

Training Overview Mitel MiVoice 400 Telephone System Front Office / Administration





# **O** Console – Front Desk

## To Answer a Call

Lift the handset for handset operation or press the Line key or key for handsfree operation.

# To Transfer a Call

1. Ensure you are on active call with the party you wish to transfer.

2. If you are already connected to the transfer recipient, press the recipient on screen and then press the Xfer softkey to complete the call transfer. OR

If you are not connected to the transfer recipient, press the Xfer softkey, enter the recipient's number and press the Dial softkey. At any time, press the Xfer softkey again to complete the call transfer.

# **3-Way Conferencing**

1. Ensure you are on active call with one of the parties with whom you wish to create a conference.

2. If you are already connected to the party you wish to conference in, press the conference target on screen and press the Conf softkey to complete the 3-way conference.

OR

If you are not connected to the party you wish to conference in, press the Conf softkey, enter the conference target's number and press the Dial softkey. At any time, press the Conf softkey again to complete the 3-way conference.

## Holding and Resuming

1. To place a call on hold, press the key when connected to the call.

2. To resume the call, press the key again or press the Line key

corresponding to the line where the call is being held.

**911 Functions** – Identifying & Clearing Alarms: If anyone dials 911, e.g. an alarm is generated at the console – *this alarm indication must be reviewed & cleared*. Reject is the equivalent of snooze and will not clear the alarm. Accept will clear the alarm.

# Alarm-screen on Mitel SIP terminal (with loud alerting beep sound)

Public emerge	ncy call
Tu 21/03/201 number calle location: Tay	17 10:11am 606 W. Turner room 606 d: 911 lorstreet 25, Building 2, CH-4500 Solothurn
Accept	Reject

To Set Wake Up Calls – when a guest calls down to the front desk.

t € € € € € € € € € € € € € € € € € € €	<ul> <li>When a room is in a call with the reception and receptionist selects the "Wake-Up" key, the room number is directly copied into the next screen.</li> <li>If no wake-up is configured yet for this room the next screen directly allows to enter the wake-up time.</li> </ul>
Viake-up call         Frider room number:         Food         Ob         Backspace         Reset         Room list         Back	Wake-up call         Room 606 Bibo Baggins         Triter time:         2       3       4       5       6       7       8       9       0       00         -       /       :       :       1       5       6       0       4       •         -       /       :       :       4       •
Room 606 Wate-up call-On > Time: 7:50an > Daily: Off > Ok Madity Delete Back	<ul> <li>If there is already a wake-up configured for that room it can be modified or deleted.</li> </ul>
Vake-up call Room 606 Bilbo Baggins Wake-up call at: 7:30am Dehete Wake-up call? Yes No	Deletion has to be confirmed.

Notes:

When a guest dials \*9601 or hits the wakeup call button from in the room they will be guided through an audio prompt to set their own wakeup call.

If a guest misses a wakeup call after 3 attempts the console phone will be notified.

## **To Change Extension Outgoing Restrictions:**

- 1. Press Function.
- 2. Press [GUEST ROOM].
- 3. Dial the room number.
- 4. Press [RESTRICT O/G].

The phone is restricted from making outgoing trunk calls. To remove the restriction and allow outgoing calls, repeat the procedure.

## **Do Not Disturb:**

Do not disturb (DND) for a room can be controlled with the front-desk terminal
If DND is active for a room, a call to this room is forwarded to the reception. In this case it is not necessary to configure the normal DND destination in the system.

• Reception or back-desk can call the room, but a big pop-up display indicates DND and asks for confirmation.



Note: i.e. Simply press the [RESTRICT O/G] button until the display (middle of window) reads LD, Loc (Local), or Int (Internal only). This also works for any extension in the system... e.g. the phone in the Business Center used for Local Only calls.

## **To Change Maid Status in Rooms:**

# Below are standard codes however your PMS provider may need to be contacted if non-standard codes are used.

- \*52<cleaning state># dialled from room terminal
- \*52<cleaning state>\*<room number># dialled from non room terminal

Where cleaning state is:

1 = Dirty

2 = Clean

3 = Inspected

Enhanced mode

- 1 = dirty
- 2 = ready to inspect
- 3 = inspected
- 4 = ready to clean

5 = ...

... 0 = barred



# **O** Front Desk – Cordless Phone

When the system is Night 2 Service, calls ring directly to the Cordless, including the ringdown calls from the Pool, Fitness Room, etc.

Transferring Calls – press FLASH, then dial the extension & press CALL to hangup

# **O Guests Phones & Voicemail (Extensions = 7 + Room Number)**

Automated Check In/Out through the PMS System Messages clear from old mailbox when new guest checks in. RAD Greetings – Wake Up Announcement. *(Announcement needs Recorded)* 

Special keys on the Guest Phones (see example below)

Hotel Logo Here			
ROOM TO ROOM	Dial 7 + Room Number		
LOCAL CALLS	Dial 8 + Area Code + Number		
LONG DISTANCE	Dial 8 + 1 + Area Code + Number		
CREDIT CARD/COLLECT OPERATOR ASSISTED	) Dial 8 + 0 + Area Code + Number		
TOLL FREE	Dial 8 + 1 + 10 Digit Toll Free Number		
INTERNATIONAL	Dial 8 + 011 + Country Code + City Code + Number		
EMERGENCY	Dial 911		
FRONT DESK			
	For Messages Press Here		
ROOM	MUTE SPEAKER		

#### (5) One-Touch BUTTONS (Left to Right)

- 1. Rings Console
- 2. Rings Console / Wake Up LDN
- 3. Rings to VM system
- 4. Rings Console / Info LDN
- 5. Dials 911 Directly you may get an occasional 911 call that would need cleared.

#### TOUCH-LITE Message Key

(when pressing the bottom key, the guest is directed to the voicemail system automatically)

# **O** Call Accounting System (TEL Electronics)

(Not applicable to all systems)

TEL unit prints single line entries per call, unless PMS is off line – then it prints all info. TEL unit should run a system 'check' every 6 hours through day & night.

Connection to the PMS System is usually done through a Precidia device.

The Precidia device has 3 connections – (1) for computer cable (serial) connection to the device itself, (1) for standard computer cable connection to the wall, & (1) for power. If the Call Accounting unit doesn't appear to be working correctly ( status light on steady), or it's not printing calls, please verify the Precidia has all the connections plugged in.



- *Note:* The TEL Electronics unit also has (3) cable connections, plus the printer cable that should stay plugged in.
- Note: There are alarms on the TEL unit as well, when the alarm sounds, press the '\$' sign to silence. These may be caused by 911calls, or the printer being off-line, or turned off... (see page 47 of the InnForm XL guide)



# **O Phone System** (Location & Technical Overview)

Phone system equipment is usually located in a rack in the Main Communications Room. This room is normally on the  $1^{st}$  or  $2^{nd}$  Floor.

Phone Line Locations & Descriptions (provided at property opening)

Resetting Phone System - ONLY DO WHEN SPECIFICALLY REQUESTED !!!!

### Contact ITG Customer Support: 1-800-824-9876

# **O** Elevators, Fire, Life Safety (NON-MITEL)

**Elevators, Fire, Life Safety** often fall outside of the Mitel Phone System. House wiring for these items is typically cross connected directly to the telco / phone provider outside numbers & programmed to call either the front desk, or the security company.

Notes:

ITG Networks 132 Wisconsin Ave Cranberry Twp 16066 Office: 724.934.4636 Fax: 724.934.4635

24x7x365 CALL CENTER:

PBX Support: 1.800.824.9876 HSIA Support: 1.800.374.5872

Website: http://www.itgnetworks.com



# ATTACHMENTS:

- 1. Mitel 6873i SIP Phone Reference Guide
- 2. Mitel 6869i SIP Phone Reference Guide
- 3. Mitel 6867i SIP Phone Reference Guide
- 4. Mitel 6865i SIP Phone Reference Guide

# Mitel 6873i IP Phone Quick Reference Guide

# **Getting Started**



For details on all the available features and options please refer to the 6873i SIP Phone User Guide.

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# **Basic Call Handling**

**Placing a Call** 

- 1. Lift the handset, press a **Line** key, or press the  $\boxed{4/2}$  key.
- 2. Dial the number from the keypad and press the **Dial** softkey.

Ending a Call

Place the handset on its cradle or press the real key.

## Answering a Call

Lift the handset for handset operation or press the **Line** key or 4/2 key for handsfree operation.

## Ignoring a Call

Press the key or **Ignore** softkey when the phone is ringing to ignore the incoming call and (if configured) send the incoming call directly to voicemail.

## Redialing

Press the \_\_\_\_\_ key once to access a list of recently dialed numbers. Swipe up and down to scroll through the entries, press the entry to select, and press the **Dial** softkey to redial the selected entry. Press the \_\_\_\_\_ key twice to call the last dialed number.

## Muting

Press the 🐧 key to mute the handset, headset, or speakerphone.

## Holding and Resuming

- 1. To place a call on hold, press the 🚺 key when connected to the call.
- 2. To resume the call, press the **Line** key again or press the **Line** key corresponding to the line where the call is being held.

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# **Advanced Call Handling**

The 6873i IP phone provides simple and convenient methods for transferring calls and establishing conference calls.

#### Note:

Transferring and conferencing can be initiated in both the Multi-View and Detailed-View Call Screens.

## **Call Transferring**

- 1. Ensure you are on active call with the party you wish to transfer.
- If you are already connected to the transfer recipient, press the recipient on screen and then press the Xfer softkey to complete the call transfer. OR

If you are not connected to the transfer recipient, press the **Xfer** softkey, enter the recipient's number and press the **Dial** softkey. At any time, press the **Xfer** softkey again to complete the call transfer.

### **3-Way Conferencing**

- 1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
- If you are already connected to the party you wish to conference in, press the conference target on screen and press the **Conf** softkey to complete the 3-way conference.

OR

If you are not connected to the party you wish to conference in, press the **Conf** softkey, enter the conference target's number and press the **Dial** softkey. At any time, press the **Conf** softkey again to complete the 3-way conference.

#### Note:

If the 3-way conference is successful, kicons will be displayed in the call status indicator area of both conference participants.

# Mitel Model 6869i IP Phone Quick Reference Guide

# **Getting Started**



Navigation/Select: Multi-directional navigation keys that allow you to navigate through the phone's user interface. See UI Navigation for more details.

#### Speaker/Headset:

Toggles the phone's audio between speaker and headset. If you are using a DHSG/EHS headset, ensure that the headset jack adaptor is removed from the headset port (indicated by the  $\Im$  symbol). Refer to the *6869i* Installation Guide for more details.

#### Warning!

The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

For details on all the available features and options please refer to the 6869i IP Phone User Guide.

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# **Basic Call Handling**

**Placing a Call** 

1. Lift the handset, press a **Line** key, or press the

⊲⁄⊃ key.

2. Dial the number from the keypad and press the **Dial** softkey.

**Ending a Call** 

Place the handset on its cradle or press the **r** key.

## Answering a Call

Lift the handset for handset operation or press the **Line** key or key for handsfree operation.

## **Ignoring a Call**

Press the **r** key or **Ignore** softkey when the phone is ringing to ignore the incoming call and (if configured) send the incoming call directly to voicemail.

## Redialing

Press the key once to access a list of recently dialed numbers. Use the **Up** and **Down** navigation keys to scroll through the entries and the **Select** key (or **Dial** softkey) to redial the selected number. Press the key twice to call the last dialed number.

**Muting** 

Press the 🐧 key to mute the handset, headset, or speakerphone.

**Holding and Resuming** 

- 1. To place a call on hold, press the 🚺 key when connected to the call.
- 2. To resume the call, press the **Line** key corresponding to the line where the call is being held.

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# **Advanced Call Handling**

The 6869i IP phone provides simple and convenient methods for transferring calls and establishing conference calls.

#### Note:

Transferring and conferencing can be initiated in both the Multi-View and Detailed-View Call Screens.

## **Call Transferring**

1. Ensure you are on active call with the party you wish to transfer.

 If you are already connected to the transfer recipient, press the Up or Down navigation keys to highlight the recipient and press the Xfer softkey to complete the call transfer.

OR

If you are not connected to the transfer recipient, press the **Xfer** softkey, enter the recipient's number and press the **Dial** softkey. At any time, press the **Xfer** softkey again to complete the call transfer.

### **3-Way Conferencing**

- 1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
- If you are already connected to the party you wish to conference in, press the Up or Down navigation keys to highlight the conference target and press the Conf softkey to complete the 3-way conference.

OR

If you are not connected to the party you wish to conference in, press the **Conf** softkey, enter the conference target's number and press the **Dial** softkey. At any time, press the **Conf** softkey again to complete the 3-way conference.

Note:

If the 3-way conference is successful, 📸 icons will be displayed in the call status indicator area of both conference participants.

# Mitel Model 6867i IP Phone Quick Reference Guide

# **Getting Started**



For details on all the available features and options please refer to the 6867i IP Phone User Guide.

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# **Basic Call Handling**

## **Placing a Call**

- 1. Lift the handset, press a **Line** key, or press the  $\boxed{4/2}$  key.
- 2. Dial the number from the keypad and press the **Dial** softkey.

## **Ending a Call**

Place the handset on its cradle or press the **r** key.

## **Answering a Call**

Lift the handset for handset operation or press the **Line** key or  $\boxed{4/\bigcirc}$  key for handsfree operation.

### **Ignoring a Call**

Press the **r** key or **Ignore** softkey when the phone is ringing to ignore the incoming call and (if configured) send the incoming call directly to voicemail.

### Redialing

Press the two once to access a list of recently dialed numbers. Use the **Up** and **Down** navigation keys to scroll through the entries and the **Select** key (or **Dial** softkey) to redial the selected number. Press the key twice to call the last dialed number.

### Muting

Press the 🐧 key to mute the handset, headset, or speakerphone.

### **Holding and Resuming**

- 1. To place a call on hold, press the 🕻 key when connected to the call.
- 2. To resume the call, press the **Line** key corresponding to the line where the call is being held.

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# Advanced Call Handling

The 6867i IP phone provides simple and convenient methods for transferring calls and establishing conference calls.

#### Note:

Transferring and conferencing can be initiated in both the Multi-View and Detailed-View Call Screens.

## **Call Transferring**

- 1. Ensure you are on active call with the party you wish to transfer.
- If you are already connected to the transfer recipient, press the Up or Down navigation keys to highlight the recipient and press the key or Xfer softkey to complete the call transfer.

OR

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If you are not connected to the transfer recipient, press the key or **Xfer** softkey, enter the recipient's number and press the **Dial** softkey. At any time, press the

key or **Xfer** softkey again to complete the call transfer.

### **3-Way Conferencing**

- 1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
- If you are already connected to the party you wish to conference in, press the Up or Down navigation keys to highlight the conference target and press the key or Conf softkey to complete the 3-way conference.
   OR

If you are not connected to the party you wish to conference in, press the key or **Conf** softkey, enter the conference target's number and press the **Dial** softkey. At any time, press the key or **Conf** softkey again to complete the 3-way conference.

Note:

If the 3-way conference is successful, 📽 icons will be displayed in the call status indicator area of both conference participants.

# Mitel Model 6865i IP Phone Quick Reference Guide

# **Getting Started**

#### Programmable Keys:

8 programmable keys. Keys 5, 6, and 7 are pre-configured with Save, Delete, and Directory functionality, respectively.



#### Navigation/Select:

Use  $\checkmark$  to scroll through menus or messages on the screen. Use  $\checkmark$  to view different line/call appearances or, when in the Options List, enter or exit menus. When editing entries, pressing the  $\prec$  key erases the character on the left and pressing the  $\triangleright$  key sets the option. Alternatively, pressing the center  $\bigotimes$  key sets the option as well on specific screens. Toggles the phone's audio between speaker and headset. Refer to the 6865i Installation Guide for more details.

# 🕅 Mitel

# **Basic Call Handling**

## Placing a Call

- 1. Lift the handset, press a **Line** key, or press the key.
- 2. Dial the number from the keypad and press the ► Dial key.

## Ending a Call

Place the handset on its cradle or press the **r** key.

## Answering a Call

Lift the handset for handset operation or press the **Line** key or 4/2 key for handsfree operation.

## Ignoring a Call



## Redialing

Press the the key once to access a list of recently dialed numbers. Use the ▲ and ▼ navigation keys to scroll through the entries and press the key to redial the selected number. Press the key twice to call the last dialed number.

## Muting

Press the 🐧 key to mute the handset, headset, or speakerphone.

## Holding and Resuming

- 1. To place a call on hold, press the 🚺 key when connected to the call.
- 2. To resume the call, press the **Line** key corresponding to the line where the call is being held.



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# Advanced Call Handling

The 6865i IP phone provides simple and convenient methods for transferring calls and establishing conference calls.

## Call Transferring

- 1. Ensure you are on active call with the party you wish to transfer.
- 2. Press the 🖌 key. This places the current call on hold.
- 3. Dial the number of the party to whom you want to transfer the call.
- Press the key before the receiving party answers to perform a blind transfer.
   OR

Wait until the party has answered and then press the key to complete the transfer.

## 3-Way Conferencing

- 1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
- 2. Press the **him** key. This places the current call on hold.
- 3. Dial the number of the other party or, if applicable, press the **Line** key where the other party is being held.
- 4. When the other party answers, press the key again.

# Customization

## Adjusting the Volume

Press the Weys during a call to adjust the volume of the audio device (i.e. handset, headset, or speakerphone). Pressing these keys when the phone is idle adjusts the ringer volume.

Selecting a Ring Tone

- 1. Press the 🔯 key and select **Preferences > Tones > Ring Tone**.
- 2. Scroll through the ring tone list by pressing the  $\blacktriangle$  and  $\checkmark$  navigation keys.
- 3. Press the 🔗 key or the ► Enter key to set the desired ring tone.