

HARFORD COMMUNITY COLLEGE  
COMPUTER AND TECHNOLOGY SERVICES  
MITEL 4025 PHONE QUICK START GUIDE

### **MAKING AN OUTSIDE CALL**

- Press **8** to access an outside line.
- Dial telephone number.

### **MAKING AN ON-CAMPUS CALL**

- Pick up the handset.
- Dial the 4-digit extension .

### **MAKING A SECONDARY CALL**

- If you are on a call and need to make a second call, press the HOLD key to put the first call on hold.
- Press the SECONDARY key on your phone. Dial another extension or press **8** for another outside line, and dial your party's number.

### **ANSWERING A CALL**

- When your telephone rings, the line key or extension key will be flashing red. To answer, pick up the handset or press the SPEAKER key.
- NOTE: If more than one extension appears on your phone, press the key which is flashing red to answer.

### **CALL PICK UP**

If your area has a Pick Up Group, you can answer a call that is ringing on another phone in your Group:

- Lift the handset.
- Refer to the LCD display on your phone. You should see the words, PICK UP. Press the key under the display where the words, Pick Up, are showing.

To answer a call that is ringing at a station not in a Pick Up Group (called Direct Call Pick Up):

- Press the fixed PICK UP key.
- Dial the extension of the ringing phone.

### **HOLD**

- Press the red HOLD key.
- To retrieve, press the flashing extension key.

## REMOTE HOLD RETRIEVE

The Remote Hold Retrieve feature allows you to retrieve a call that has been put on hold at another extension anywhere on campus.

To retrieve the held call remotely:

- Press the REMOTE HOLD RETRIEVE key and dial the extension where the call is being held.

## TRANSFER

- While on a call, press the TRANS/CONF key.
- Dial the extension.
- Announce the call or just hang up.
- To retrieve a call before the transfer is complete, press the CANCEL key.

If you have a key on your phone for another's extension, this is called a DSS key (Direct Station Select). To transfer this call:

- While on the call press the key labeled with the co-worker's extension.
- Announce the call first or just hang up to send the call right away.
- To retrieve a call before the transfer is complete, press the CANCEL key.

## CONFERENCE

You can conference up to 8 parties (including yourself).

- While on a call, press the TRANS/CONF key.
- Call another extension or outside line.
- After 2<sup>nd</sup> party answers, press TRANS/CONF key.
- All parties are connected.

NOTE: Repeat above steps to add others to the conference. Keep in mind, you can only add 6 outside lines total.

## DIRECT PAGING

- Lift handset.
- Press the DIRECT PAGE key.
- Dial the extension.
- Make the announcement.

## CALL BACK

To request a callback when you reach a busy or unanswered extension:

- Dial **2** when reaching a busy or unanswered station.

- When the busy station hangs up their phone (or in the case of an unanswered station goes off hook and replaces their handset), you will hear 3 short ring bursts on your phone.
- Lift your handset, and your phone will automatically call the other extension.

## **PROGRAMMING KEYS (BASIC)**

You can use SUPERKEY on your phone to program personal keys (keys that are not assigned) as feature keys. To program some features to a personal key, you must dial a feature access code.

To program a personal key:

Press SUPERKEY and follow the prompts on your display:

- Select "Personal Keys".
- Select a Key
- "Assign a feature to this Key"
- Press the "Page Key" if the feature is not displayed
- Select the feature.
- Select Save.
- Select Close to exit.

## **REPAREE VOICEMAIL SYSTEM**

**1 = YES**

**2 = NO**

### **SETTING UP A VOICEMAIL BOX:**

From your telephone press the VOICEMAIL (VM BOX) key. When it answers you will be welcomed as a new voicemail subscriber and you will be prompted to set up your mailbox.

"As a new subscriber, please take a few minutes to personalize your new mail box."

- State your name -- *state only your name*
- Do you want to be listed in the directory? YES
- Spell the 1st 3 letters of your last name.
- Record your personal greeting.
- Set a security code.
- You must confirm your setup by pressing 1 (yes), otherwise your recordings and password will not be saved.

Note: If you do not get the prompt to set up your voicemail box, please use the following options:

Record your name

- From the main menu, press 7 Change Setup Options
- In Setup Options, press 7 Personal Options
- In Personal Options, press 5 Rerecord Name

#### Respell your name

- From the main menu, press 7 Change Setup Options
- In Setup Options, press 7 Personal Options
- In Personal Options, press 6 Respell Name

#### Directory listing

- From the main menu, press 7 Change Setup Options
- In Setup Options, press 7 Personal Options
- In Personal Options, press 7 Directory Listing On/Off (select On)

#### Record personal greeting

- From the main menu, press 7 Change Setup Options
- In Setup Options, press 4 Greetings
- In Greetings, press 6 Edit Standard Greetings

#### Security code

- From the main menu, press 7 Change Setup Options
- In Setup Options, press 7 Personal Options
- In Personal Options, press 4 Change Security Code

### **RETRIEVING YOUR MESSAGES FROM THE PHONE ON YOUR DESK:**

- From your phone, press the VOICEMAIL (VM BOX) key. The system will state your name. You will be asked to enter your security code.
  - Press 4 to check new messages
  - Press 5 to send a message
  - Press 6 to review old messages
  - Press 7 to review your set up options

### **RETRIEVING YOUR MESSAGES FROM ANOTHER PHONE ON CAMPUS:**

- Dial the voicemail system, **x4444**.
- Dial **8 + your 4-digit extension** (the 8 identifies you as the owner of the mailbox).
- The system will state your name and prompt you to enter your security code.
  - Press 4 to check new messages
  - Press 5 to send a message
  - Press 6 to review old messages
  - Press 7 to review your set up options
- You may check your voice mailbox 24 hours a day from any touchtone phone.

### **RETRIEVING YOUR MESSAGES FROM A PHONE OFF CAMPUS:**

- Dial the voicemail system, **410-836-4444**.
- Dial **8 + your 4-digit extension** (the 8 identifies you as the owner of the mailbox).
- The system will state your name and prompt you to enter your security code.
  - Press 4 to check new messages

- Press 5 to send a message
  - Press 6 to review old messages
  - Press 7 to review your set up options
- You may check your voice mailbox 24 hours a day from any touchtone phone.

**DEFINITIONS:**

**New Messages:** A new message is a message you have not listened to as yet. *It has no expiration date.* So if you are out of the office for two days or two months, the messages are there waiting for you. When you listen to a new message, it automatically becomes old.

**Old Messages:** An old message is a message you have already listened to and have done nothing with it. It will stay in your mailbox for 5 days. After 5 days, the system will automatically delete it. When you listen to an old message you will be prompted to select an action:

- Send a message: reply to the staff member who left you the message
- Redirect this message: send a copy of the message to a different staff member(s) voicemail box.
- Archive this message: saves the message for an additional 30 days.

**SHORTCUT KEYS (while you are on the phone listening to a message):**

| Action   | Press the following key(s) |
|--|----------------------------|
| Check next message   | 35                         |
| Delete the message   | 36                         |
| Archive the message  | 37                         |
| Time stamp   | 38                         |
| Redirect this message  | 39                         |
| Save as new  | 30                         |
| Repeat this message  | 3#                         |
| Slower   | 4                          |
| Softer/louder  | 5                          |
| Faster   | 6                          |
| Backward   | 7                          |
| Pause  | 8                          |
| Forward  | 9                          |
| Exit<br>(This also works when you call someone, but don't want to listen to their entire message before leaving one) | *                          |

# System menus

