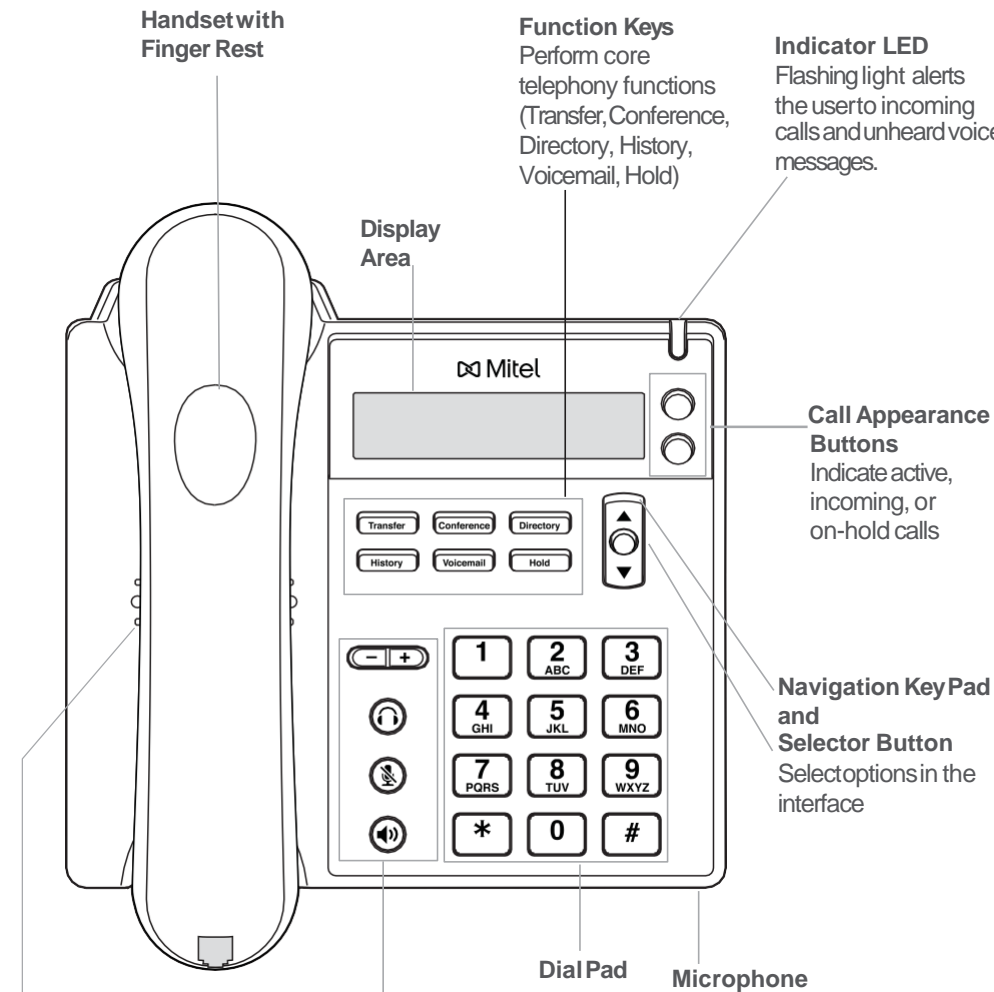


# Mitel IP Phone 420/420G & Voicemail Quick Reference Guide

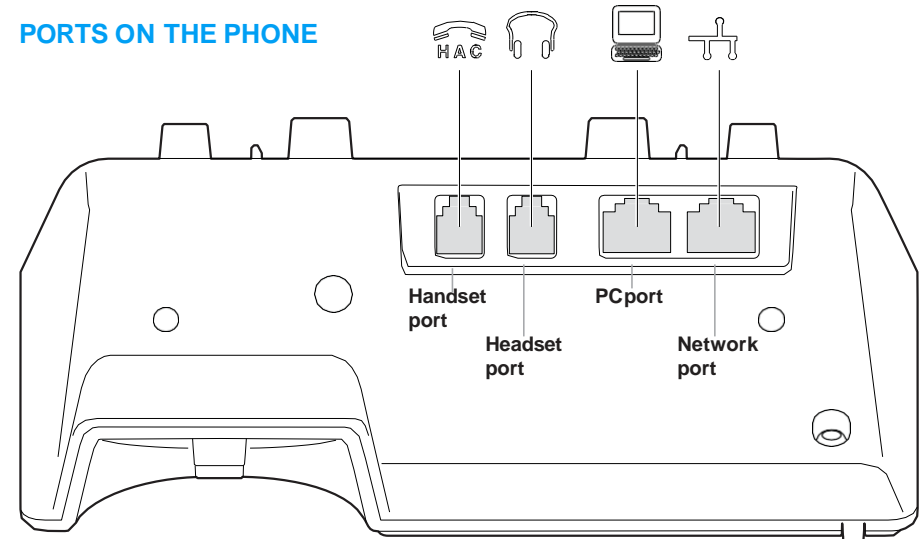
Provided By:



# IP PHONE 420/420G - QUICK REFERENCE



## PORTS ON THE PHONE



## STATUS ICONS

These icons are displayed on the phone to indicate operational status:

- ✦ Off-screen call (on main display)
- 📧 Voicemail message indicator (on main display)
- 🔒 Secure call
- 📞 Missed call (on main display and in History)
- ➡ Inbound call (in History)
- ➡ Outbound call (in History)
- 🔄 Transferred call (in History)
- 👤 Workgroup Agent logged in
- 👤 Workgroup Agent logged out
- 👤 Workgroup Agent wrap up

## GUIDE TO LEDS

Your IP Phone 420/420g provides visual cues about its operational status:

- Steady Green: Phone is in use (dialing or off hook)
- Blinking Green (Fast): Call on hold or call parked
- Blinking Green (Slow): Incoming call

# IP PHONE 420/420G - QUICK REFERENCE

## PHONE OPERATION

### Place calls



Use the handset, the speakerphone, or a headset

Lift handset or press  or  + ext.

Make a blind conference call

 + ext. + 

Make a consultative conference call

 + ext. + wait +  to select+ 

Use the Directory

 +  to select+ 

Dial from History

 +  to select+ 

Note: To close Directory or History, press that key again.

### Answer calls


Answer a call

Lift handset or press  or 

Answer call waiting (incoming call)

Press blinking call appearance button

Answer an off-screen incoming call

Press  while offscreen call is displayed

### Interact with calls

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

 to select

Mute a call





Place a call on or off hold



Transfer a call (blind)

 + ext. + hang up or 

Transfer a call (with a consultation)

 + ext. + wait+  to select+ 

Divert an incoming call to Voicemail

 or 

### Adjust the display contrast



Press and hold  +  or 

## VOICEMAIL

Log in to Voicemail Main Menu

 + Password + 

Log in from another extension

 +  + Ext. + Password+ 

Log in or out of workgroup

 + Password +  +  +  +  +  or 

Change availability state

 + Password+  +  




Change extension assignment

 + Password+  +   

Unassign extension assignment

 + Password+  +   

Assign extension to external number

 + Password +  +   

## EXTENSION ASSIGNMENT CODES

Transfer a call

  + destination +  

Conference a call

  + destination +  

Hold a call

Hang up





 

Access other starcodes

  + (numerical code from listbelow)

## QUICK REFERENCE OF COMMON STARCODES


Park a call

 +    + ext.

Unpark a call

   + ext.

Pick up a Remote Extension

   + ext.

Pick up the Night Bell

Use the Intercom

   + ext.

Barge In

   + ext.

Silent Monitor

   + ext.




Toggle the Hunt Group status

   + Hunt Group's ext.

Whisper Page

   + ext.

Silent Coach

   + ext.

## TROUBLESHOOTING

View phone information

 +      (INFO#)

Reboot your phone

 +       (RESET#)

Note: For details about using the phone, see the *IP Phone 420/420g UserGuide*.

# MITEL VOICEMAIL - SETUP

Log in to voicemail  
main menu



- Press the voicemail key located in the middle of the phone
- 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



- 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

- a) From your own extension, press the Voicemail key, select Call VM using softkey, enter password, and press #
- b) 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