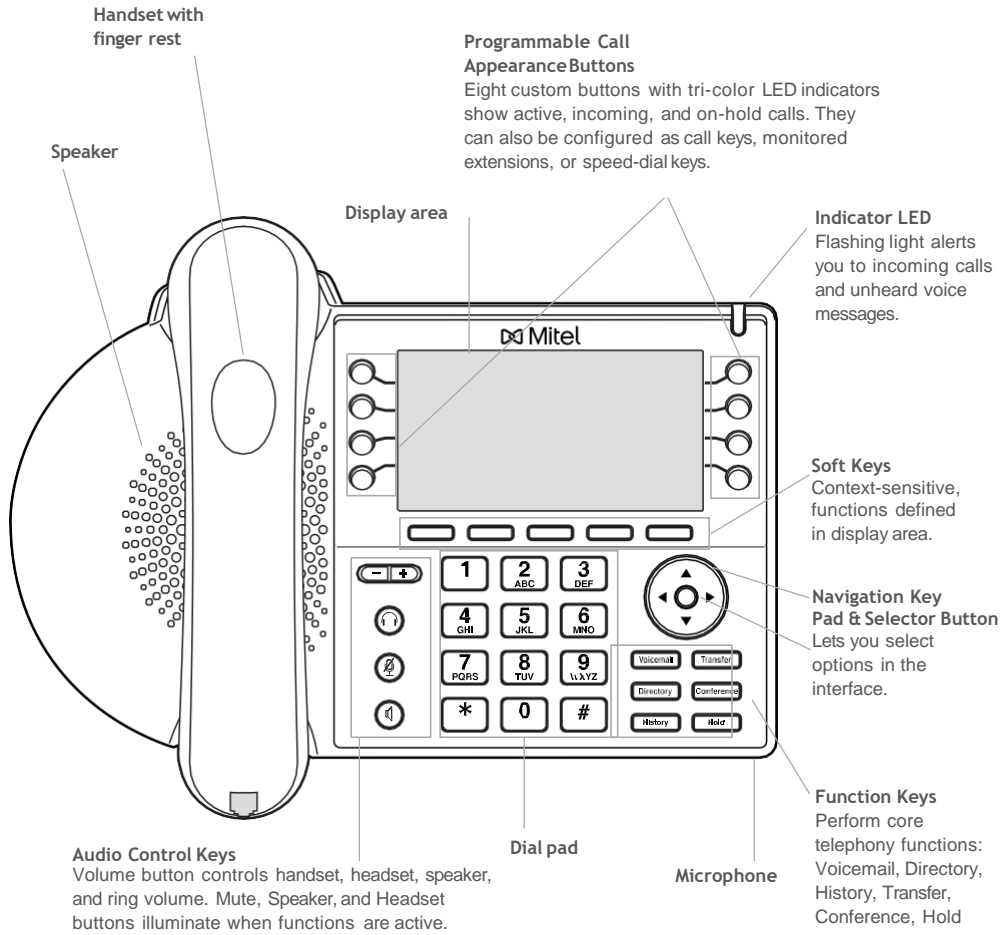


Mitel IP Phone 480/480G & Voicemail Quick Reference Guide

Provided By:



IP PHONE 480/480G - QUICK REFERENCE



Note: You can connect supported headsets to the IPPhone 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 inactive

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









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  + 
- Divert an incoming call  + Ext. + 

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook












- 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  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*.

IP PHONE 480/480G - BUTTON PROGRAMMING

To program buttons to dial a number:

1. Press the "Options" soft key.
2. Enter your voicemail password and press the "OK" soft key.

-THE OPTIONS MENU OPENS-

3. Press the navigation key to scroll to the "Program Buttons" option.
4. With the program buttons option highlighted, press the "Edit" soft key.
5. Press the button that you'd like to program. (top right button is not programmable)
6. Use the navigation key to scroll to "Dial Number."
7. With the dial number option highlighted, press the "Select" soft key.
8. Enter the number that you want to program the button to dial.
9. Press the "Next" soft key.
10. Enter the label that you want displayed next to the button.
11. Press the "Done" soft key.
12. Repeat steps 4-10 to program another button or press the "Exit" soft key.

MITEL VOICEMAIL - SETUP

Log in to voicemail
main menu

 +  + Password + 

- Press the voicemail key located on the bottom right hand side of the phone
- Press the Call VM key located below the phone display
- Enter your password: 1234#
- Enter your new password (must be between 4-16 digits)
- Re-enter your new password
- Record your name for the company dial by name directory
 1. Record your first name, last name, and (extension number, optional)
- Press # to end your recording
 1. If your recording is correct press #
 2. To review your recording press 1
 3. To re-record press 2

While still logged in to your mailbox, record your Available greeting by pressing 7, then 1. Listen to the prompts.

Press # to end your recording

1. If your recording is correct press #
2. To review your recording press 1
3. To re-record press 2

If you have disconnected from voicemail, follow the steps below to record your greeting **

Log in to voicemail
main menu

 +  + Password + 

- Press the voicemail key located on the bottom right hand side of the phone
- Press the Call VM key located below the phone display
- Enter your password followed by #
- Press 7
- Press 1
- At the tone record the greeting.
- Press # to end your recording
 1. If your recording is correct press #
 2. To review your recording press 1
 3. To re-record press 2.

** To Record the greeting for a different state, you must put your phone in that state and follow the instructions to record your greeting.

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:

- | | | |
|----------------------|-----------------|----------------|
| 1 Additional options | 4 Forward | 8 Pause |
| 2 Replay | 5 Reply | 9 Move forward |
| 3 Save | 6 Play envelope | # Skip |
| 4 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, press the Voicemail key, select Call VM using softkey, enter password, and press #
- From another extension, press Voicemail key, select Call VM on softkey, press #, 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
- 1 Review
- 2 Re-record
- 3 Delete
- * Cancel

2 Set Availability State

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

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