

IP PHONE 480/480G QUICK REFERENCE

PHONE OPERATION

Place Calls

- Use the speakerphone or a headset or + Ext.
- Use the Directory + to select +
- Make a conference call + Ext. + or
- Make a call from History + to select +
- Use the Intercom (through Directory) + to select + +

Answer Calls

- Answer a call Lift handset or or or
- Send a call to voicemail or or
- Divert an incoming call + Ext. +
- 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
- Pick up a call for another extension + Ext.

Interact with Calls

- Mute a call
- Place a call on hold or press call appearance button
- Take a call off hold or press orange blinking call appearance button
- Transfer a call + Ext. + or
- Merge calls into a conference call
- Park a call on another extension + Ext.
- Unpark a call + Ext.

VOICEMAIL

- Check visual voicemail + Password +
- Log in to voicemail main menu + + Password +
- Log in from another extension + + + Ext. + Password +

EXTENSION ASSIGNMENT

Using Phone Interface

- Assign ext. to Available or Anonymous phone + Ext. + Password +
- Unassign extension + Password + + + + +
- Assign your ext. to an assigned phone + + Ext. + Password +

Using Voicemail System

- Change ext. assignment + + + Ext. + Password + +
- Unassign extension + + + Ext. + Password + +

CUSTOMIZE YOUR PHONE

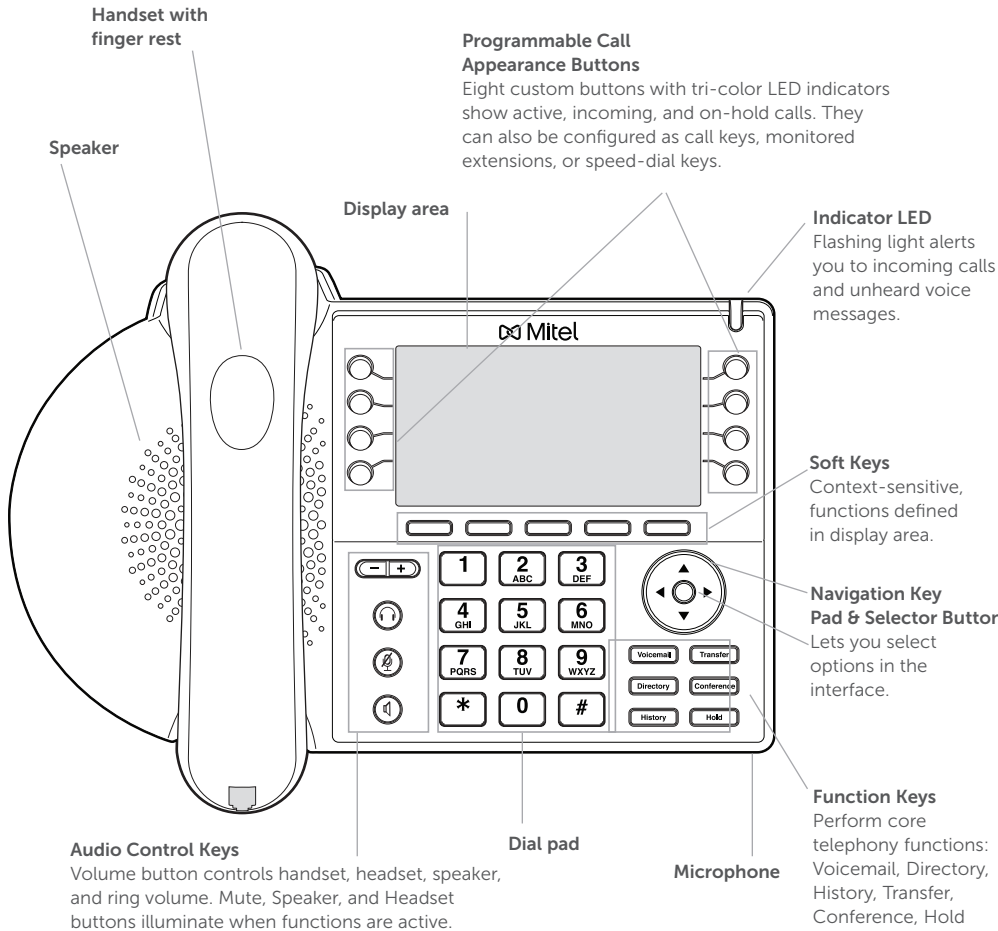
- Select a ringtone + Password + + + + + +
- Change availability state + to select +
- Change avail. state and call forwarding + Password + + + + + +
- Change automatic off-hook setting + Password + + + + + +
- Change time zone + Password + + + + + +
- Log in or out of workgroup + Password + + + + + +

TROUBLESHOOTING

- View phone information + (INFO#)
- Reboot your phone + (RESET#)

Note: For details about using the phone, see the *IP Phone 480/480g User Guide*.

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Note: You can connect supported headsets to the IP Phone 480/480g via the headset jack on the back of the phone.

GUIDE TO LEDS

Your 480/480g 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
- 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

PRESS



1

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 #

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

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

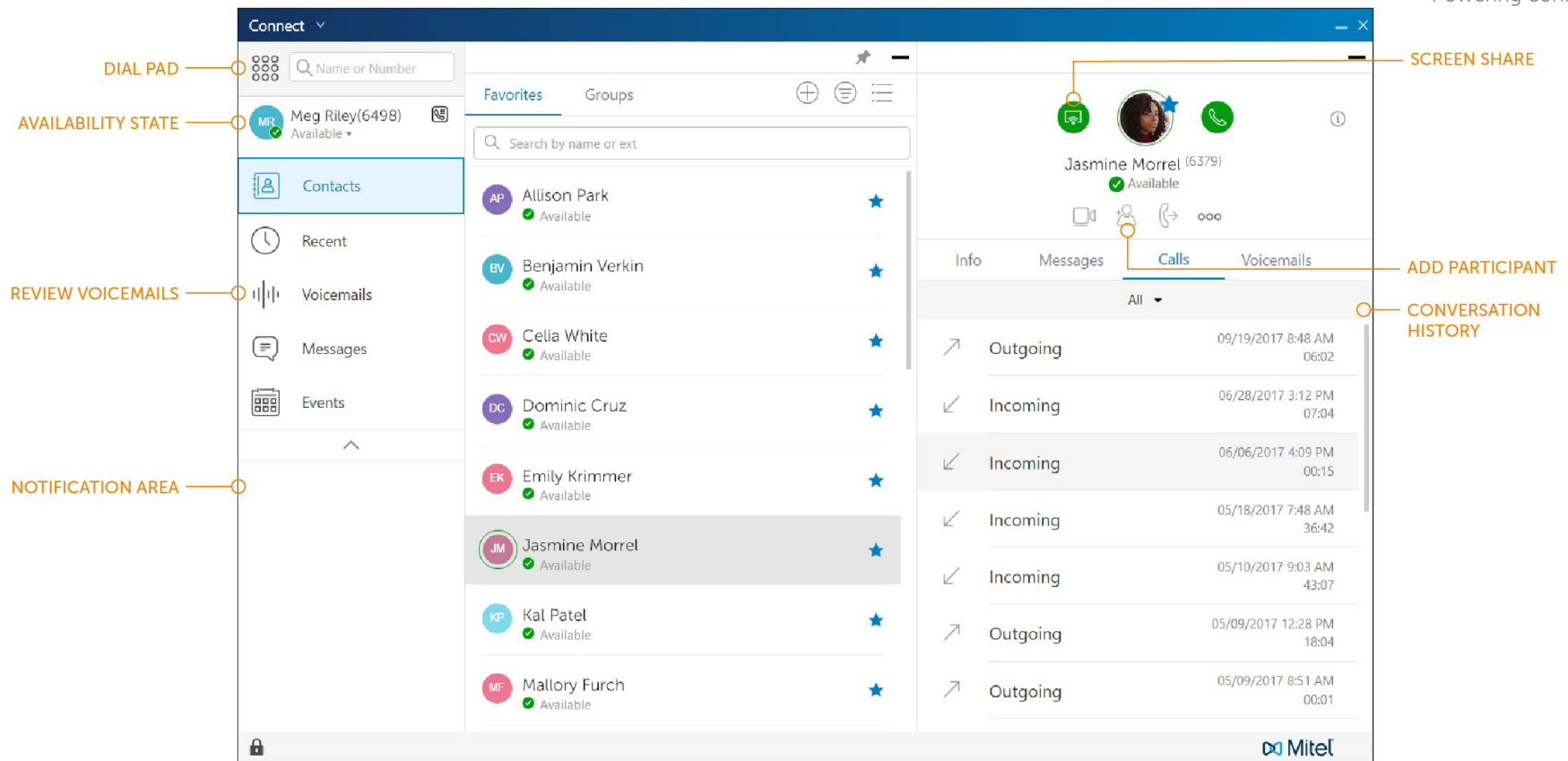
NOTE: Hanging up sends the message.

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 CONNECT CLIENT QUICK REFERENCE GUIDE



PLACE A CALL

From Quick Dialer Search Bar

Type the contact details in the Quick Dialer search bar and do one of the following:



- Double-click the contact.
- Select the contact and click.

From Recent



Click the Recent tab on the dashboard and do one of the following:

- Double-click the contact.
- Select the contact and click.




ANSWER A CALL

- Click  in the notification area.
- Click  to end an active call.

MAKE A VIDEO CALL

1. Set the primary extension to your softphone.
2. Type the contact's details in the Quick Dialer search bar, and then select a contact.
3. Click  to place a voice call.
4. Click  to broadcast the video.

ACCESS VOICEMAIL

1. On the dashboard, click the **Voicemails** tab.
2. Select the voicemail you want to listen to.
3. Use one of the following options to play your voicemail:
 - Click  to play the voicemail on your phone.
 - Click  to play the voicemail on your computer speakers.
4. Click  to start the voicemail playback.

UPDATE AVAILABILITY STATE

1. Click your current Availability State on the dashboard.
2. Select the Availability State you want to use.
3. Choose **Custom** to specify your own label and color for your Availability State. Configured call routing rules apply.