



**ITG**  
**NETWORKS**

**Your World, Connected.™**

**Training Overview**  
**Mitel MiVoice 400 Telephone System**  
**Front Office / Administration**

 **Mitel**



## ○ **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

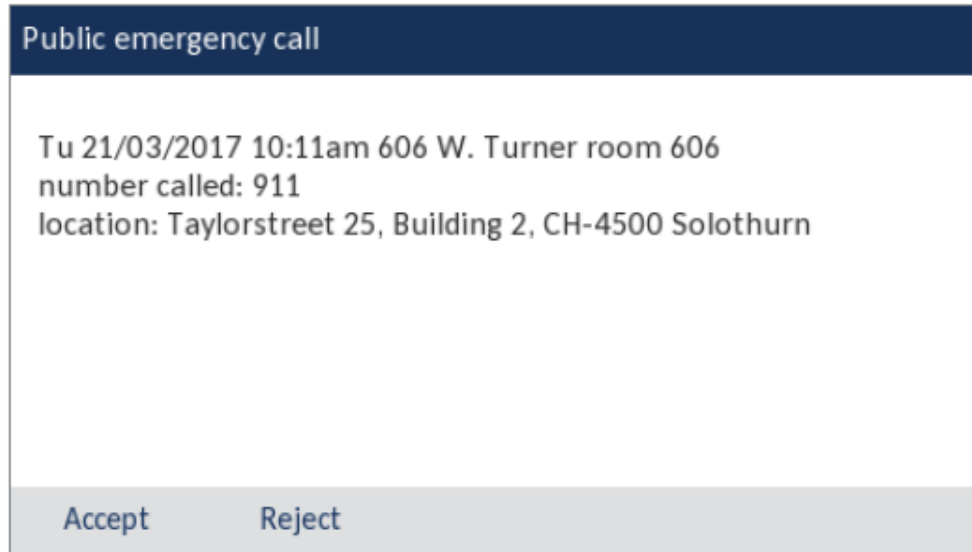
If you are not connected to the party you wish to conference in, press the Conf softkey, enter the conference target's number and press the Dial softkey. At any time, press the Conf softkey again to complete the 3-way conference.

### **Holding and Resuming**

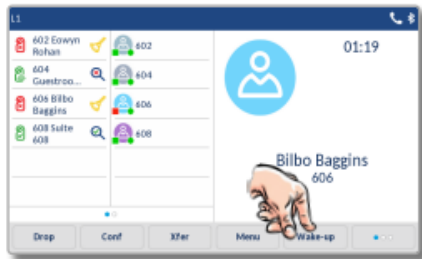
1. To place a call on hold, press the key when connected to the call.
2. To resume the call, press the key again or press the Line key corresponding to the line where the call is being held.

**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.

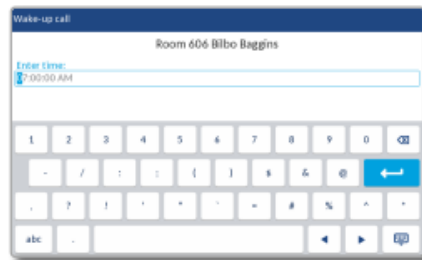
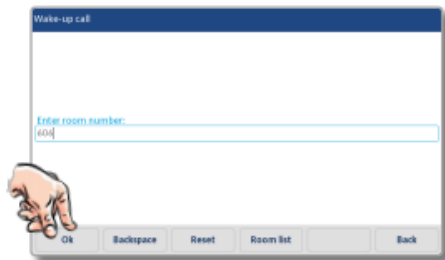
- Alarm-screen on Mitel SIP terminal (with loud alerting beep sound)



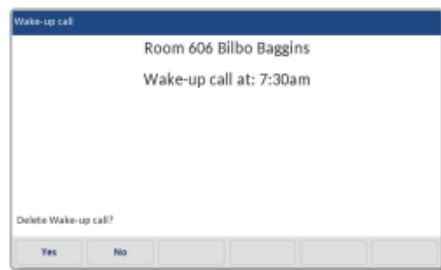
## To Set Wake Up Calls – when a guest calls down to the front desk.



- 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.
- If no wake-up is configured yet for this room the next screen directly allows to enter the wake-up time.



- If there is already a wake-up configured for that room it can be modified or deleted.



- 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:

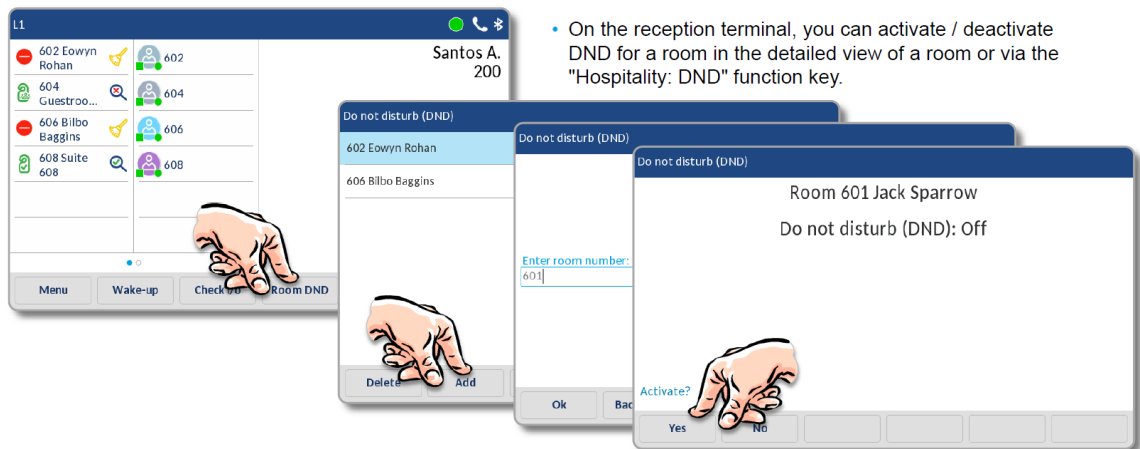
1. Press **Function**.
2. Press [**GUEST ROOM**].
3. Dial the room number.
4. Press [**RESTRICT O/G**].

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

*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.*

## 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.



## 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



## ○ 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

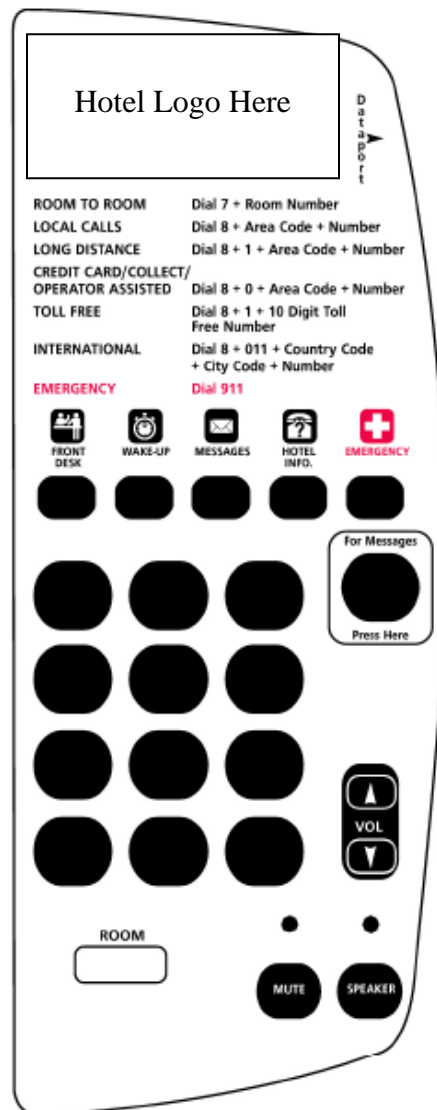
## ○ Guests Phones & Voicemail (Extensions = 7 + Room Number)

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)



(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)*

## ○ **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)*



## ○ **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<sup>st</sup> or 2<sup>nd</sup> 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**





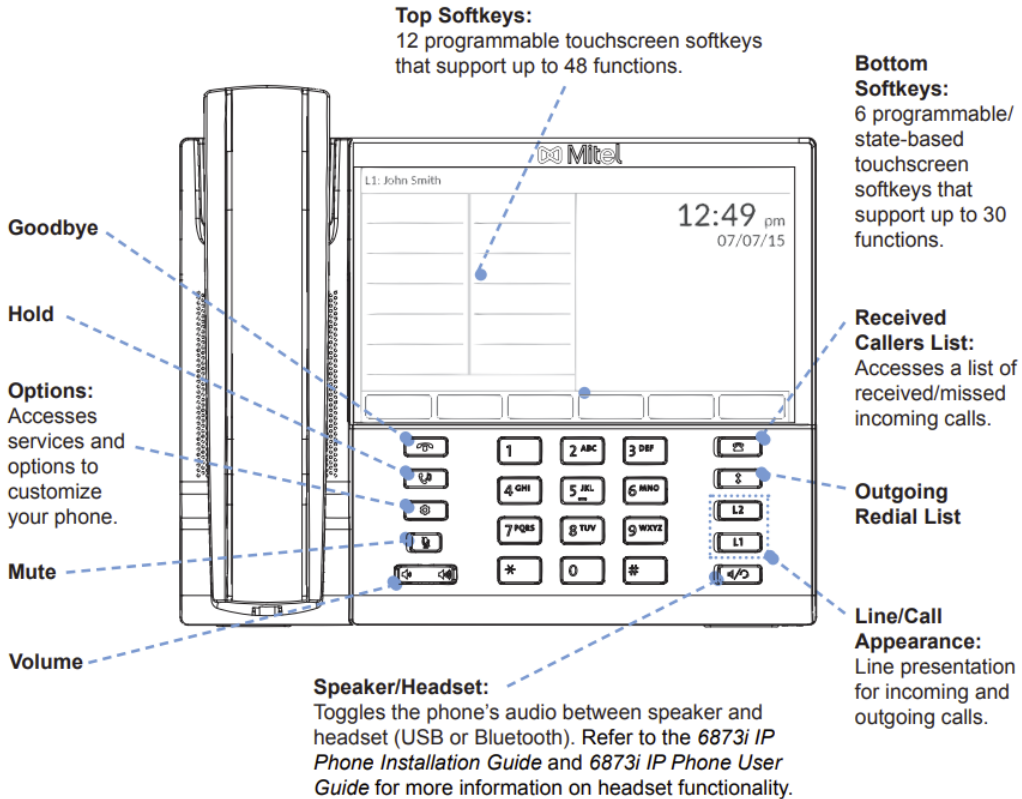
## ATTACHMENTS:

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*.

## 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  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  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  key again or press the **Line** key corresponding to the line where the call is being held.



## 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.
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.

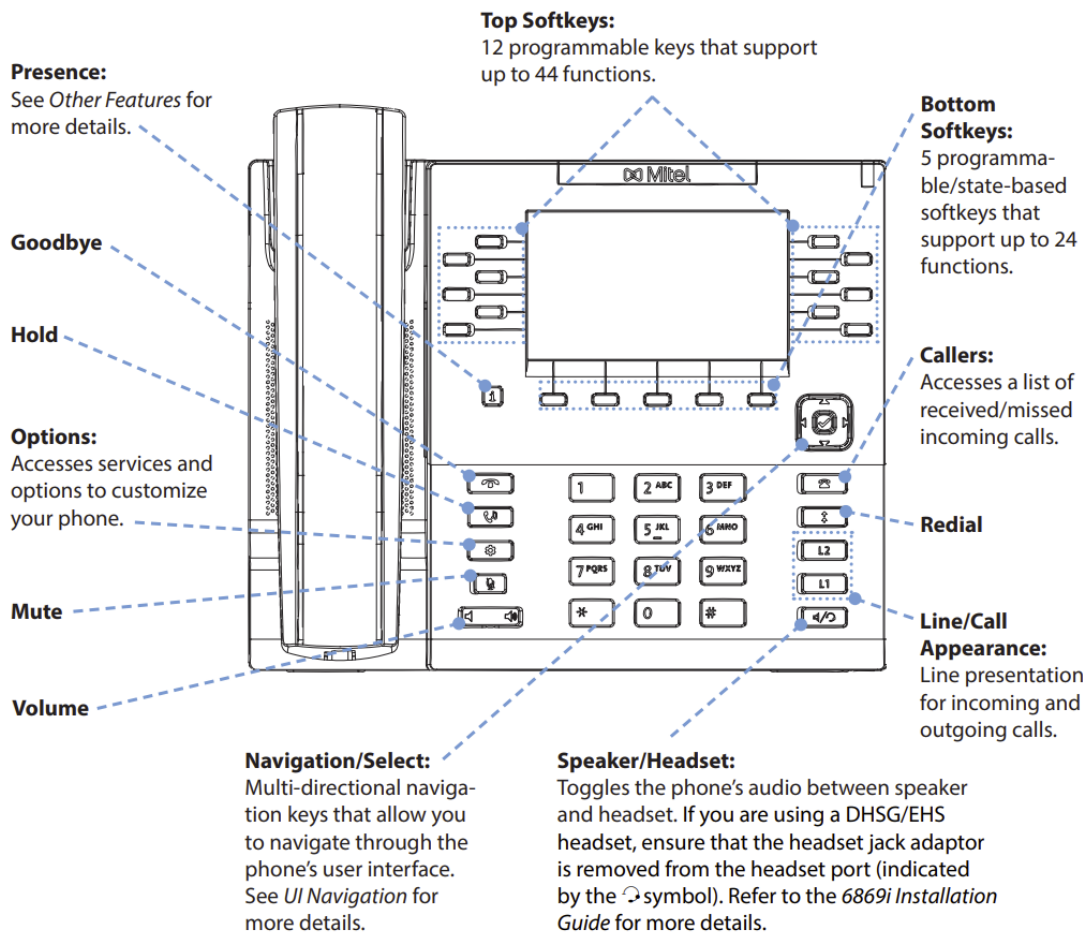
OR

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.

**Note:**

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

## Getting Started




**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*.

## 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  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  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  key again or press the **Line** key corresponding to the line where the call is being held.

## 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.
2. 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.
2. 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:**

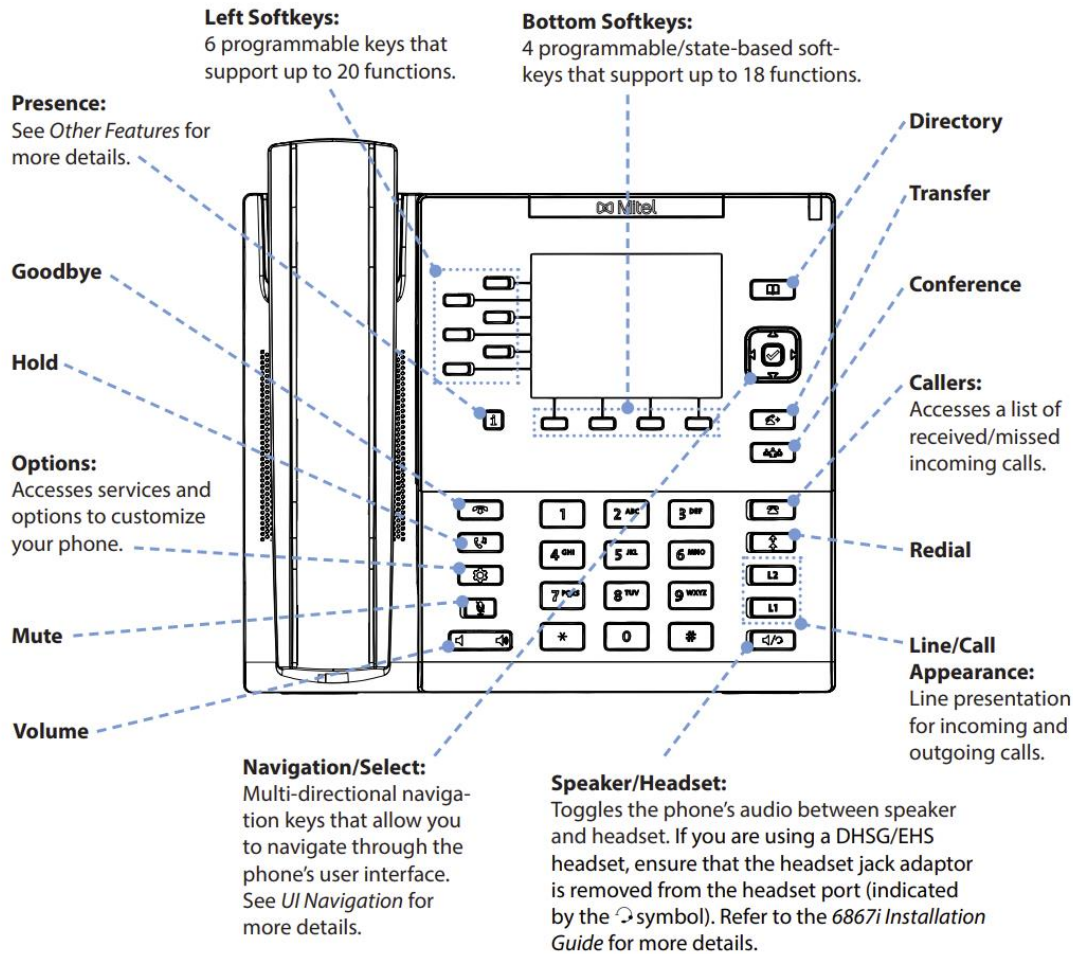
If the 3-way conference is successful,  icons will be displayed in the call status indicator area of both conference participants.





# Mitel Model 6867i IP Phone Quick Reference Guide

## Getting Started




### 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 *6867i IP Phone User Guide*.


## 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  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  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  key again or press the **Line** key corresponding to the line where the call is being held.


## 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.
2. 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

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.
2. 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.

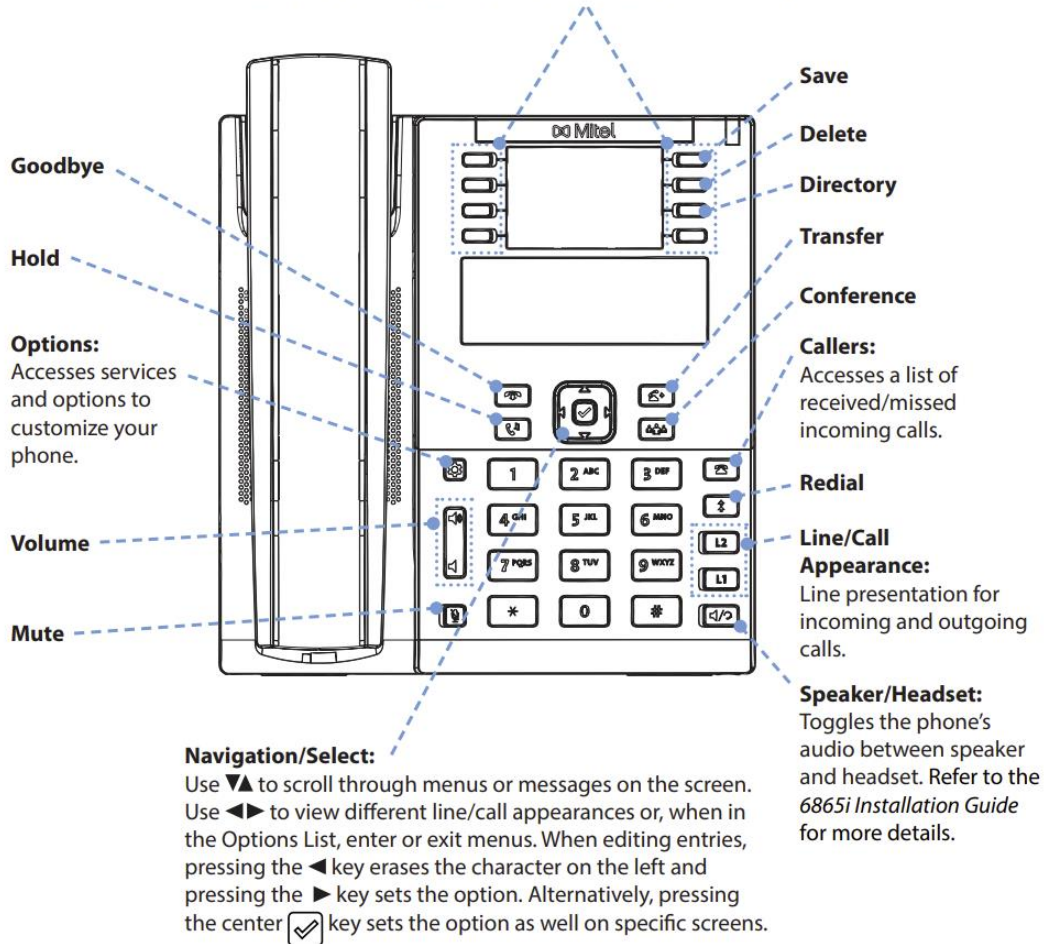
### Note:

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

## Getting Started


### Programmable Keys:

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



## 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  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  key 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 ▲ 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  key again or press the **Line** key corresponding to the line where the call is being held.





## 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.
4. 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  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   keys 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 ▲ and ▼ navigation keys.
3. Press the  key or the ► **Enter** key to set the desired ring tone.