PHONE TRAINING

Mitel 5330 & 5340 IP Phones
PHONE INTERFACE
What Are All of These Buttons?
**FEATURE BUTTONS**

- **Activates Speaker**
- **Temporarily turns off your microphone during a call.**
- **Redials last EXTERNAL number dialed.**
- **Connects to voice mailbox & flashes to notify you of waiting messages.**
- **Volume control for ringer, handset, & speaker.**
- **Activates features while on a call. To cancel a feature, press the * button.**
- **Activates the application menu & adjust display contrast.**
- **Places the current call on hold.**
- **Transfer the current call.**
PLACING A PHONE CALL
DIALING WITHIN MOBERLY AREA COMMUNITY COLLEGE

- First two digits of extension let you know which campus you are calling
- Below are the campus codes:
  - 11 – Moberly
  - 12 – Columbia
  - 13 – Mexico
  - 14 – Hannibal
  - 15 – Kirksville
- Edina is connected with the Kirksville phone system & their extension is 15001
- With or without handset lifted, dial the extension number
DIRECTORY ASSISTANCE

1. Press the directory button on the phone.
2. Type the name using the number buttons.
3. Spell the name using the number buttons.
Dialing Outside of Moberly Area Community College

- For Local Calls:
  - Dial 8
  - Dial the number

- For Long Distance Calls:
  - Dial 8
  - Dial 1 + (Area Code) + ###-####
  - Wait three seconds & dial long distance code, then press #
ANSWERING CALLS

How to Answer a Call & Use Different Features While on a Call
ANSWERING CALLS

- Lift the Handset
  Or
- Press Speaker
Placing a Call on Hold

- Internal & external calls can be put on hold
  - Press the Hold Button
  - Hang Up or Place Another Call
- Press the flashing call key to return to call
REVERSE TRANSFER

- You can answer another phone that is ringing if you are taking their calls or they are busy with a call.
  - Lift the Handset
  - Dial 4 + Extension Number of Phone That is Ringing
TRANSFERRING CALLS

If you answer a call that needs to be addressed by someone else you can transfer the call to their extension.

- Press the Transfer Key While on the Call
- Dial the Extension if You Know It
  - If you do not know the extension you can press the directory button, and type in the person’s name using the keypad. Once you find it you can press #
- Either Hang Up to Instantly Transfer the Call or Stay on the Phone to Announce Caller and then Hang Up to Transfer
If you are transferring to Student Services, Financial Aid, Business Office, or Bookstore please transfer to the appropriate hunt group:

- Student Services - 21001
- Financial Aid - 21002
- Business Office – 21003
- Bookstore – 21004

Instead of the call just going to one person, it will ring each person in that office until someone answers.
Transferring a Call to Voice Mail

- Transfers can also be to Voice Mail instead of the person’s phone.
  - While on a Call Press the Transfer Button
  - Press the Voice Mail Key
  - Dial the Extension (You can also search the directory)
  - Hang up to Transfer Call to Voice Mail
CALL WAITING

- This is the ability to receive a second call while you are on a call
  - You can hang up and the phone will ring in for the second call
  - Or you can put your current call on hold and answer the second call by pressing the flashing Call Key
Do Not Disturb (DND)

- This keeps your phone from receiving calls.
  - External callers are sent to Voice Mail
  - Internal callers receive a busy signal & will see a “DO NOT DISTURB” message on their phone.

Enable
- Press DND key, and then press the speaker key.

Disable
- Press DND key and display will show “Do Not Disturb Is Off”
For specific “Do Not Disturb” messages, please consult page 4 of the Telephone Reference Guide.
FORWARDING CALLS
Forwarding All Calls, If Busy, If No Answer, or No Answer/Busy
FORWARD ALL CALLS

- This will forward all intercom and outside calls to another number.
  - Enable
    - Press “Fwd All” Key
    - Dial Extension You Want The Calls to Go to
      - External local numbers
dial 8 + (xxx-xxxx)
    - Press # to Confirm if it is an External Number
  - Disable
    - Press lit “Fwd All” key
    - Press “Speaker” Key
    - Display Will Show “Any Call Forward Canceled”
**Forward Calls If Busy**

Use this code if you only want to only forward calls when your line is busy:

- **Enable**
  - Dial 357 Without Lifting Handset
  - Dial Extension You Want The Calls to Go to
    - External local numbers dial 8 + (xxx-xxxx)
    - Press # to Confirm if it is an External Number

- **Disable**
  - Dial 357 Without Lifting Handset
  - Dial #
  - Display Will Show “Any Call Forward Canceled”
Forward Calls If No Answer

- Use this code if you want to only forward calls that are not answered:
  - Enable
    - Dial 356 Without Lifting Handset
    - Dial Extension You Want The Calls to Go to
      - External local numbers dial 8 + (xxx-xxxx)
      - Press # to Confirm if it is an External Number
  - Disable
    - Dial 356 Without Lifting Handset
    - Dial #
    - Display Will Show “Any Call Forward Canceled”
CALL FORWARD IF NO ANSWER/BUSY

Use this code if you want to forward calls that are not answered or if your phone line is busy:

- **Enable**
  - Dial 358 Without Lifting Handset
  - Dial Extension You Want The Calls to Go to
    - External local numbers dial 8 + (xxx-xxxx)
    - Press # to Confirm if it is an External Number

- **Disable**
  - Dial 358 Without Lifting Handset
  - Dial #
  - Display Will Show “Any Call Forward Canceled”
MISCELLANEOUS PHONE FEATURES

How to Change Your Ring Tone, Program Unused Keys, and See Your Incoming & Outgoing Calls
CUSTOMIZING RING TONE

- You can choose from 9 different ring tones for incoming calls.
  - Dial 398 Without Lifting Handset
  - Use Up and Down Keys (Volume Arrows) to Choose Ring Tone
  - Press # to Confirm Ring Tone

- You can also change the volume of your ring tone.
  - Without Lifting the Handset Use the Up and Down Keys to Either Raise or Lower the Volume
PROGRAM UNUSED KEYS - INTERNAL

- You can program speed dial keys that are next to your display that will show the person’s name and their activity.
  - Dial 397 Without Lifting Handset
  - Press an Unused Button
  - Dial the Extension You Want Programmed
Program Unused Keys - External

- You can program speed dial keys for people who work outside of the college.
  - Dial 383
  - Enter Speed Dial Location (0-9)
  - Enter Person’s Name By Using Number Keys
    - Hold key will move cursor to the left & delete
    - Transfer key will move cursor to the right
  - Press # to Save the Name to the Key
  - Dial 8 + the phone number
  - “STN SPED BIN # <number> UPDATED” appears
  - Dial 397
  - Press Unused Button to Program
  - Dial 382 + Speed Dial Location
CALL LOGS

- You can see what calls you have missed, received or dialed by viewing the call logs.
  - Press “Call Logs”
  - Choose Whether You Want Missed, Received, or Dialed Calls
    - 1=MISS (Missed Calls)
    - 2=RCV (Received Calls)
    - 3=DL (Dialed Calls)
    - 4=CLR (Clear All Entries)
  - If You Wish to Call an Entry, Press #
Mitel Voice Mail

Mitel 5330 & 5340 IP Phones
ACCESSING YOUR MESSAGES

Listening to Your Message In or Away From Your Office
LISTENING TO YOUR MESSAGES FROM YOUR OFFICE OR ANYWHERE ON CAMPUS

- If you have not set-up your voicemail inbox, please refer to page 4 of the “Voice Mail Reference Guide” for step-by-step instructions.
  - Lift the Handset
  - Press Voice Mail Key
  - Press *
  - Enter Your Extension
  - Enter Your Password
  - Press #
LISTENING TO YOUR MESSAGES OUTSIDE OF MACC

- Dial the Number for the Campus Nearest to Where You are Calling From
- When Auto-Attendant Message Plays Press the * Key
  - If you get a live operator, tell them to transfer you to the Voice Mail extension (25100) so you can check your messages.
  - After you get the Voice Mail extension press *
- Enter Your Extension
- Enter Your Password
- Press #
LISTENING TO MESSAGES

- Press 1 to listen to new messages; Press 3 to listen to saved messages

- Pause
- Replay Message
- Envelope
- Fast Forward
- Raise Volume
- Lower Volume
- Save
- Delete
- Skip to End
- Rewind
- Volume
AFTER LISTENING TO MESSAGE

- Reply
- Forward a Copy
- Next Message
- Delete
- Save
- Prior Message
- Replay
Personal Options

- You can change your greeting, recorded name, password, or message envelope.
  - Press 4 for Personal Options
    - Press 1 for Greetings
      - Press 1 to record primary greeting, press 2 for alternate greeting
      - Press # to end or save recording
    - Press 2 for Recorded Name; Save or End Press #
    - Press 3 for Password; Enter Password & Save Press #
    - Press 4 to Change Message Envelope Options
  - Other Options Include Changing Message Order, Search Order for New Messages, and Change Search Order for Saved Messages
INITIALIZING YOUR MAILBOX & CHOOSING A GREETING

- See Page 4 of the Voice Mail Reference Guide for step-by-step instructions to set a new password, record your name, listen to unheard messages, or record a greeting.
TIPS ON USING YOUR IP PHONE
PHONE TIPS

- Try to only let calls go to Voice Mail if you are away from your desk.
- If you are in an office with another phone, you can answer it using reverse transfer to see if you can help them.
  - If you can’t help or they want to specifically talk to that person, then transfer the caller directly to their Voice Mail.
FORWARDING TIPS

- Forward all calls if you are going to be away from your phone to someone who is willing and capable of taking your calls.
  - If the caller cannot be helped by the forwarded party then they can transfer the caller back to your Voice Mail.
- If you just want to forward calls that you can’t answer because you are busy with another caller or may not be able to answer it, then use one of the forward feature codes.