

Quick Reminders

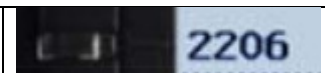
- Many videos to assist with using your phone are available at: <http://support.worldviewtravel.com/mitel>
- Support is always just an email away: itsupport@worldviewtravel.com








Commonly Used Buttons


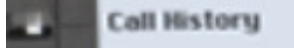


- 1 – Display
- 2 – Ring / Message Indicator
- 3 – Volume, Hands-free/Speaker, Mute
- 4 – Cancel function, Redial, Hold, Transfer, Voice Mail
- 5 – Dialing pad
- 6 – Arrows to move between phone screens
- 7 – Function keys (called soft keys)
- 8 – Hands-free speaker
- 9 – Receiver

Line Key: This is a line key, each set has two. It is lit up when active. Flashing when call is incoming on the line. **Fast flashing when you put a line on hold.** To answer a call lift the receiver or press the line with the headset



active. You can have an active call on each line. You can press a line key to open a line to initiate a call.	
Hold Button: This is the hold button. Any active call can be placed on hold using this button. To return to a call simply press the line key.	
Cancel Button: This button cancels the active feature. Can also be used to end a call.	
<p>Transfer Button: This is the transfer button. There are two types of transfers:</p> <ul style="list-style-type: none"> • Cold Transfer: With the call active, press the transfer button, enter the destination extension (or an external number preceded by an '8') and then simply hang up – the call will be sent to the destination. • Warm Transfer: Warm transfer is similar but allows you to check if the destination is available. With the call active, press the transfer button, enter the destination extension (or an external number preceded by an '8'), wait for an answer (and brief the receiving caller, if you like) and then hang up if the destination confirms they are available to take the call. <p>You can cancel the transfer and return to the caller by pressing the Cancel (X) button.</p>	
Redial Button: This button redials the last number or extension you dialed.	
Voice Mail: This button is illuminated when you have waiting messages. Press it to enter the voice mail system with the receiver lifted or a line key selected if using the headset.	
Volume: This button controls volume. When the phone is ringing it will increase or decrease ring volume. When on a call it will increase or decrease call volume.	
Hands-free: You use this button to open a line using the hands-free speaker instead of the receiver or headset.	

Mute: Pressing this button mutes the call so the caller cannot hear you. It is illuminated when active. Press it again to unmute.	
Call History: The call history soft key allows you to access history of previous incoming, outgoing or missed calls.	

Collecting Voice Mail

From outside the office:

- Dial the back-door number assigned by IT
- When you hear the auto-attendant press the **'*' key**
- When you hear 'Welcome to the message center...' enter **'*' + your 4 digit extension** number (e.g. *2581)
- You'll be asked for your password which is **'1234'** by default.
- You'll then be prompted to record your greetings if you have not done so before, if you have done so you will be prompted to review any available messages

From a desk phone:

- **Simply press the Voice Mail button and you will immediately enter the Voice Mail system**



- You will be prompted for your password which by default is '1234'
- You'll then be prompted to record your greetings if you have not done so before, if you have done so you will be prompted to review any available messages

You can also check your messages from the MiCollab desktop application. This is covered in the MiCollab section.

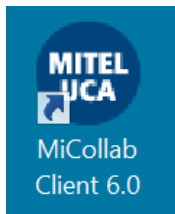
You will also get an email of any messages left on the system. Deleting the email does not clear it in your voice mail so be sure to use one of the methods above to delete messages periodically.

MiCollab Desktop Application

The MiCollab application allows you to access features like Call History, Chat, Click-to-Call, and Managing your Status. The application can be launched by double clicking the icon. If you don't have the application please contact support for installation.

Accessing MiCollab

Double click the icon on your desktop.



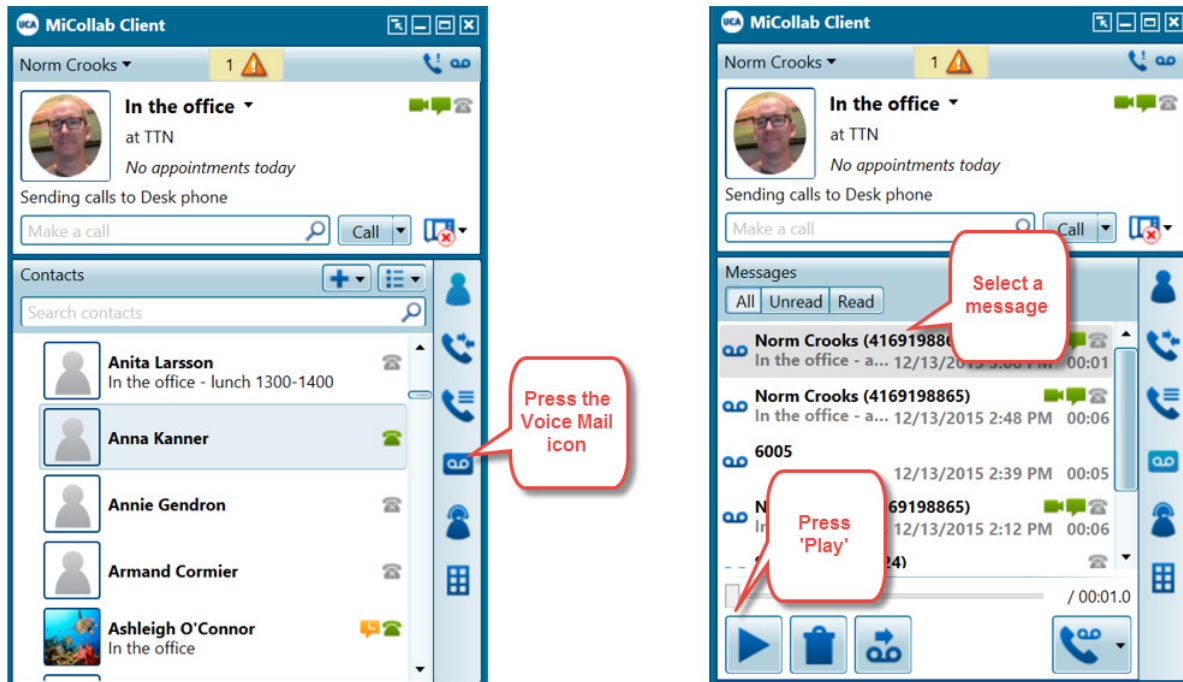
To login enter your login ID which was emailed to you by the system (usually first letter of first name and your last name, e.g. Norm Crooks = ncrooks). **Then enter your password, which by default will be 1234.**

A screenshot of the MiCollab Client login window. The window has a blue title bar with the MITEL UCA logo and the text 'MiCollab Client'. The main content area is white and contains the following elements: a prompt 'Please provide your MiCollab Client Service credentials.', a 'Login ID:' label above a text input field containing 'ncrooks', a 'Password:' label above an empty text input field, a 'Remember me' checkbox which is checked, a 'Log me in automatically' checkbox which is unchecked, a 'Forgot your password?' link, and 'Log in' and 'Cancel' buttons. At the bottom left, there are links for 'Help' and 'About'.

If it is your first time accessing the application you will be prompted to change your password. Pick something easy for you to remember but hard for others to guess. **It must be at least 6 letters and/or numbers and can't include your original password or your Login ID.**

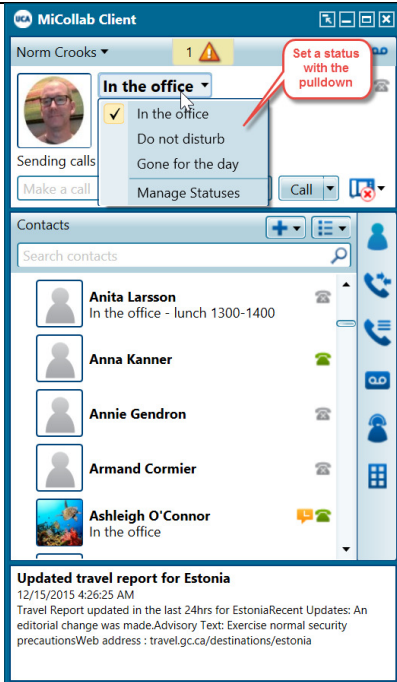
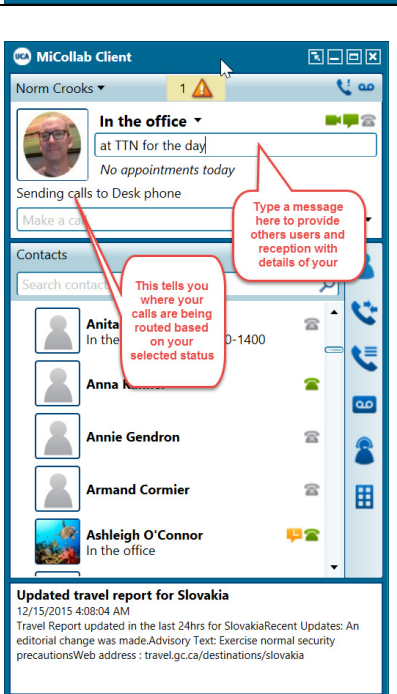
Accessing your Voice Mail

Once you have accessed the application you can check your Voice Mail.



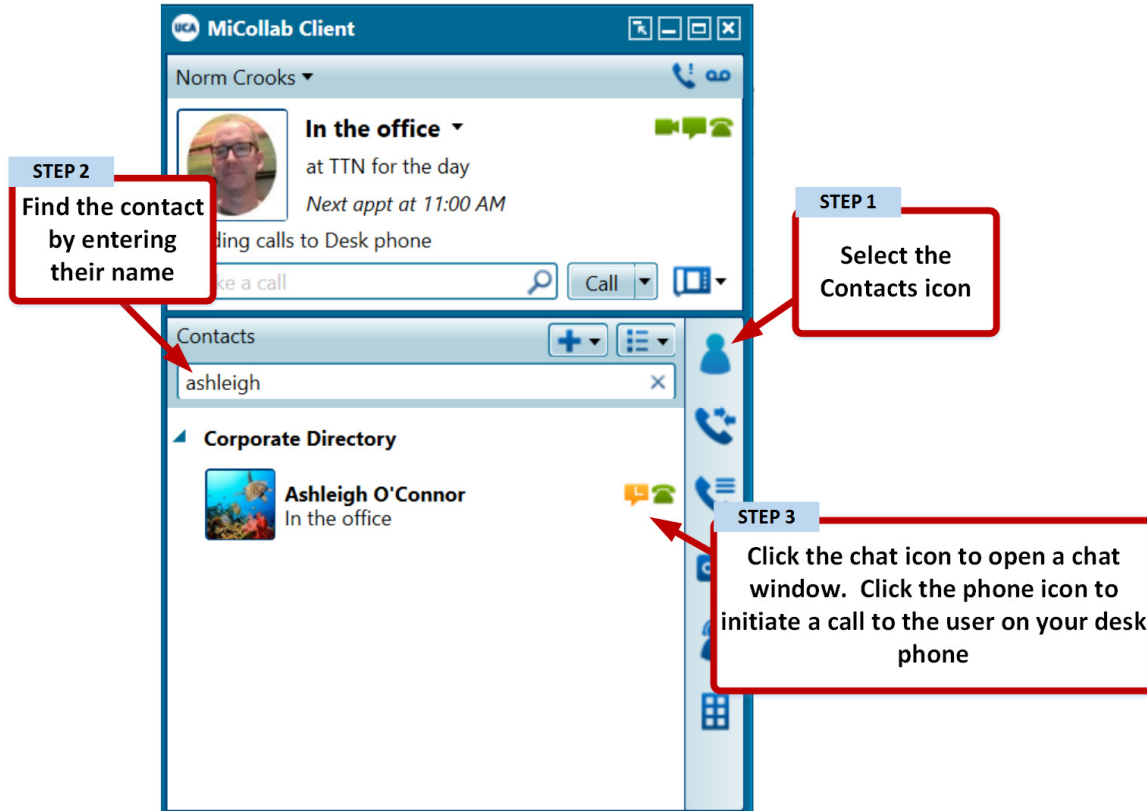
Managing Status

Depending on your current location and availability you may wish to change your status. This is a message that will only appear to individuals internally within the organization.




	<p>Unless you have changed your status profiles, they will by default:</p> <ul style="list-style-type: none"> • In the Office: Send calls to your desk phone or any twinned device • Do Not Disturb: Send calls to voice mail • Gone for the Day: Send calls to voice mail
	<ul style="list-style-type: none"> • To provide more information, type a message in the space beneath your status selection and then hit 'Enter' • Under your picture the message will tell you where your calls are being sent. For example, 'Sending calls to Desk phone' or 'Sending calls to Voice Mail'

Using Chat and Click-to-Call

You can chat with your colleagues on the phone system.



Note when contacting users this way, be sensitive to their status:

Available for chat	
Not available for chat (away)	
Available for a call	
Not available for a call (already on a line)	