to receive a second call while on the phone.

Below is the sequence to program a speed dial button:



NOTE:  The options when configuring a speed dial is "Call appearance" and "Dial number".  If you choose "Call appearance" it will unconfigure the button so that you can receive another concurrent call.  If you choose "Dial number" you will enter an extension or telephone number and then name the button.

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# 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.

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## PHONE OPERATION

### Place Calls

Use the speakerphone or a headset — [Speaker] or [Headset] + Ext.

Use the Directory — [Directory] + [Navigation] to select + [Dial]

Make a conference call — [Conference] + Ext. + [Conference] or [Consult]

Make a call from History — [History] + [Navigation] to select + [Dial]

Use the Intercom (through Directory) — [Directory] + [Navigation] to select + [Open] + [Intercom]

### Answer Calls

Answer a call — Lift handset or [Answer] or [Speaker] or [Headset]

Send a call to voicemail — [Voicemail] or [To VM] or [#]
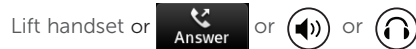
Divert an incoming call — [Transfer] + Ext. + [Transfer]

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook — [ − + ] to select

Answer call waiting (incoming call) — Press green blinking call appearance button or [Answer]
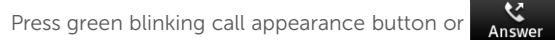
Pick up a call for another extension — [Pickup] + Ext.

### Interact with Calls

Mute a call — [Mute]

Place a call on hold — [Hold] or press call appearance button

Take a call off hold — [Hold] or press orange blinking call appearance button

Transfer a call — [Transfer] + Ext. + [Transfer] or [Consult]

Merge calls into a conference call — [Merge]

Park a call on another extension — [Park] + Ext.

Unpark a call — [Unpark] + Ext.

## VOICEMAIL

Check visual voicemail — [Voicemail] + Password + [OK]
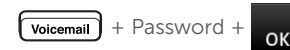
Log in to voicemail main menu — [Voicemail] + [Call VM] + Password + [#]

Log in from another extension — [Voicemail] + [Call VM] + [#] + Ext. + Password + [#]

## EXTENSION ASSIGNMENT

### Using Phone Interface

Assign ext. to Available or Anonymous phone — [Assign] + Ext. + Password + [OK]

Unassign extension — [Options] + Password + [OK] + [Navigation] + [Unassign user] + [Unassign] + [Unassign]

Assign your ext. to an assigned phone — [Options] + [Assign] + Ext. + Password + [OK]

### Using Voicemail System

Change ext. assignment — [Voicemail] + [Call VM] + [#] + Ext. + Password + [#] + [7 PQRS] [3 DEF] [1]

Unassign extension — [Voicemail] + [Call VM] + [#] + Ext. + Password + [#] + [7 PQRS] [3 DEF] [2 ABC]

## CUSTOMIZE YOUR PHONE

Select a ringtone — [Options] + Password + [OK] + [Navigation] + [Ringtone] + [Edit] + [Navigation] + [OK]

Change availability state — [State] + [Navigation] to select + [OK]

Change avail. state and call forwarding — [Options] + Password + [OK] + [Navigation] + [Availability] + [Edit] + [Edit] + [OK]

Change wallpaper — [Options] + Password + [OK] + [Navigation] + [Wallpaper] + [Edit] + [Navigation] + [OK]

Change time zone — [Options] + Password + [OK] + [Navigation] + [Time zone] + [Edit] + [Navigation] + [OK]

Log in or out of workgroup — [Options] + Password + [OK] + [Navigation] + [Agent state] + [Edit] + [Navigation] + [OK]

## TROUBLESHOOTING

**View phone information** — [Mute] + [4 GHI] [6 MNO] [3 DEF] [6 MNO] [#] (INFO#)

**Reboot your phone** — [Mute] + [7 PQRS] [3 DEF] [7 PQRS] [3 DEF] [8 TUV] [#] (RESET#)
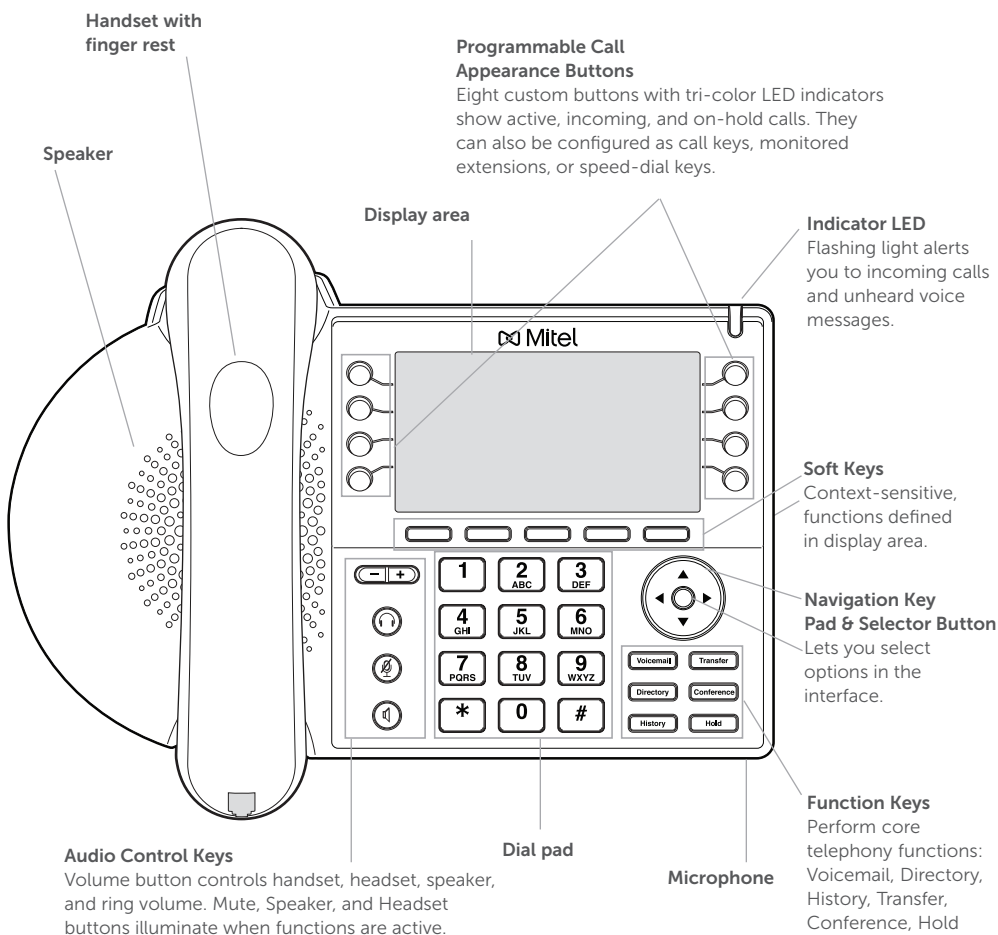
**Note:** For details about using the phone, see the *IP Phone 485g User Guide*.

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**Handset with finger rest**

**Speaker**

**Programmable Call Appearance Buttons**
Eight custom buttons with tri-color LED indicators show active, incoming, and on-hold calls. They can also be configured as call keys, monitored extensions, or speed-dial keys.

**Display area**

**Indicator LED**
Flashing light alerts you to incoming calls and unheard voice messages.

**Soft Keys**
Context-sensitive, functions defined in display area.

**Navigation Key Pad & Selector Button**
Lets you select options in the interface.

**Function Keys**
Perform core telephony functions: Voicemail, Directory, History, Transfer, Conference, Hold

**Audio Control Keys**
Volume button controls handset, headset, speaker, and ring volume. Mute, Speaker, and Headset buttons illuminate when functions are active.

**Dial pad**

**Microphone**

**Note:** You can connect supported headsets to the IP Phone 485g via the headset jack on the back of the phone.

## GUIDE TO LEDS

Your 485g IP phone provides color cues to help you determine call appearance status:

- 🟢 Steady Green: Phone is in use (dialing or off hook)
- 🟢 Blinking Green: Incoming call
- 🟠 Blinking Orange: On hold or call parked
- 🟠 Steady Orange: Extension's availability state set to Do Not Disturb or phone in a No Service state. For BCA, the monitored extension is in use by another party but you can join the call
- 🔴 Steady Red: Monitored extension is in use by other party (applies to BCA and Extension Monitor)

### Presence Icons

In Directory and History (details view), the following icons indicate a person's current phone status:

- ✅ Available
- 🟡 Custom availability state
- ⏳ On hold or has a call parked
- ⛔ Do not disturb
- 📞 On a Call

## GUIDE TO STATUS ICONS

### Main Display

| | |
|---|---|
| 📼 | Unheard Voice Messages |
| ☎ | Missed Calls |
| 👤✅ | Logged in to Workgroup |
| 👤✏ | Logged in to Workgroup, in Wrap-Up |
| 👤✖ | Logged out of Workgroup |
| ☎ | Available |
| 👥 | In a Meeting or Do not Disturb |
| ↴ | Out of Office |
| ✈ | Vacation |
| ● | Custom |

### Call Appearance

| | |
|---|---|
| ☎ | Idle, On Hook |
| 📞 | Off Hook, Dialing |
| 📵 | Inactive / Do Not Disturb |
| ⚙ | Incoming Call |
| 📞 | Connected Call |
| 📞📞 | Connected Conference Call |
| 📞 | On Hold Locally |
| 📞 | On Hold Remotely |
| ▷ | Speed Dial Extension |
| ▷ | Speed Dial Extension with DND |
| 📞 | Call is being recorded |
| 🔇 | Whisper mute is active |

### Monitored Extension

| | |
|---|---|
| ○ | Monitored extension |
| ⊘ | Monitored extension, DND |
| 📼 | Unheard Messages |
| 📼 | Unheard Messages and DND |
| ⚙ | Connected call and incoming call |
| ☎ | On a Call |
| ☎☎ | On a Conference Call |
| 📞 | Monitored extension in a connected call and call answered locally |
| 📞 | Monitored extension on hold and call answered locally |
| 📞 | Monitored extension in a connected call with a call on hold |

### Visual Voicemail

| | |
|---|---|
| ❗ | Urgent |
| 📼 | Message |
| 📼✅ | Message with return receipt |
| 📼🔒 | Private message |
| 📼* | Broadcast message |
| 📼✅* | Broadcast message with return receipt requested |
| 📼🔒* | Private broadcast message |
| 📼✅*🔒 | Private broadcast message with return receipt requested |
| 📼✅🔒 | Private message with return receipt requested |

# MITEL VOICEMAIL QUICK REFERENCE

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## 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

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## Main Menu for Voice Mail Operations

**PRESS**

### 1

**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**

a) From your own extension, lift the handset, press #, enter password, and press #
b) 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 #

### 2

**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

**0 Addressing Options**

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

**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.

**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.

### 7

**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 | |

**2 Set Availability State**

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

**3 Re-assign Extension**

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

**4 Set Password**

Enter password twice in response to the prompts.

* Cancel

**5 Enable Envelope Info**

Press either 1 to enable, or 2 to disable

**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 | |

**8 Remove Deleted Messages**

1 Confirm   * Cancel

**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

**2 Notification Options**

1-9 Enter the number associated with a Notification Profile
0   Disable Notification
\#   No change

**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

### 8

**Log Off**

### 9

**Return to Auto-Attendant**

### 0

**Transfer to Assistant**

### #

**Hear Mailbox Status**