

## Overview

New system manufactured by Mitel.

Combination of analog and IP phones.

IP phones are supported by the data network.

The phone plugs into your network and the computer plugs into the phone.

Analog phones will be used as student phones, house phones and where there isn't

A data connection. Analog phones can have voicemail and access to other features the system offers.

VoiceMail      Mitel 6510

8 VoiceMail ports > 8 people can be using voicemail at a time.

The system will be using a combination of Telephone Company Dial tone services.

PRI ( Primary Rate Interphase ) Time Warner

Supports your Direct inward Dial numbers 327-6XXX

Caller ID

Outbound calling

SIP Trunks      Bandwidth.Com

An internet Long distance service

Local telephone company lines

Dial 9 access to local and 800 calls

Account codes - We will be using the same account codes

We will be changing to account codes controlled by the phone system.

You will be able to dial local, 911 and 800 without an account code.

To call long distance \* 5 Code # 9 plus your number

Cutover help desk > 4357 > it spells HELP on the dial pad > use you phone and setup your voicemail.

The phones.

Ip phones 5224 and 5212

5224 24 programmable keys / full duplex speakerphone / soft keys under the display

That change and offer options that are available to you.

5212 12 programmable keys / half duplex speakerphone / The phone uses the \*0# to access display options.

Button on phones

Fixed Keys

Up and Down arrow

When the phone is ringing it is ringer volume.

When idle it adjusts the display.

When in speakerphone mode it is speaker volume.

When in handset mode it controls handset volume.

Important. Volume control won't be saved at highest level.

Set it at one setting below to retain increased volume.

Speaker button

Speakerphone on/off

Phone support on hook dialing / hot dial pad

Microphone button

Allows you to mute your phone in speakerphone mode.

Blue Key ( referred to as superkey )

Access system menu to set features such as.

Call forward

Ringer tone and volume

Absent message

The X key

Cancel > used to cancel a transfer

The 123 key

Redial key

The red key

Hold

The arrow key with the people on it.

Transfer conference key. Up to 8 members in a conference.

The envelop key

Message waiting / the big light at the top of the phone also lights when there is a  
Message. Be advised if you call voicemail and there is no message press the envelop

Key to display who left you a message light. Phones can send a message light

Without using voicemail.

Programmable Keys

Two appearances of your extension

Allows you to place one call on hold and make a second.

Allows you to receive a call when you are on the phone.

### Department Line keys

Department number rings to those keys

Most departments forward to voicemail busy / no answer

### Do Not Disturb

Lights when pressed / calls forward to voicemail / Phone doesn't ring

### Department message

Lights when the department mailbox collects a message. Press the lit key to retrieve.

### Call History

Key lights when there are new callers

Remembers the last 20 calls to your extension.

Not to department number.

Menu driven to retrieve

### Direct page

Voice intercom to IP phones.

Press direct page then dial extension number.

### Voicemail key

Calls voicemail and logs you into your mailbox. ( same as dialing 6207 )

### Dss busy lamp keys

A key of another staff member of phone.

Lights when the phone is busy

One key to call or transfer a call to that phone.

When that phone is ringing you can answer the call by pressing the flashing key.

Any programmable key not programmed can be programmed by the phone user.

## Voicemail

Access

6207

Remote

518-327-6207

Default password > 1111

Be prepared to set up your mailbox first time you call in.

Record name

Set password 4 digit

Record three greetings

No answer

Busy

Unavailable

No limit on number of messages

Saved messages will stay in the system 90 days

Deleted message can be recovered for 5 days before they are permanently gone.

Message length is 5 minutes

The system uses letters for function access such as

D for delete

K for keep

g to give to another user

## Department Mailbox

6207 > 0 > \* > Department number > password ( default 1111)