

Mitel Front Desk IP Sets

To Answer Calls: Pick up the handset.

To Transfer Calls: While on line, press the transfer/conference key  then enter the extension to be transferred to and hang up.

To Place a Call on hold: Press the red hold key 

To Retrieve a Held Call: Press the flashing key.

To set a wake-up call:

1. Lift the handset.
2. Press the "Wake Set" key.
3. (Optional) Press # followed by the number of the wake-up you want to set (1, 2, or 3). If you do not enter a number, the default of 1 is applied.
4. (Optional) Press * to repeat this wake-up daily.
5. Enter the desired wake-up time in 24-hour format (for example, 13:30 for 1:30 P.M.).
6. Enter the number of the extension to which the wake-up should be applied. Dial tone confirms the wake-up is set. Reorder tone (repeated beeps) indicates the wake-up was not set correctly.
7. Replace the handset.

To cancel a wake-up call:

1. Lift the handset of the Front Desk phone.
2. Press the "Wake Cancel" key.
3. (Optional) Press # followed by the number of the wake-up you want to cancel (1, 2, or 3). If you do not enter a number, the first wake-up is canceled by default.
4. Enter the number of the extension for which the wake-up should be canceled. Dial tone confirms the wake-up has been canceled.
5. Replace the handset.

To place an outside call

Dial 8 or 9 plus the number. Check with Hotel management for correct access number.

Room Status Code

Pick up the guest room phone and dial #55 plus the PMS status number for the desired status. (Get codes from the PMS system installer)

Voicemail

To Access Voicemail from Inside: Dial 6900 or press the message button.

To Access Voicemail from outside (Admin Only):

1. Call Hotel Main Number
2. Transfer to 6900 (skip step 2 if already in auto attendant)
3. During the Greeting Press *
4. Enter Mailbox (Your extension number)
5. Enter password and access your messages.

To Set up Mailbox on Admin Phones:

1. Dial 6900 or press mail key
2. Default password is either "1111", "1234", "111111", or "123456".
3. First time login you will need to setup three things:
 - a. New Password
 - b. New Name
 - c. New Greeting

To access the System Administrator mailbox:

1. Call the Voicemail system (6900 or Mailbox button)
2. (If dialing from a phone that has a personal mailbox you will be prompted for password right away. Press * to skip this can get the "Enter mailbox number" prompt.)
3. Press 999 or 9999 depending on if property has 3 or 4 digit room numbers.
4. Enter password provided by Mitel technician.

To Program the Main Greeting for the Auto Attendant:

1. Access the Administrator's Mailbox
2. Press 4 for system greetings
3. Press 1 for primary greetings
4. Press 1 for recording during business open
(Recorded Greeting will playback)
5. Press 3 to Re-record. Press 1 to accept. Press 2 to review.

To record the wake up message:

1. Access the Administrator's Mailbox
2. Press 8 for Recorded Announcement Greetings
3. Press 1
4. Press 1
(Recorded Greeting will playback)
5. Press 3 to Re-record. Press 1 to accept. Press 2 to review.