

USER GUIDE

FOR

MITEL 200 ICP PHONE AND VOICEMAIL SYSTEM



TO ANSWER AN INCOMING CALL

- ☎ Lift handset of ringing telephone
- or
- ☎ Press flashing line button

TO PLACE AN OUTGOING CALL

- ☎ Dial *outside access code* [9]
- ☎ Dial number you wish to call

TO PLACE AN INTERNAL CALL

- ☎ Dial *extension number*
- ☎ Leave a message or Call Back

TO PLACE A CALL ON HOLD

- ☎ With a call on the line, press **HOLD**
- To reconnect with caller:**
- ☎ Press the flashing line button

TO PICK UP A CALL ON HOLD AT ANOTHER EXTENSION

- ☎ Lift handset or press **SPEAKER**
- ☎ Press **HOLD PICKUP**
- ☎ Dial *extension number* where caller is on hold

TO PICK UP A CALL RINGING AT ANOTHER EXTENSION

- ☎ Lift handset or press **Speaker**
- ☎ Press **RING PICKUP**
- ☎ Dial *extension number* of ringing telephone

TO PICK UP A CALL RINGING IN A GROUP

- ☎ Lift handset
- ☎ Press **PICKUP**

TO TRANSFER A CALL

- ☎ With a call on the line, press **Trans/Conf**
 - ☎ Dial destination *extension number*
 - ☎ Announce call (if desired)
 - ☎ Hang up to transfer call
- or**
- ☎ Press **Cancel** to cancel the transfer

TO TRANSFER TO VOICEMAIL

- ☎ With a call on the line, press **Transfer To Voicemail**
- ☎ Dial mailbox number
- ☎ Hang up

TO PLACE YOUR PHONE IN DO-NOT-DISTURB

- ☎ Press the **Do Not Disturb** button
(The line appearance for the key turns on)

TO CANCEL

- ☎ Press the **Do Not Disturb** button
(The line appearance for the key turns off)

TO CONFERENCE A CALL

- ☎ With a call on the line, press **Trans/Conf**
- ☎ Dial second party (internal or external)
- ☎ Press **Trans/Conf** to bring all parties together

Use the following options during the conference:

Trans/Conf to add callers

Split to split conference

Trade to switch between split callers

Trans/Conf to bring all callers back to conference

TO INITIATE A CALLBACK

- ☎ If you dial an extension and receive a busy signal or no answer, press **Call Back***

(This will initiate a callback and the system will ring your extension when the busy extension is free or the non-answered extension has been used. After you pick up your ringing telephone, the system will call the extension you wanted to call back.)

*Does not work when the phone is forward to VM

TO RECORD A CALL

- ☎ While on a call, press **Call Record**
- ☎ The call will become a new message in your mailbox

TO PAGE

- ☎ Lift the handset
- ☎ Press *48 (Group #, a 2 digit code), then 3
- ☎ Announce the page
- ☎ Press the hook before hanging up

TO PROGRAM SPEED DIAL

- ☎ Press **SUPERKEY**
- ☎ Press **No**
- ☎ Press **Yes** for **Personal Keys**
- ☎ Select Key to Program
- ☎ Press **Change**
- ☎ Press **Speed Call**
- ☎ Press **Yes**
- ☎ Dial **[9]** and the telephone number **or** dial extension number
- ☎ Press **Save**

TO FORWARD YOUR TELEPHONE

- ☎ Without picking up the handset, press **SUPERKEY**
- ☎ Press **More**
- ☎ Press **Forwarding**

Follow screen prompts:

Busy

No Answer

Busy/No Answer

Always

To Me

ADDITIONAL SUPERKEY OPTIONS

Reminder – Function as an alarm clock

Advisory Msg. - Allows you to leave an advisory message on your phone for internal callers. (Under messaging)

Music - Turns background music on/off

DND – Do Not Disturb

Ringer Adjust - Sets pitch and volume of your phone by following prompts and using volume arrows on your phone

Language - Allows you to change prompts to Spanish, French, or English

SETTING UP YOUR VOICEMAIL BOX

Press **VOICEMAIL** button

Press *, then dial **your voicemail number**

Enter **1111** (which is your temporary password)

Press **1** to continue

The voicemail system will:

1. *Prompt you to change your password
(You can not use 9, *, or #)*
2. *Prompt you to record your name
(Press 1 to accept, 2 to review, or 3 to re-record)*
3. *Prompt you to record a greeting
(Press 1 to accept, 2 to review or 3 to re-record)*
4. *Define Personal Callback Numbers
(Follow the prompts for setting up your cell phone,
pager and fax number is apply)*

SAMPLE GREETINGS:

You have reached the voicemail box of _____. I'm sorry I missed your call. Please leave your name and number, and I will return your call as soon as possible.

Hi! This is _____ with _____. I'm sorry I missed your call. Please leave a message and I will call back as soon as I can. Or dial zero for the operator. Thank you.

VOICE MAIL

TO ACCESS VOICE MAIL (If message light is on):

- Press **MSG** button
- Enter password

TO ACCESS VOICE MAIL (If message light is off):

- Press **VOICEMAIL** button
- Enter password

TO ACCESS VOICE MAIL (At a different desk):

- Press **VOICEMAIL** button
- Press * and enter mailbox number
- Enter password

TO ACCESS VOICE MAIL (If away from office):

- Call
 - When greeting starts, press * and enter mailbox number
 - Enter password
-

Main Menu

7 Play	Play your message(s)
6 Make	Record and send message
9 Send & Exit	Send a message and exit
0 Transfer to 0	Transfer to the Operator
# Auto Attendant	Transfer to Auto Attendant
* Cancel	Leave the system
8 User Options	See 8 User Options

7 Playing Your Messages

- 7 **Play Again** Repeat the message just played
- 2 **Answer** Send a respond to the person who sent the message (see **Send Menu**)
- 4 **Give** Send the message to another mailbox (see **Send Menu**)
- 5 **Keep** Save the message and play the next message if any
- 3 **Discard** Delete the message just played and play the next message if any. (Discard message cannot be recovered)
- 1 **Pause** Stop the message being played – press any key to resume
- 6 **Play Envelope** Tell who the message was from and when it was sent.
- 8 **Next Message** Skip ahead to next message
- # **Fast Forward** Skip forward in the message 5 seconds, then resume play
- * **Rewind** Back up the message 5 seconds, then resume play

6 Making and Sending Messages

Enter destination mailbox number

9 Directory

* Delete incorrect mailbox

To end destination, then record message

The following options also apply

Send Menu

- 9 **Send** Send your message to the destination mailbox
- 7 **Review** Listen to the message you just recorded
- 3 **Discard & rerecord** Replace the recorded message with a new one
- 2 **Append** Add to your recorded message
- 6 **Message Addressing Options** See **Message Options**

Message Options

- 8 **Urgent** - Place this message first in the destination mailbox
- 2 **Confidential** - Prevent the receiver of your message from forwarding it
- 7 **Receipt** - Request notification that your message has been listened to
- 9 **Exit Message Addressing Options** - Exit the options menu

User Options

2 **Message Notification or Personal Callback #'s**

Voicemail will call you with new messages

1 for Message Notification

2 for Personal Callback #'s

2 for Cell (Dial 9 plus phone number)

3 for Fax

7 for Pager

4 **Greetings** Record your permanent greeting

6 **Name** Record your name

7 **Passcode** Change your passcode

5 **Distribution List** Set up and send message to more than one mailbox at a time

Enter List number from 05-09

1 Add mailboxes to the group

2 Review mailboxes in the group

3 Delete mailboxes from the group

4 Name the group number

* Exit to the main menu

8 **Temporary Greeting** Record a greeting lasting only a specific number of days from 1 to 99; the temporary greeting expires at midnight of the last day specified. When the temporary greeting expires, the caller hears the permanent greeting.

3 **Memo** Record a message for yourself

9 **Exit User**