Mitel®

Powering connections

IP Phone 420/420g
User Guide

November, 2020

Trademarks

Version Information

IP Phone 420/420g User Guide
Document Part Number: 800-1760-02
Date: November, 2020

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Before You Start

The following sections provide an overview of the book:

About This Book

This book is intended for those who use the IP Phone 420/420g in a MiCloud Connect or MiVoice Connect system. It describes the phone's features and how to use them.

Organization

This document is divided into the following chapters:

- Chapter 1, Getting Started on page 5, provides an overview of the phone and describes how to set up the phone and use it for common tasks.

- Chapter 2, Using Advanced Features on page 20, describes how to use the phone to perform advanced tasks, such as customizing the phone, making calls involving multiple parties, or using functions that require special key combinations.

- Chapter 3, Using Voicemail on page 26, describes how to use the voicemail system to listen to messages and perform other tasks related to your voice mailbox.

- Chapter 4, Troubleshooting on page 38, provides information about simple approaches to addressing issues with your phone.

Conventions

The following typographical conventions are used in this document:

Font	Description
Bold	Keys that you press on the phone
Blue	Cross references with hyperlinks. Click the blue text to go to the indicated section. All chapters have a list of section links on the first page. **Note:** Table of Contents entries are also links, but they are not blue.

Related Documents

The following documents are also available:

- *Quick Reference* provides shortcuts for performing common tasks with the phone.

- *Quick Install Guide* describes the ports on the back of the phone and how to adjust the tilt angle of the phone when it is used on a desk. For international audiences, the *Safe Installation Guide* provides the same information through illustrations.

- *IP420 Wall Mount Safe Installation Guide* describes how to mount the phone on a wall. *400-Series IP Phone Wall Plate Mount Safe Installation Guide* describes how to mount the phone on a wall plate.

CHAPTER

1

Getting Started

This chapter provides an introduction to the IP Phone 420/420g. It contains the following information:

Overview of the IP Phone 420/420g

Welcome to your Mitel™ IP phone!

Figure 1 provides an overview of the IP420/IP420g phone components.

The IP420 includes a 10/100 Ethernet switch. The IP420g includes a 10/100/1000 Ethernet switch for Gigabit speed.

Handset with finger rest

Display area

Navigation key pad and selector button
Select options in the interface.

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

Speaker
Delivers high-quality sound

Call appearance buttons
Indicate active, incoming, or on-hold calls

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

Dial Pad

Microphone

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

Figure 1: IP Phone 420/420g Components
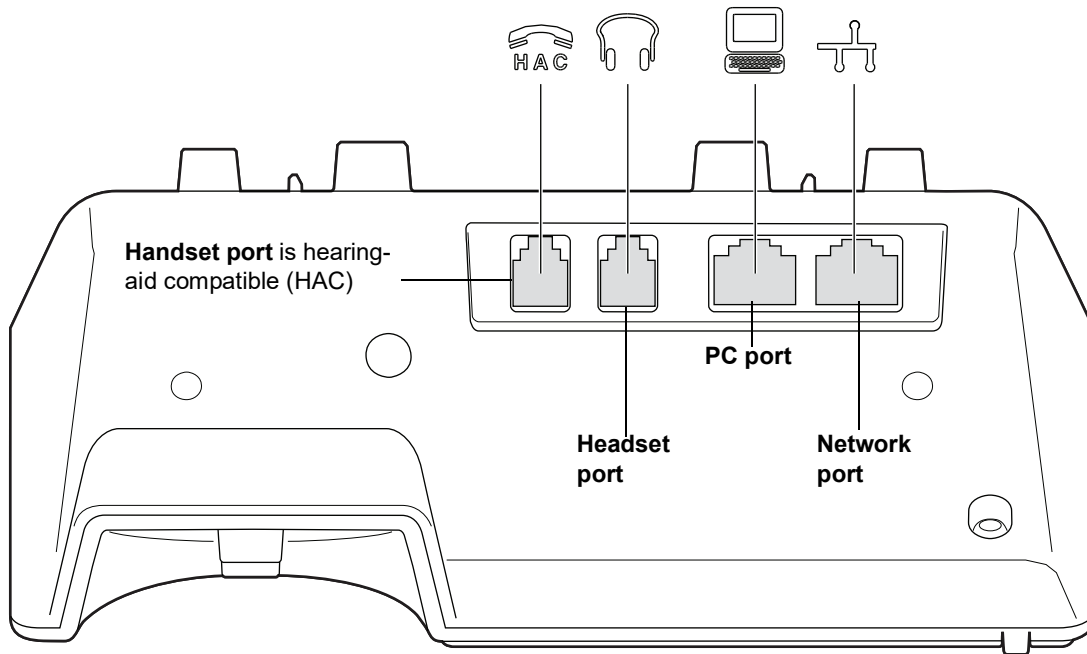
Figure 2: Ports on the Back of the IP Phone 420/420g

Call Appearance Buttons

Your phone features two call appearance buttons that show incoming, active, or held calls. You cannot program these buttons for other functions.

Reducing Glare on the Phone's Screen

If glare makes it difficult to see your phone's display screen, you can adjust the tilt angle of the stand on the back of your phone. Detailed instructions are provided in the *Safe Installation Guide* packaged with your phone.

Adjusting the Display Contrast

1. With the phone on hook, press and hold the ⌖ button.

   The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

2. Press the ▲ or ▼ key on the navigation key pad to increase or decrease contrast.

Assigning Your Extension to Your Phone

The procedure you use to assign your extension to your phone depends on what your phone displays, as follows:

■ If your phone displays your name and extension, your Mitel administrator or authorized contact has already assigned your phone to you, and you do not need to assign your extension to your phone. However, you do need to log in to change your password and record your name, as described in steps 1-6 in Logging in to the Voicemail System and Setting up Your Phone on page 9.

■ If your phone displays **Available** and the date and time, follow the instructions in Logging in to the Voicemail System and Setting up Your Phone on page 9.

■ If your phone displays **DID**, follow the instructions in Provisioning a Phone in a MiCloud Connect System on page 8 and then follow the instructions in Logging in to the Voicemail System and Setting up Your Phone on page 9.

Until your phone is assigned, you can place internal calls by dialing a number or using the Directory, but you cannot receive calls and you probably cannot place external calls. To receive calls and place external calls, you need to log in to the voicemail system and assign your extension to the phone.

When your extension is assigned to the phone, your phone displays your name, your extension, and the date and time. In this state, your phone can receive calls and you can check for new messages.

With the appropriate permissions (set by your Mitel administrator), you can log in to any IP phone in the Mitel system to assign your extension to that phone. See Changing a Phone's Extension Assignment on page 23 for more information.

Provisioning a Phone in a MiCloud Connect System

When a phone is first added to a MiCloud Connect system, you must first register the phone with the system. If the phone displays **DID**, it indicates that it has not been registered with the system. To register the phone, use this procedure:

1. Connect the phone to the network.

   The phone briefly displays "Cloud credentials" and then the **DID** prompt.

2. At the **DID** prompt, enter the country code plus the area code and telephone number (for example, 1512555555) that your MiCloud Connect authorized contact provided, and then press **#**.

   The phone displays the **Password** prompt.

3. At the **Password** prompt, enter the phone PIN that your MiCloud Connect authorized contact provided, and then press **#**.

   The phone displays **Available**.

4. Proceed with the instructions provided in Logging in to the Voicemail System and Setting up Your Phone on page 9.

Logging in to the Voicemail System and Setting up Your Phone

To log in and assign your extension to your phone:

1. Press the **Voicemail** button.

2. Enter the extension number assigned to you by your system administrator.

3. Enter the password provided by your Mitel administrator or authorized contact and press **#**.

4. If prompted, enter a new password followed by **#**.

> **Tip**
>
> Your password must be at least six numbers in length.

5. If prompted, to confirm your new password enter it again and press **#**.

6. When prompted, record your name and press **#**, and then choose one of the following options:

    - To accept the recording, press **#**.
    - To review the recording, press **1**.
    - To record your name again, press **2**.
    - To cancel the recording, press *****.

7. To assign your extension to this phone, press **7** for Mailbox Options.

8. Press **3** to reassign your extension.

9. Press **1** to assign your extension to the phone.

    Your extension is now assigned to your phone, and your phone displays your name and extension.

Changing Your Phone's Time Zone

If the default time zone setting for your phone differs from your location's time zone, you can change your phone's time zone so that it displays the time for your location.

1. Press the navigation selector button.

2. At the **VM password** prompt, enter your voicemail password followed by **#**.

    The phone's current time zone is displayed.

3. Press the navigation selector button.

    After a brief display of key pad shortcuts (***** for Cancel and **#** for OK), a list of time zones is displayed in edit mode; the current time zone setting is highlighted and includes a check mark.

4. Use the ▲ and ▼ navigation keys to scroll to the time zone that you want to select.

5. With the desired time zone highlighted, press the navigation selector button.

   The selected time zone is displayed.

6. Press ▼ navigation key once.

   Exit is displayed.

7. Press the navigation selector button.

   Your phone displays the current time for the time zone you selected.

Operating Your Phone

This section provides an overview of the following basic phone tasks:

- Placing calls
- Answering calls
- Sending an incoming call to voicemail
- Adjusting the ring and listening volume
- Muting a call
- Answering call waiting

Placing Calls

To place a call, you can use the handset, the speakerphone, or a headset.

Using the Handset to Place a Call

1. To place a call, pick up the handset and dial a phone number.

2. To end the call, hang up the handset.

Using the Speakerphone to Place a Call

1. To place a call using the speakerphone, press the ◁» button and dial a phone number.

   The LED in the ◁» button lights green, and the call is dialed.

2. To end the call, press the ◁» button again.

   The ◁» button is no longer illuminated.

Using the Headset to Place a Call

1. To place a call using the headset, do one of the following:

   - If you use a wired headset, press the ⌢ button.
   - If you use a wireless headset, go off-hook with your headset.

   The LED in the ⌢ button lights green, and the call is dialed.

2. To end the call, do one of the following:

   - If you use a wired headset, press the ⌢ button again.

   - If you use a wireless headset, put your headset into the on-hook position.

   The ⌢ button is no longer illuminated.

Answering Calls

Ring tones, a green blinking call appearance button, and the flashing red light in the top right corner of your phone indicate an incoming call. If the information is available, the caller's name and number appear on your display.

To answer a call, you can use the handset, the speakerphone, or a headset. Depending on how you set your automatic off-hook preference in the Connect client or how your administrator set this option in Connect Director, you can also answer a call through your speakerphone or headset using either of the following methods:

- Press a blinking green call appearance button.
- If the call is shown in the display area, press the selector button on the navigation key pad.

If you receive one or more inbound calls while two calls are already active, incoming, or on hold, the display area shows an arrow to indicate additional calls. Use the navigation key pad to scroll through the calls and see caller ID information for each call. Press the selector button on the navigation key pad to answer the call that is shown on the display.

Using the Handset to Answer a Call

1. To answer a call, pick up the handset when the phone rings.

2. To end a call, hang up the handset.

Using the Speakerphone to Answer a Call

1. To answer a call, do one of the following:

   ■ Press the 🔊 button.

   ■ If your automatic off-hook preference is configured to use the speaker, press the blinking green call appearance button.

   The LED in the 🔊 button lights green.

2. To end the call, press the 🔊 button again.

   The 🔊 button is no longer illuminated.

Using a Headset to Answer a Call

If you plan to use a headset to answer calls, use the Connect client to designate your wireless or wired regular headset as your default auto off-hook preference.

1. To answer a call using the headset, do one of the following:

   ■ If you use a wired headset, press the 🎧 button.
   ■ If you use a wireless headset, go off-hook with your headset.
   ■ If your automatic off-hook preference is configured to use your headset, press the blinking green call appearance button. (If you use a wireless headset, the phone then displays a message prompting you to press the off-hook button on your headset.)

   The LED in the 🎧 button lights green.

2. To end the call, do one of the following:

   ■ If you use a wired headset, press the 🎧 button again.

   ■ If you use a wireless headset, put your headset into the on-hook position.

   The 🎧 button is no longer illuminated.

Adjusting the Ring and Listening Volume

To adjust the volume on your phone, use the ⊖ ⊕ buttons.

- Adjust the volume of your phone's ringer while the phone is on hook.
- Adjust the handset listening volume while the handset is off hook.
- Adjust the speakerphone volume when the 🔊 button's LED is illuminated.
- Adjust the headset listening volume when the 🎧 button's LED is illuminated.

> **Note**
>
> When using a wireless headset, you should tune your wireless headset according to the manufacturer's instructions if you experience any of the following audio problems:
>
> - You cannot hear a dial tone.
> - The volume for you or the other party is not loud enough.
> - You hear a buzzing or hissing sound.

Muting a Call

- To mute a call so that the caller doesn't hear you, press the 🔇 button.

  The LED on the 🔇 button is illuminated in red when the mute is active.

- To unmute a call so that the caller can hear you, press 🔇 again.

  The 🔇 button is not illuminated when the mute is not active.

Guide to Status Icons

Your IP Phone 420/420g displays icons for phone status and calls placed or received. These icons are shown in Table 1.

Table 1: Status Icons

Icon	Description
✚	Off-screen inbound call (on main screen)
▭▭	Voicemail message indicator (on main screen)

Table 1: Status Icons (Continued)

Icon	Description
🔒	Secure call (on main screen)
✓	Workgroup Agent logged in (on main screen)
✗	Workgroup Agent logged out (on main screen)
⧗	Workgroup Agent wrap up (on main screen)
↙	Missed call (on main screen and in History)
←	Inbound call (in History)
→	Outbound call (in History)
↳	Transferred call (in History)

Using the Directory

You can use the Directory to quickly look up and dial a person's extension.

1. Press the **Directory** button.

> **Tip**
>
> To close the directory, press the **Directory** button.

2. Locate the name of the person you want to call using one of the following methods:

   - Use the ▲ and ▼ navigation keys to scroll through the directory list until the name of the person you want to call is highlighted.

   - Dial the numbers that correspond with the first few letters in the person's first or last name, and scroll through this filtered list until the name of the person you want to call is highlighted.

Tips

- You can also search by both first and last name at the same time. After entering the first two or three digits for the first or last name, press # to enter the first two digits for the other name (first or last). For example, to find the entry for Steve Williams or William Stephens dial 78#94.

- To delete the filter and return to the full directory list, scroll to the **Clear filter** entry at the top of the list and press the selector button on the navigation keypad. If you mistakenly dial the wrong digit or digits, you can quickly display the **Clear filter** option by entering several additional digits. (When the system cannot find a match for the digits you enter, only the **Clear filter** option remains on the phone display.)

---

3. With the person's name highlighted, dial the person's number using one of the following methods:

    - Press the selector button on the navigation keypad.
    - Press a call appearance button.
    - Pick up the handset.
    - Press the speaker button.
    - Press the headset button. (If you use a wireless headset, the phone then displays a message prompting you to press the off-hook button on your headset.)

Checking Call History

The History viewer displays recent inbound and outbound calls, with the most recent call listed first. Each entry in the History list displays the caller's name or number (if available) and the time or date of the call. If no caller ID information is available for a particular number, the phone displays "Unknown."

To view the list of all calls placed, received, and missed:

1. Press the **History** button.

Tip

To close the History viewer, press the **History** button.

---

2. Use the ▲ and ▼ navigation keys to scroll through and review the list of calls placed, received, or missed.

To place a call using the History viewer:

1. Press the **History** button.

Tip

To dial your most recent outbound call, press and hold the **History** button.

Note that if you used *67 on your last outbound call these digits will not be included if you redial that outbound call by pressing and holding the **History** button.

---

2. Use the ▲ and ▼ navigation keys to scroll through the History list until the name of the person you want to call is highlighted.

3. With the name of the person you want to call highlighted, choose one of the following options to dial the call:

   - Press the selector button on the navigation keypad.
   - Press a call appearance button.
   - Pick up the handset.
   - Press the speaker button.
   - Press the headset button. (If you use a wireless headset, the phone then displays a message prompting you to press the off-hook button on your headset.)

Interacting with Calls

This section describes the following ways to interact with calls:

- Placing a call on hold or off hold
- Diverting an incoming call to voicemail or another number
- Transferring a call
- Answering additional calls
- Parking and unparking calls

Placing a Call on Hold or off Hold

To place a call on hold:

- While on an active call, do either of the following:

  ▫ Press the **Hold** button.
  ▫ Press the green call appearance button for the active call.

  The call appearance button for the held call blinks green.

To take a call off hold:

1. Scroll through the held calls by using the ▲ and ▼ navigation keys until the call you want to take off hold is displayed.

2. Do either of the following:

   - Press the **Hold** button.
   - Press the blinking green call appearance button.

   The call is taken off hold, and the call appearance button associated with the call illuminates in steady green.

If your phone is on hook while a call is on hold, you hear a reminder ring in 10 seconds and then at one-minute intervals while any call remains on hold.

Diverting an Incoming Call to Voicemail or Another Number

Whether your phone is idle or you are engaged in a call, you can send an incoming call to your voice mailbox or to another number without answering it.

To send an incoming call to voicemail:

- While the incoming call is displayed, do one of the following:

  - Press the **Voicemail** button.
  - Press **#**.

To transfer an incoming call to another number without answering the call:

1. While the phone rings, press the **Transfer** button.

2. Enter the number you want to transfer the call to.

   The call is transferred to the designated number.

Transferring a Call

You can transfer a call in two ways:

- A blind transfer lets you transfer the call without the other party answering the call.
- A consultative transfer lets you talk to the other party before completing the transfer.

To do a blind transfer:

1. While engaged in a call, press the **Transfer** button.

2. Dial the number you want to transfer the call to.

💡 **Tip**

If you want to cancel the transfer, take the original call off hold.

---

3. Do one of the following:

   - Press the **Transfer** button.
   - Hang up.

   The call is transferred to the designated number.

To do a consultative transfer:

1. While engaged in a call, press the **Transfer** button.

2. Dial the number you want to transfer the call to.

> **Tip**
>
> If you want to cancel the transfer before the other party answers the call, take the original call off hold.

3. After the other party answers the call, do one of the following:

- To complete the transfer, use one of the following methods:

  - Press the **Transfer** button.
  - Use the navigation key pad to highlight **Complete transfer**, and then press the selector button.

  The call is transferred.

- To cancel the transfer, use the navigation key pad to highlight **Cancel**, and then press the selector button.

  The transfer is canceled, and the original call remains connected.

Answering Additional Calls

With the appropriate permissions (set by your Mitel administrator), you can receive up to 16 incoming calls at once.

When you receive an incoming call while you are on another call, you hear a beep on the call, the call appearance button blinks green, and your phone displays the caller ID information for the incoming call. For three or more calls, a downward arrow on the display screen indicates that other incoming, active, or on-hold calls are off screen. When you end a call that is displayed on screen, another call moves up to occupy that call appearance button.

You can interact with calls as follows:

- To answer an incoming call and put the current call on hold, press the green blinking call appearance button.

- If you have multiple incoming, active, or on-hold calls, use the ▲ and ▼ navigation keys to scroll through the list of calls to locate the call you want to answer or return to. While the call is displayed on screen, do one of the following:

  - To answer the call, press the selector button on the navigation key pad.
  - To put the call on hold or take it off hold, press the **Hold** button.

Parking and Unparking Calls

With the appropriate permissions (set by your Mitel administrator), you can park a connected call on another extension.

1. While the call is active, press the **Hold** button to put the call on hold.

2. Dial ***11** followed by the extension number where you want to park the call.

To unpark the call from a different location, dial ***12** followed by the extension number.

> **Note**
> If the call is not answered on the parked phone within a certain amount of time (as configured by your Mitel administrator), the call returns to the original extension. The default is 60 seconds.

Setting User Options

You can change options such as ring tone and call routing through the Connect client or the MiCloud Connect portal. For details, see your Connect client documentation or the portal articles on the Support website.

CHAPTER

2

Using Advanced Features

This chapter provides instructions for using the advanced features of the IP Phone 420/420g. It contains the following information:

Making a Conference Call

A conference call involves more than two parties connected in a call. The number of people you can conference together in a call using your **Conference** button depends on your system configuration. Contact your Mitel administrator for the details about your system's conference capabilities.

To make a conference call:

1. Dial the extension of the first person you would like to include in the conference call, and consult with that person.

2. Press the **Conference** button.

    The call is put on hold.

> **Tip**
> If you want to cancel the conference at this point, press the **Hold** button to take the original call off hold.

3. At the Dial prompt, dial the extension of the next person you would like to add to the conference call.

4. Do one of the following:

    ▪ Press the **Conference** button, which starts the conference as soon as the person answers.
    ▪ Wait for the person to answer, consult with that person if necessary, and then proceed with next step.

5. Do one of the following:

    ▪ To proceed with the conference, use the navigation key pad to highlight **Complete conference**, and then press the selector button.

    A three-way conference call is established. Your phone displays the number of other participants included in the conference call.

    ▪ To cancel the conference, use the navigation key pad to highlight **Cancel**, and then press the selector button.

    The conference is canceled, and the original call remains connected.

6. Repeat steps 1-5 for each additional person you want to include in the conference call.

Using the Intercom

The Intercom function allows you to connect with another person without waiting for that person to answer the phone. To use this feature, you and the other person must use Mitel IP phones and have the necessary permissions.

To use the intercom to contact another party:

1. Lift the handset.

2. Dial *** 15** followed by the extension number of the person you want to contact.

Note

If the person is already on a call when you contact them through the intercom, the call is treated like a regular incoming call.

Changing Availability State and Forwarding

You can set six distinct availability states for your extension. These availability states can be configured with various options to forward incoming calls to another number or send them to voicemail. Using the voicemail system, you can also record a different personal greeting for each availability state. To configure options for the various availability states, use the Connect client.

The availability states are as follows:

- Available (the default) allows you to answer all incoming calls.
- In a Meeting
- Out of Office
- Vacation
- Custom
- Do not disturb

You can change your active availability state using the Connect client or the voicemail system.

To change your active availability state through the voicemail system:

1. Press the **Voicemail** button.

2. Enter your password followed by **#**.

3. Press **7** for Mailbox Options.

4. Press **2,** and then follow the prompts.

Tip

When you log in to voicemail, the system notifies you if any availability state other than the Available state is in effect.

Changing a Phone's Extension Assignment

With the appropriate permissions (set by your Mitel administrator), you can assign your extension to any system phone. This feature is helpful if you are using someone else's office and phone temporarily.

You can also use Connect client to unassign an extension.

To change a phone's extension assignment:

1. Press the **Voicemail** button on the target phone.

2. Enter your password followed by **#**.

3. At the Main Menu prompt, press **7**.

4. Press **3** to reassign your extension, and then do one of the following.

   - Press **1** to assign the extension.
   - Press **2** to unassign the extension so that the phone reverts to the extension originally assigned to it.

Note

If you assign your extension to a phone that is normally occupied by another user, calls to the original user's extension are forwarded to the destination that user has defined for the active availability state.

Paging

If your phone and other phones at your site are configured for paging, you can speak a message to be heard on a connected speaker, usually overhead. To use the paging function, your Mitel administrator must give you access.

To send a page:

1. Dial the number your Mitel administrator provided and wait for the confirmation tone, and then begin speaking into the handset.

2. Hang up when you are finished.

Note

If you hear an error tone when you try to page, paging might not be configured at your site or you might not have the necessary permissions to use paging. Contact your Mitel administrator for assistance.

Picking up the Night Bell

A night bell allows calls to route to an extension that rings on an overhead speaker. This feature can be convenient for off-hours when a caller needs to speak with anyone at a site. If you want to use the night bell function, the feature must be configured at your site and your Mitel administrator must authorize your access.

To pick up the night bell:

■ When you hear the phone ring on the overhead speaker, dial ***14** to answer the call.

> **Note**
>
> If you hear an error tone when you try to pick up the night bell, the night bell might not be configured at your site or you might not have the necessary permissions to answer it. Contact your system administrator for assistance.

Changing a Hunt Group's Status

Hunt groups allow a call to be offered to a set of user extensions, and they can be configured so that all of the hunt group extensions ring simultaneously or one extension at a time.

With the appropriate permissions, you can toggle the status of the entire hunt group from busy to not busy (or vice versa). This feature is especially useful when hunt group members are in a meeting or out of the office.

To toggle a hunt group's status:

■ Dial ***18** and then the extension associated with the hunt group.

Silently Monitoring a Call

With the appropriate permissions (set by your Mitel administrator), you can listen to a call without being heard.

To silently monitor a call:

■ Dial ***17** and then the extension on which the call is active.

You are added to the existing call without being heard by any party.

Silently Coaching in a Call

With the appropriate permissions (set by your Mitel administrator), you can listen to and coach someone during a call without the outside party hearing.

To coach in a call:

■   Dial ***22** and then the extension on which the call is active.

You are added to the existing call and can listen and speak without being heard by the outside party.

Barging in on a Call

With the appropriate permissions (set by your Mitel administrator), you can join an in-progress call ("barge in") as a conferenced participant.

To barge in on a call:

■   Dial ***16** and then the extension on which the call is active.

CHAPTER

3

Using Voicemail

This chapter provides information about using the voicemail system. It contains the following information:

Logging in to Voicemail

A voicemail icon and a steadily flashing red light in the upper right corner of your phone indicate that you have unheard messages. To hear your messages, you must log in to the voicemail system.

You can also log in to the voicemail system from another extension or from an external phone.

Logging in to Voicemail from Your Phone

1. Press the **Voicemail** button.

2. Enter your password, and then press **#**.

Logging in to Voicemail from Another Extension

You can log in to the voicemail system from another extension in your Mitel system, whether it is an IP phone or an analog phone.

1. Do one of the following:

   - Press **#** while the phone is on hook and idle or off hook with dial tone.
   - Press **#** while the phone off hook with dial tone.
   - Press the **Voicemail** button.

2. At the prompt, press **#** and then enter your extension.

> **Note**
>
> If you are using a phone that is in an "Available" or "Anonymous" state, you do not have to press **#** to be prompted to enter your extension.

3. Enter your password, and then press **#**.

Logging in to Voicemail from an External Phone

1. Dial the voicemail access number provided by your Mitel administrator.

2. At the prompt, press **#** and then dial your extension.

3. Enter your password, and then press **#**.

Interacting with New Messages

This section describes shortcuts and common tasks for handling messages in the voicemail system.

Using Shortcut Keys

You can press the following keys while listening to messages:

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

Listening to, Replaying, Saving, and Deleting Messages

1. Log in to voicemail.

2. To listen to new messages, press **1**.

3. 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**.

Forwarding a Message

1. Log in to voicemail.

2. To listen to new messages, press **1**.

3. After listening to the message you want to forward, press **4**.

4. Record a prefacing remark, and then do one of the following:

   - If you are satisfied with the prefacing remark, press **#**.
   - To review the prefacing remark, press **1**.
   - To rerecord the prefacing remark, press **2**.
   - To cancel the recording, press *****.

Tip
After addressing a message, you can press **1** to mark it urgent.

Replying to a Message

1. Log in to voicemail.

2. To listen to new messages, press **1**.

3. After listening to the message you want to reply to, press **5**.

4. Choose one of the following options:

    - To reply with a voice message, press **1**.
    - To reply with a call back, press **2**.
    - To reply to all with a voice message, press **3**.
    - To return to the previous menu, press *****.

Listening to Saved Messages

1. Log in to voicemail.

2. From the voicemail Main Menu, press **3**.

To interact with saved messages, press any one of the options (except for option 2) described in Interacting with New Messages on page 29.

Sending Messages from Voicemail

1. Log in to voicemail.

2. From the voicemail Main Menu, press **2**.

3. Record the message and select one of the following options:

    - To cancel the message recording, press *****.
    - To finish recording, press **#**.
    - To review the message, press **1**.
    - To rerecord the message, press **2**.

4. After you are satisfied with your recording, press **#** to finish recording.

5. At the prompt, enter the recipient's extension.

6. To choose additional addressing options, press **0** and select any of the following options:

   ■ To look up a recipient by name in the directory, press **1**.
   ■ To send a personal distribution list, press **2**.
   ■ To broadcast to all extensions, press **3**.
   ■ To cancel addressing options, press *****.

7. After the message is addressed, select any of the following options:

   ■ To mark or unmark a message as urgent, press **1**.
   ■ To request a return receipt, press **2**.
   ■ To send the message, press **#**.

Leaving a Message and Using Message Options

When the recipient of your call does not answer and has not opted to automatically forward calls, you can leave a message when prompted.

1. Enter one of the following options while listening to the mailbox greeting:

   ■ To bypass the greeting and leave a message, press **#**.
   ■ To transfer to an assistant, press **0**.
   ■ To return to the auto-attendant, press **9**.
   ■ To forward your call to the recipient's Find Me destination (an optional number where calls can be forwarded), press **1**. If a Find Me destination is not enabled, the system plays a tone and then immediately records your message.

2. After recording the message, choose one of the following options:

   ■ Hang up to send the message.
   ■ To access message options, press **#** and select one of the following message options:
       ❑ To send the message, press **#**.
       ❑ To cancel the message, press *****.
       ❑ To review the message, press **1**.
       ❑ To rerecord the message, press **2**.
       ❑ To mark or unmark the message as urgent, press **3**.
       ❑ To mark or unmark the message as private, press **4.**
       ❑ To transfer to the auto-attendant, press **9**.
       ❑ To transfer to the assistant, press **0**.
   ■ To rerecord the message, press *****.
   ■ To send the message and transfer to an assistant, press **0**.
   ■ To send the message and transfer to the auto-attendant, press **9**.
   ■ To send the message and forward it to the recipient's Find Me destination (if enabled), press **1**.

Using Mailbox Options

The Mailbox Options submenu in the voicemail system lets you:

■   record your name
■   record a personal greeting
■   set your password
■   assign your extension to a phone
■   change your availability state
■   enable or disable envelope information
■   listen to deleted messages
■   remove deleted messages
■   enable or disable Outlook-automated call handling
■   enable or disable email delivery
■   change the agent state
■   enable or disable Find Me forwarding

Recording Your Name

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **6**.

4. Record your name, and then press **#**.

5. Choose one of the following options:

   ■   To accept your name recording, press **#**.
   ■   To review your name recording, press **1**.
   ■   To rerecord your name, press **2**.
   ■   To delete this recording, press **3**.
   ■   To cancel, press *****.

Recording a Personal Greeting

1. Log in to voicemail.

2. Press **7** to access mailbox options.

3. Press **1** to record a personal greeting.

Note
The personal greeting is linked to the active availability state.

4. Record your personal greeting for the currently active availability state at the tone and press **#**, then select from the following options:

    ■ To accept the personal greeting, press **#**.
    ■ To review the personal greeting, press **1**.
    ■ To rerecord the personal greeting, press **2**.
    ■ To cancel the recording, press *****.

Setting Your Password

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **4**.

4. Enter your new password, and press **#**.

5. Do one of the following:

    ■ To confirm your new password, enter your new password again, and then press **#**.
    ■ To cancel the new password, press *****.

Assigning Your Extension to a Phone

If you have the proper permission, you can assign your extension to any system phone through the voicemail system. For details, see Changing a Phone's Extension Assignment on page 23.

Changing Your Availability State

Availability states let you specify your status and determine how inbound calls are handled. You can record distinct greetings and specify different call forwarding options for each state.

To change your availability state:

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **2** to set an availability state.

4. Choose one of the following availability states or other options:

- For Available, press **1**.
- For In a Meeting, press **2**.
- For Out of Office, press **3**.
- For Vacation, press **4**.
- For Custom, press **5**.
- For Do Not Disturb, press **6**.
- To enable calling additional phones (configured by your Mitel administrator), press **7**.
- To cancel, press *****.

The availability state stays in effect until you change it. However, if Outlook automated call handling is active, Outlook modifies your availability state based on your status.

Enabling or Disabling Envelope Information

A message's envelope information includes the date and time of your message's delivery and your name. By default, envelope information is disabled.

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **5** to toggle between disabling and enabling envelope information.

Listening to Your Deleted Messages

As a safeguard against accidental deletion of messages, the voicemail system retains deleted messages for a few hours.

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **7** to listen to deleted messages.

    The voicemail system plays all deleted messages that are still available to the system. You can manage these messages as if they were new messages.

4. Press **2** to restore the deleted message and save it.

Removing Deleted Messages

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **8** to remove deleted messages.

4. Press one of the following options:

  - To confirm removal of deleted messages, press **1**.
  - To cancel removal of deleted messages, press *****.

Enabling or Disabling Automated Call Handling in Outlook

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **9**.

4. To enable or disable Outlook automated call handling, press **1**.

Enabling or Disabling a Notification Profile

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **9**.

4. Press **2**.

5. Choose one of the following options:

  - Enter the number of the new notification profile.
  - To cancel, press **#**.

Changing the Workgroup Agent State

If a workgroup agent state is active on your phone, your phone displays an icon to indicate which state is currently active. For the workgroup agent state icons and descriptions, see Table 1 on page 13.

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **9**.

4. Press **3**.

5. Chose one of the following options:

  - To log in, press **1**.
  - To log out, press **2**.

Enabling or Disabling Find Me Forwarding

When Find Me forwarding is enabled, calls sent to voicemail are routed to your Find Me forwarding destination if the caller presses 1 while listening to your voicemail greeting.

You can enable or disable the Find Me forwarding option for the availability state that is currently active. However, you hear the option to enable or disable Find Me forwarding only if it is configured in one of the following ways:

- Your Mitel administrator enabled the Find Me option for you, and you configured a Find Me destination in the Connect client.

- You used the Connect client to enable the Find Me option and to configure a Find Me destination.

To enable or disable Find Me forwarding:

1. Log in to voicemail.

2. From the voicemail Main Menu, press **7** to access mailbox options.

3. Press **9**.

4. Press **5**.

5. Chose one of the following options:

   - To enable Find Me forwarding, press **1**.
   - To disable Find Me forwarding, press **2**.

CHAPTER

4

Troubleshooting

This chapter provides information to help you diagnose and address problems with your phone. It contains the following information:

Problems and Solutions

Table 2 shows common problems and solutions.

Table 2: Troubleshooting

Problem	Solution
When callers try to leave a message, they are notified that your mailbox has exceeded its limit and is unable to accept new messages.	Your mailbox is full. You must delete messages you no longer need.
Your phone's display shows "No Service."	Your phone is temporarily inoperable. Contact your system administrator.
Your phone's display is blank.	Try the following solutions: ■ Your phone might be in power-saving mode. Go off hook or press any key to bring the phone screen back to full brightness. ■ The phone might not be connected to a working power source. Contact your system administrator.
You hear no dial tone when you take the handset off hook, but you hear a dial tone when using either the speaker or a headset.	The handset cable must be plugged firmly into place on both the phone base and the handset. To ensure a tight connection, unplug and reconnect the cable at both points, clicking the jack firmly into place. Take the handset off hook and listen for a dial tone.

Note

The mailbox warning is triggered when there is space for only 10 additional messages in your voice mailbox. As your voice mailbox approaches its limit, a warning message is played indicating that there is enough space for only "n" number of messages, where "n" is a countdown from 10 to 0. This message is played each time you log into the voicemail system until you delete enough messages to reduce the number of messages below the threshold.

Viewing Phone Information

You can view information about your phone, such as its IP address, subnet mask, version, and MAC address.

1. With the phone on hook, press the ⊘ button.

   The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

2. Dial **4636** (the digits that correspond with I-N-F-O), and then press **#**.

Rebooting Your Phone

1. With the phone on hook, press the (🎤) button.

    The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

2. Dial **73738** (the digits that correspond with R-E-S-E-T), and then press **#**.

3. Select one of the following options:

    ■   To reboot your phone, use the navigation key pad to scroll to Reset, and press the selector button on the navigation key pad.

        Your phone reboots.

    ■   To cancel the reboot, use the navigation key pad to scroll to Exit, and then press the selector button on the navigation key pad.

        The reboot process is canceled, and your phone returns to normal operation.

> **Tip**
>
> While it is also possible to reboot your phone by unplugging the Ethernet cable from the back of your phone and plugging it in again, the preferred method is the one described in this procedure because it maintains the PC connection.