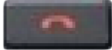


Mitel® Call Handling Quick Guide


Use this guide as a reference to handling calls on your new phone system.



Important things to remember:

- When calling internal numbers within your school, you must now use 7-digit extensions. This will be your 3-digit school code, plus the original room extension. For example, if your school code is 321, and the class you are intending to dial is room 104, you would now dial: 3211040 to connect to that classroom.
-  The *red* phone icon key is **NOT** the hold key on the new phones. This button on the Mitel phones is referred to as the “goodbye” key. It will end your call, exit you from a display screen, or essentially stop whatever function you are looking to back out of.
- The Mitel phone’s functions are driven by either “fixed” keys, or “soft” keys. Fixed keys are in reference to the keys to left and right of the number keypad. These keys always have the same function. Soft keys refer to the 4 keys that are below the display screen on your phone. The options above the soft keys will change depending on what state your phone is in. For example, your softkey options will be different when you are on an active call, than they will when your phone is idle.

Putting a caller on hold:

 If you are looking to put a caller on hold, either to pick up another line, or check on the status of an inquiry, the key you would use is the fixed key which resembles a “pause” icon. Once you have pressed the hold key, the caller will appear on the display screen in yellow, next to the active line key they were answered on. The active line keys are the keys to the left of the display. You have 3 line instances available to you. To return to that caller, simply press the key next to their number.

Transferring a call:

Please note, there is no fixed “transfer” key, therefore, you will only see the option to transfer when you are on an active call. The option to transfer will be above a softkey when you have a caller on the line. Remember, the softkeys are the four keys that appear below the display screen. To transfer a caller, press the transfer softkey, dial the 7-digit extension, and then simply hangup. There is no need to press the transfer option again. If you wish to confer with the intended recipient of the call before sending the caller through, wait for the recipient to pick up. Once you confirm they are able to take the call, you can hang up to complete the transfer. If you consult with the recipient of the transfer and they are unable to take the call at that moment, you will be able to return to the caller by pressing the softkey that will say “return to held” above it.

Creating a conference call:

If you wish to put a conference call together, this is another function that will be driven by the softkeys below the display screen. Once again, this option will only be available when you are on an active call. Along with the option to transfer, you will see the option to “add user.” To add a person to your active call, you would press the add user softkey, dial the 7-digit extension and wait for the party to pick up. Once they have picked up, you will see the option to “join calls” displayed above a softkey. Press join calls and a 3-party conference call will be activated. You can add up to 5 callers to your conference, and you will always have the option as a softkey to “leave call.” If you press the leave call key, the other parties of the conference will remain on the line together.

*Note: Transferring calls and conference calls are not limited to internal extensions only. You can transfer or add a user outside the building by dialing 9 before the number.