

CPI
MiTel 480 IP Telephone Reference Sheet

BASIC FEATURES

- PLACING A CALL** Place a call by lifting the handset, pressing the Speakerphone button or pressing the Headset button. Dial the extension if calling internally, or dial 9 plus the full phone number to dial external.
- ANSWERING A CALL** Answer a call by lifting the handset, pressing the Speakerphone button or pressing the Headset button.

FUNCTION KEYS

- VOICE MAIL** Takes you into the voice mail system to access your voice messages. Refer to voice mail training sheet.
- OPTIONS** Pressing **OPTIONS** (Enter your VM password) allows you to configure call handling mode, off-hook, headset type, ringtone, audible ringer, program buttons, agent state, hands free mode, time zone, preference and audio settings.
- DIRECTORY** Use **DIRECTORY** to find internal extension numbers on your phone system To limit the search results, start spelling the person's last name using the keypad.
- History** Use History to dial not only the last number you called, but also the last several calls you made or received, including those you missed.
- TRANSFER**
(Consult/Blind) To **TRANSFER** a call from your extension to another number
1. While on Active Call, press **TRANSFER** (this puts the current call on hold)
2. Dial the number you wish to transfer to, you may also use the directory to find someone.
3. Press **YES** to complete the transfer or press **Cancel** to stop the process.
- TRANSFER TO VM** To **TRANSFER** a call directly into a recipients mailbox
1. While on an Active Call, press **TRANSFER** (this puts the current call on hold)
2. Press the **More** button (Soft Key), then dial the number you wish to transfer the caller to.
3. Then press To VM.
- CONFERENCE**
(Consult/Direct) To conference a party into a connected call (Up to 3 Parties)
1. While on Active Call, press **CONFERENCE** (this puts the current call on hold)
2. Enter the number you wish to conference
3. When other party answers, press **YES** to complete the conference
- HOLD** Places a call on hold on your extension
1. Press **Hold** to put them on hold
2. Press **Hold** again to pick them back up.
- PARK** When on an active call you can park the caller on a person's phone (caller can be picked up system-wide).
1. Press **PARK** and then enter the extension of the persons phone you want the caller to reside on.
2. Press **UNPARK** and the users extension to pick up a caller that is on hold on another phone.
- PICK UP**
(If Applicable) **DIRECT PICK UP** allows you to answer any ringing extension.
1. Press your **PICK UP** soft key
2. Dial the extension or select the speed dial you would like to pick up.
- STATE** To select your call handling mode, press the **STATE** soft key
1. Available
2. In a Meeting
3. Out of Office
4. Vacation
5. Custom
6. Do Not Disturb
- LINE KEY PROGRAMMING** Allows you to program speed dials, internal or external
1. Press **OPTIONS** soft key, enter VM Password. Toggle down to **PROGRAM BUTTONS**, press **EDIT**.
2. Select which line key you would like to program.
3. Toggle down to **DIAL NUMBER**. Enter the four digit extension or 9 + 1(XXX)XXX-XXXX. Press **NEXT**.
4. Enter label by ABC style texting. Example: For the letter C, press "2" three times. Press **DONE**.
- To remove a programmed speed dial.
1. Follow steps 1 and 2 from above.
2. Toggle up to **CALL APPEARANCE**. Press **SELECT**.
3. Line key is now cleared.

AUDIO CONTROL KEYS

- VOLUME** Controls handset, headset, speaker and ring volume
- HEADSET** Accesses dial tone to your headset
- MUTE** Illuminates when function is active
- SPEAKER** Enables hands free speakerphone calls, Illuminates when function is active



Simplify.
Strategize.
Evolve.

