Mitel IP Phone 420 Quick Reference

Handset with finger rest

Function Keys
Perform core telephony functions (Transfer, Conference, Directory, History, Voicemail, Hold)

Indicator LED
Flashing light alerts the user to incoming calls and unheard voice messages.

Display area

| Transfer | Conference | Directory |
| History | Voicemail | Hold |

Call appearance buttons
Indicate active, incoming, or on-hold calls

Navigation key pad and selector button
Select options in the interface

Dial Pad:
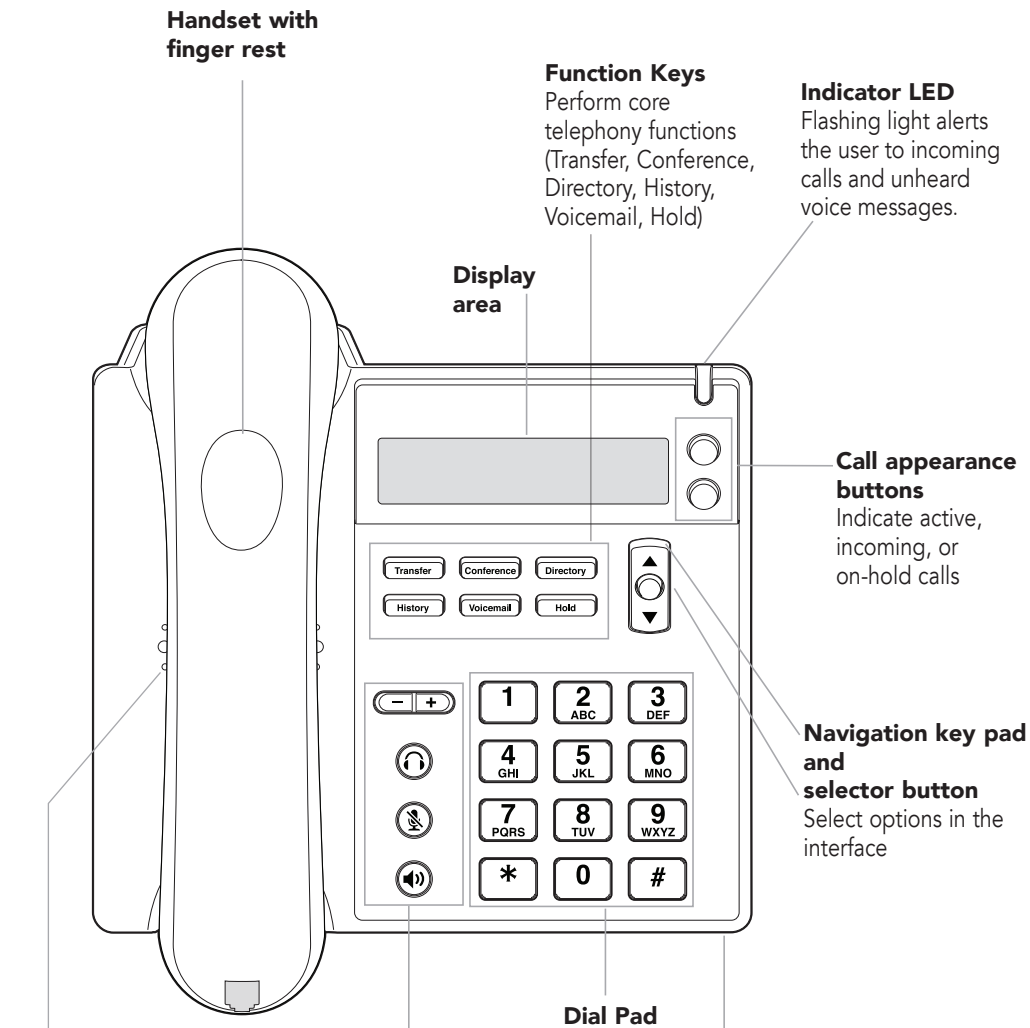| 1 | 2 ABC | 3 DEF |
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

Speaker
Delivers high-quality sound

Audio Control Keys
Volume buttons control handset, speaker, and ring volume. Headset, Mute, and Speaker buttons illuminate when functions are active.
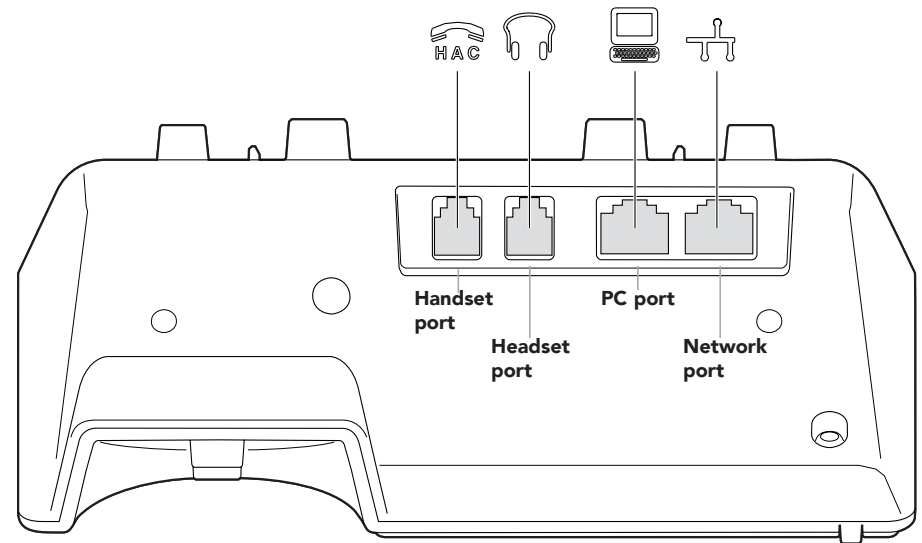
Dial Pad

Microphone

PORTS ON THE PHONE

H A C

Handset port

Headset port

PC port

Network port

STATUS ICONS

The following icons are displayed on the phone to indicate operational status:

Off-screen call (on main display)

Voicemail message indicator (on main display)

Secure call

Missed call (on main display and in History)

Inbound call (in History)

Outbound call (in History)

Transferred call (in History)

Workgroup Agent logged in

Workgroup Agent logged out

Workgroup Agent wrap up

GUIDE TO LEDS

Your ShoreTel IP Phone 420 provides visual cues about its operational status:

- Steady Green: Phone is in use (dialing or off hook)
- Blinking Green (Fast): Call on hold or call parked
- Blinking Green (Slow): Incoming call

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PHONE OPERATION

Place calls

Use the handset, the speakerphone, or a headset	Lift handset or press [speaker] or [headset] + Ext.
Make a blind conference call	[Conference] + Ext. + [Conference]
Make a consultative conference call	[Conference] + Ext. + wait + [scroll] to select + [scroll]
Use the Directory	[Directory] + [scroll] to select + [scroll]
Dial from History	[History] + [scroll] to select + [scroll]

Note: To close Directory or History, press that key again.

Answer calls

Answer a call	Lift handset or press [speaker] or [headset]
Answer call waiting (incoming call)	Press blinking call appearance button
Answer an off-screen incoming call	Press [scroll] while offscreen call is displayed

Interact with calls

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook	[− +] to select
Mute a call	[mute]
Place a call on or off hold	[Hold]
Transfer a call (blind)	[Transfer] + Ext. + hang up or [Transfer]
Transfer a call (with a consultation)	[Transfer] + Ext. + wait + [scroll] to select + [scroll]
Divert an incoming call to Voicemail	[Voicemail] or [#]

Adjust the display contrast

Press and hold [mute] + [− +] or [scroll]

VOICEMAIL

Log in to Voicemail Main Menu	[Voicemail] + Password + [#]
Log in from another extension	[Voicemail] + [#] + Ext. + Password + [#]
Log in or out of workgroup	[Voicemail] + Password + [#] + [7 PQRS][9 WXYZ][3 DEF] + [1] or [2 ABC]

Change Call Handling Mode	[Voicemail] + Password + [#] + [7 PQRS][2 ABC]
Change extension assignment	[Voicemail] + Password + [#] + [7 PQRS][3 DEF][1]
Unassign extension assignment	[Voicemail] + Password + [#] + [7 PQRS][3 DEF][2 ABC]
Assign extension to external number	[Voicemail] + Password + [#] + [7 PQRS][3 DEF][3 DEF]

OFFICE ANYWHERE CODES

Transfer a call	[*][*] + destination + [#][#]
Conference a call	[*][*] + destination + [*][*]
Hold a call	[*][*]
Hang up	[#][#]
Access other star codes	[*][*] + (star code from below)

QUICK REFERENCE OF COMMON STAR CODES

Park a call	[*][1][1] + Ext.
Unpark a call	[*][1][2 ABC] + Ext.
Pick up a remote extension	[*][1][3 DEF] + Ext.
Pick up the night bell	[*][1][4 GHI]
Use the intercom	[*][1][5 JKL] + Ext.
Barge in	[*][1][6 MNO] + Ext.
Silent monitor	[*][1][7 PQRS] + Ext.
Toggle hunt group status	[*][1][8 TUV] + Hunt Group's Ext.
Whisper page	[*][1][9 WXYZ] + Ext.
Silent coach	[*][2 ABC][2 ABC]

TROUBLESHOOTING

View phone information	[mute] + [4 GHI][6 MNO][3 DEF][6 MNO][#] (INFO#)
Reboot your phone	[mute] + [7 PQRS][3 DEF][7 PQRS][3 DEF][8 TUV][#] (RESET#)

Note: For details about using the phone, see the *ShoreTel IP Phone 420 User Guide*.

MITEL VOICEMAIL QUICK REFERENCE

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Powering connections

Voicemail Operations

New Voice Mail Indicators

Your voice mailbox contains unplayed messages if:

- You hear a stutter tone on the handset. OR
- The phone's message waiting light flashes.

Checking Voice Mail

To check voice mail from your extension

1 Press [Voice Mail] or lift the handset and press #.
2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, 1234.)
3 Press **#**.

NOTE: If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.

To check voice mail from another extension

1 Press **#** twice.
2 Enter your extension.
3 Enter your password.
4 Press **#**.

To check voice mail from an external phone

1 Dial your voice mail access number.
2 Enter your extension.
3 Enter your password.
4 Press **#**.

Listening To Messages

At the Main Menu prompt, press **1**. The voice mail system plays urgent messages first, then newly arrived messages.

The system gives the delivery date and time for each message. (You can disable this feature from the Mailbox Options Menu.)

Managing Messages

After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

To replay all of your saved messages

- Press **3** at the Main Menu prompt.

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

To listen to your deleted messages

1 Press **7** at the Main Menu prompt.
2 Press **7**.

Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

To restore a deleted message

Press **2**.

To send a recorded message from voice mail

After recording a message, voice mail asks you to supply an address.

1 Address the message to individual recipients by entering their extension numbers.
2 Specify groups of recipients by entering a distribution list number.

To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press **0** and follow the prompts.

To mark a message as urgent

- After addressing the message and confirming the addressee(s), press **1**.

To forward the message you're reviewing

1 Press **4** and follow the recorded prompts.

To reply to the message you're reviewing

1 Press **5** and follow the recorded prompts.
2 Press **1** to reply with a voice mail, press **2** to reply with a call back, or press **3** to reply to all with a voice message.

Changing Mailbox Options

Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press **7** and follow the recorded prompts.

Enabling Office Anywhere (On-Net)

If you have the proper permission, you can assign your extension to any phone on the system.

1 Log in to voice mail from the target phone—an extension other than your own.
2 At the Main Menu prompt, press **7**.
3 Press 3 to re-assign the extension.
- Press **1** to assign the extension.
- Press **2** to un-assign the extension. (Phone reverts to its original extension.)

(Off-Net Extension Re-assignment cannot be configured through the voicemail system and must be configured through PCM. Refer to the Administration Guide for details.)

Setting Availability and Forwarding

NOTE: Use ShoreWare Call Manager to configure the states with different call forwarding destinations and personal greetings.

You can set one of the states for your extension. When you record a personal greeting, it is linked to the active Availability state.

To enable one of the distinct states:

- Press **7** at the Main Menu prompt.
- Press **2**, then follow the prompts.

Changing Notification Options

To select a notification profile for the Escalation Notification feature:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **2**, then follow the prompts.

NOTE: You must have notification profiles previously configured before a notification profile can be activated.

Enabling FindMe

To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **5**, then follow the prompts.

NOTE: You must have permission to use FindMe Forwarding.

Leaving a Message

Troubleshooting

If the number of messages in your mailbox exceeds the limit, the system notifies callers that your mailbox is full and unable to accept new messages. (Recently deleted messages remain in the mailbox and are included in the total count.)

If your mailbox is full, first purge any backlog of deleted messages.

To purge deleted messages

1 At the Main Menu prompt, press **7**.
2 Press **8** to remove deleted messages.
3 Press **1** to confirm deletion or * to cancel.

Leave Message

When dialing into a ShoreTel system, if the person you are trying to reach does not answer, your call will be sent to a mailbox and you will hear a standard greeting. You can select from the following options:

Bypass greeting
0 Transfer to assistant
1 Forward to recipient's FindMe destination
9 Transfer to Auto-Attendant

Message Recording

If you choose to leave a recorded message, the following options are available after recording your message:

Message options
* Re-record
0 Send message, transfer to assistant
1 Send message, forward to recipient's FindMe destination
9 Send message, transfer to Auto-Attendant

NOTE: Hanging up sends the message.

Message Options

When leaving a message, select from the following options:

Send message
* Cancel
1 Review
2 Re-record
3 Mark/unmark urgent
0 Send message, transfer to assistant
9 Send message, transfer to Auto-Attendant

MITEL VOICEMAIL QUICK REFERENCE

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PRESS

Main Menu for Voice Mail Operations

1

Listen to Messages

Select one of the following options during or at the end of a message:

0 Additional options	4 Forward	8 Pause
1 Replay	5 Reply	9 Move forward
2 Save	6 Play envelope	# Skip
3 Delete	7 Move backward	* Cancel

5 Reply

Select one of the following :

1 Reply with a voice mail
2 Reply with a call back
3 Reply to all with a voice message

Log In: Internal

a) From your own extension, lift the handset, press #, enter password, and press #
b) From another extension, press # twice, enter extension, enter password, and press #

Log In: External

Call your voice mail access number, enter extension, enter password, and press #

2

Send a Message

Record your message at the tone. When finished, press # and select from the following options:

Accept
1 Review
2 Re-record
* Cancel

 # Accept

Enter the extension or the system distribution list to receive the message:

Conclude addressing
0 Additional addressing options
* Cancel last address
** Cancel

 # Conclude Addressing

Send
1 Mark/unmark urgent
2 Mark/unmark for return receipt
3 Enter additional addresses
* Cancel

0 Addressing Options

1 Address by name
2 Address by personal distribution list
3 Broadcast

1 Address by Name

Spell the name of the person, last name first.
Press 7 for Q and 9 for Z. * Cancel

Note: System returns to Addressing after name is entered.

2 Address by Personal Distribution List

Enter the two-digit personal distribution list number.
* Cancel

3

Listen to Saved Messages

Refer to "Listen to Messages" for message options while listening to saved messages.

7

Change Mailbox Options

1 Record greeting
2 Set Availability state
3 Re-assign extension
4 Set password
5 Enable/disable envelope information
6 Record name
7 Listen to deleted messages
8 Remove deleted messages
9 Additional options
* Cancel

1 Record Greeting

Record your greeting for the currently active mode at the tone. When finished, press # and select from the following options:

# Accept	3 Delete
1 Review	* Cancel
2 Re-record	

2 Set Availability State

1 Available	5 Custom
2 In a meeting	6 Do Not Disturb
3 Out of office	* Cancel
4 Vacation	

3 Re-assign Extension

1 Assign to this telephone
2 Un-assign
3 Assign ext. to last external number
* Cancel

4 Set Password

Enter password twice in response to the prompts.

* Cancel

5 Enable Envelope Info

Press either 1 to enable, or 2 to disable

6 Record Name

Record your name at the tone. When finished, press # and select from the following options:

# Accept	3 Delete
1 Review	* Cancel
2 Re-record	

8 Remove Deleted Messages

1 Confirm * Cancel

9 Additional Options

1 Enable or disable Outlook automated call handling
2 Change notification options
3 Change agent state
5 Change Find Me Forwarding state
* Cancel

2 Notification Options

1-9 Enter the number associated with a Notification Profile
0   Disable Notification
No change

3 Agent State

1 Log in and assign extension
2 Log out
3 Log in without assigning extension

5 Find Me Forwarding

1 Enable Find Me Forwarding
2 Disable Find Me Forwarding

8

Log Off

9

Return to Auto-Attendant

0

Transfer to Assistant

#

Hear Mailbox Status