



GOODBYE:

Used to return to the idle screen, end a call, or reject a call.



HOLD:

Places an active call on hold.



MUTE:

Mutes or un-mutes an active call.



VOLUME:

Adjust the volume of the ringer, speaker, handset and headset.



NAVIGATION WHEEL:

Used to navigate lists and menus.



CALL LIST:

Display the last 200 calls missed, outgoing and received.



LINE/CALL APPEARANCE:

Line presentation for incoming and outgoing calls.



SPEAKERPHONE:

Used to make hands-free calls.

BASIC PHONE FEATURES

MAKE A CALL: Dial the number from the keypad. To complete the call, lift the handset or press the Dial key. Alternatively, press the Speakerphone key after dialing to initiate a hands-free call.

HOLD A CALL: Hold is local to that phone only. Press the Hold key. To return to the call, press the Hold key, the Pickup key or press the flashing Line key

ANSWER A CALL: Lift the handset or press the Answer key. Alternatively, press the Speakerphone key to initiate a hands-free call.

END A CALL: Replace the handset or press the Drop key or press the Goodbye key.



HOSTED PBX MITEL 6800 STATIONS

ADVANCED CALL HANDLING

CALL PARK: (not call hold) Call parks are virtual environments that exist to hold a call that is available to be retrieved from any other station in the business. Press an unlit Park key to park a call. Press the appropriate lit Park key to retrieve the call.

3-WAY CONFERENCE: With an live call established, press the Conf key and dial a number (or extension). After the 3rd party answers, press the Conf key a 2nd time to join the three calls.

TRANSFER: Press the Xfer key and dial a number (or extension). Then either perform a warm or cold transfer:
A) Warm, press Dial and wait for the recipient to answer and introduce the call. Then press the Xfer key a 2nd time to complete the transfer. Or,
B) Cold, press the Xfer key a 2nd time to complete the transfer with no introduction.

TRANSFER TO VOICEMAIL: Press the Xfer key, dial the number 5, dial the extension, press the Xfer key a 2nd time to send the call to that voicemail.

VOICE MAIL ACCESS

FROM OFFICE PHONE:

1. Press the VMail key or dial *99
2. Enter your **PIN*** (followed by pound #)
3. First time enrolment access will prompt you to change your PIN, name and outbound greeting.

FROM ANY OTHER PHONE:

1. Dial 207-699-4000
2. Enter the 10 digit telephone number (followed by pound #)
Example: 2071234567#
3. Enter your **PIN*** (followed by pound #)
4. First time enrolment access will prompt you to change your PIN, name and outbound greeting.

***NOTE:** The default enrolment PIN is 010203. Your new chosen PIN must contain 6 to 20 digits and no repeating patterns. (no consecutive numbers in groups of 3 or more in a row)

VOICE MAIL SYSTEM NAVIGATION

GENERAL

- | | |
|-----------|---------------------------------|
| Press "1" | to play messages |
| Press "2" | to send a message |
| Press "3" | to manage your greetings |
| Press "4" | to change your mailbox settings |
| Press "6" | to manage your deleted messages |
| Press "7" | to log on as another user |
| Press "0" | to access additional assistance |
| Press "*" | to exit voicemail |

WHILE PLAYING

- | | |
|-----------|-----------------|
| Press "1" | to repeat |
| Press "2" | to save |
| Press "3" | to delete |
| Press "4" | to reply |
| Press "5" | to forward copy |
| Press "#" | to leave as new |