



RSCC Mitel

Powerful and Feature-rich Unified Messaging Solution



- → → → Desktop Integration
- Secure and High-Availability Voice and Data Integrity





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- Basic Phone Layout



- 1 Display
 - 2 Ring/Message Indicator
 - 3 Volume, Speaker and Mute Controls
 - 4 Fixed Function Keys
 - 5 Dial Pad
 - 6 Navigation Page Keys
 - 7 Programmable Feature Keys and Softkeys
 - 8 Speaker
 - 9 Handset
- Speaker
 - Mute
 - Menu
 - Cancel
 - Redial
 - Hold
 - Transfer/Conference
 - Message





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• Basic Phone Operation



- | | |
|--|---------------------|
| 1 Display | Speaker |
| 2 Ring/Message Indicator | Mute |
| 3 Volume, Speaker and Mute Controls | Menu |
| 4 Fixed Function Keys | Cancel |
| 5 Dial Pad | Redial |
| 6 Navigation Page Keys | Hold |
| 7 Programmable Feature Keys and Softkeys | Transfer/Conference |
| 8 Speaker | Message |
| 9 Handset | |



Make a Call

- 1 Lift the handset OR
- 3 Press .
- 5 Dial the number OR
- 7 Press a Speed Call key OR
- 4 Press OR
- 5 Dial the prefix for external calls (e.g. 9) and the number.

Answer a Call

- 1 Lift the handset OR
- 3 Press , and begin speaking.

End a Call

- 4 Press OR
- 9 Replace the handset.

Place a Call on Hold

- 4 Press . The line key flashes.
- 9 Replace the handset if necessary.

Retrieve a Call from Hold

- 9 Lift the handset OR
- 3 Press .
- 7 Press the flashing line key.

Retrieve a Message

- 4 Press . It flashes when a message is waiting. Follow the voice mail prompts to retrieve your message.

Transfer a Call

- 4 Press .
- 5 Dial the number. Wait for an answer.
- 9 Hang up OR announce the transfer and then hang up.

Conference a Call

- 4 Press .
- 5 Dial the number. Wait for an answer.
- 4 Press .

Program a Speed Call

- 4 Press Menu OR . Press Settings. Press Programmable Keys. Press the key you wish to program. Press Speed Call. Press Edit Label and enter the label for the Speed Call. Press Save. Press Edit Number and enter the phone number for the Speed Call. Press Save, and then press Save again. Press Close and then press Close again.

Adjust Volume Levels

- Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.
- 3 Press repeatedly to raise the volume OR repeatedly to lower the volume.
 - 3 Press to mute your microphone.



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Additional topics

- Call Appearance
- 10 Digit Dialing (When to use "1")
- Pickup groups
- Speed Dial
- Hot Desk (Next Slide)

Default Extensions of Hot Desk Phones

1001	Training 1
1002	Training 2
1003	Training 3
1004	Training 4
1005	Training 5
1006	Training 6
1007	Training 7
1008	Training 8
1009	Training 9
1010	Training 10
1011	Training 11
1012	Training 12





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Hot Desk User Extensions

Hot Desk
Voicemail pin
189981

Default Extension	Hot Desk Account for Training	Hot Desk Extension	Hot Desk PIN
1001	Joe User	1051	1051
1002	Jane User	1052	1052
1003	Fred User	1053	1053
1004	Alfred User	1054	1054
1005	Rita User	1055	1055
1006	Tray User	1056	1056
1007	Uber User	1057	1057
1008	Zen User	1058	1058
1009	Alta User	1059	1059
1010	Xena User	1060	1060
1011	Zeus User	1061	1061
1012	Spock User	1062	1062



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- Voicemail x 4850 and message integration





RSCC Mitel Questions ??

