

## **Mitel IP420 Phone** Quick Reference Guide

### **To Place an Outside Call**

1. Dial 9 + phone number
  - a. You will need to dial 9+1+ full 10 digit number for out of state calls

### **Transfer a call**

1. Press: Transfer
2. Enter: The extension number
  - a. Hang up to send the call through
  - b. Or wait to announce the call and then hang up to send the call through

### **Conference Call**

While you are on the 1<sup>st</sup> call

1. Press: Conference
2. Enter: 9 and the number
  - a. Press Conference
  - b. Or wait to announce the call and then press Conference to complete it

### **Logging into your Mailbox for the 1<sup>st</sup> Time**

1. Press: Voice Mail
2. Enter: Password 1234 and the pound sign.
3. It will prompt you to change your password and say your name.

### **Record your Voicemail Greeting**

1. Press: Voice Mail
2. Enter: Your password followed by pound.
3. Press: 7, 1 to record the greeting for the currently active availability state.
4. Follow the prompts to record, replay and save your greeting.

### **Playing Messages**

1. Log into the mailbox
  - a. Press 1 to play the new messages
  - b. Press 4 to send a copy of the message to another mailbox
  - c. Press 7 to rewind the message a few seconds
  - d. Press # to go to the next message

2. To delete a message press 3 at any point during the message

**Changing the Availability State on your Phone**

1. Log into your voicemail box
2. Press 7 then 2
3. Follow the prompts to choose a state:
  1. Available
  2. In a Meeting
  3. Out of Office
  4. Vacation
  5. Custom

\*\*States 2-5 are set by default to send calls straight to voicemail. You can record a message for each state by first putting your phone into that state, then following steps above to record your greeting.

**Star Codes for 420 phones:**

Park a call:

1. While on the active call press Hold
2. Enter \*11 and the extension
3. Press Pound

Unpark a call:

1. Press \*12 and enter the extension
2. Press Pound

Pickup another ringing phone:

1. Press \*13 and enter the extension
2. Press Pound