

# MITEL MIVOICE OFFICE 250 QUICK REFERENCE GUIDE

## AUTO ATTENDANT

### CHANGING AUTO ATTENDANT GREETINGS FROM THE SET

Greetings must be changed from the administrator's mailbox (extension 199). Before you can change greetings, you will need to initialize the administrator's mailbox.

1. Dial 2500.
2. When you hear the computer's voice, press \*.
3. Dial 199 for the mailbox number and 199 for the passcode.

You will be prompted to change the passcode when initializing for the first time.

### CHANGING DAY GREETINGS

1. Lift the handset and dial 2500 to access voice mail.
2. When you hear the computer's voice, press \*.
3. When asked for the mailbox number, dial 199.
4. Enter the password (see the above initializing process) and press #.
5. Press 9 > 3 > 1.
6. Dial 003 to access the day greeting.
7. Press 3 to erase and re-record.
8. After the tone begin recording your message.

Example: "Thank you for calling (Business name). We are busy helping other customers. If you know the extension of the person you are calling, please enter it now. Or, press 0 to leave a message."

### CHANGING NIGHT GREETINGS

1. Lift the handset and dial 2500 to access voice mail.
2. When you hear the computer's voice, press \*.
3. When asked for the mailbox number, dial 199.
4. Enter the password (see the above initializing process) and press #.
5. Press 9 > 3 > 1.
6. Dial 004 to access the night (closed) greeting.
7. Press 3 to erase and re-record.
8. After the tone begin recording your message.

Example: "Thank you for calling (Business name). We are closed. Office hours are Monday to Friday from 8 a.m. to 5 p.m. If you know the extension of the person you are calling, please enter it now. Or, press 0 to leave a message."

### RECORDING MESSAGE FOR CALL ROUTING ATTENDANT

1. Lift the handset and dial 2500. Wait for the voice mail system to answer.
2. Enter \*199. Password is 199#.
3. Dial 9 > 3 > 1.
4. To record a day message, select 3 #. To record a night message, select 4 #.

## VOICE MAIL FEATURES

### SETTING UP VOICE MAIL ACCOUNTS

Your voice mail account must be activated before you can use voice mail features. To activate your voice mail account, please contact your SaskTel Representative.

1. Dial the voice mail extension number (2500). You will hear the main menu.
2. During or after the greeting, press \*.
3. Enter the mailbox number.
4. Enter the default passcode (mailbox number).
5. After the tone, record first and last names for the directory. When prompted, choose one of the options below:
  - Press # to accept the name
  - Press 1 to replay recorded name
  - Press 2 to add a name
  - Press 3 to erase a name
6. You will hear a message introducing you to the voice mail features. Press # if you would like to skip.

### INITIALIZE VOICE MAIL

1. Lift the handset and dial 2502.
2. Your password is your extension # followed by pound.
3. When asked to change your password, enter your extension again, then #.
4. Record your name
5. Press #, then follow prompts.

### RETRIEVE VOICE MAIL FROM OUTSIDE THE OFFICE

1. Call the main phone number and press \* when you hear the recording.
2. Enter your extension number.
3. When prompted, enter your password, followed by #.

## SPEED DIAL FEATURES

### PROGRAM SPEED DIAL TO A BUTTON

1. Press 397.
2. Press the button you want to program.
3. Dial 382.
4. Enter the speed bin location 0 - 9 or scroll using keys.

### PROGRAMMING SPEED DIALS (MAXIMUM 10)

1. Press 383.
2. Dial the speed bin location 0 - 9#.
3. Enter name #.
4. Dial 9 followed by the telephone number. Example: 93068732000#.

To use speed dials, choose Outgoing 382 and dial the speed bin #.

## OTHER FEATURES

### CHANGING VOLUME LEVELS

Volume levels can be changed for:

- Ringer (alerting tone)
- Handset
- Headset
- Background music
- External speaker

You must be using the feature to adjust the volume level.

**EXCEPTION:** The volume of the ringer (alerting tone) can be set at any time.

#### Changing the volume level

While using the feature, press (Up) to increase the volume or press (Down) to decrease the volume.

#### Save the volume level

Press (Up) and (Down) simultaneously.

**NOTE:** Handset volume 11 cannot be saved.

### PROGRAM A HOOKFLASH BUTTON

1. Press 397.
2. Press the button you want to program.
3. Dial 330.

### PROGRAM A PHONE EXTENSION TO A BUTTON

1. Press 397.
2. Press the button you want to program.
3. Dial the extension number.

### EXTERNAL TRANSFER USING FLASH

1. While on the phone with the caller, press the flash key and wait a few seconds until you hear dial tone.
2. Dial the number you want to transfer to and hang up once you hear ringing.

### USE THE DIALPAD BUTTONS TO ENTER CHARACTERS

You can use the dialpad buttons to enter text or numbers for features such as Do-Not-Disturb and Station Speed Dial.

The following are guidelines when entering dialpad characters.

- Press (Message) to switch from Alpha Mode to Numeric Mode. The (Message) button stays lit in Alpha Mode and is off in Numeric Mode.
- Press (Hold) to move the cursor to the left and delete characters.
- Press (Transfer) to move the cursor to the right.
- In Numeric Mode, press # for a hyphen (-).
- In Numeric Mode, Press \* for a colon (:).
- Press #, (Speaker), or lift and replace the handset to save entries.

Press the dialpad buttons as show in the following table:

Dialpad Characters — American English and British English

Button	Number of Times Dialpad Button is Pressed														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	:	-	/	.	.	;	(	)	&	+	*	!	?	#	1
2	A	B	C	2	a	b	c								
3	D	E	F	3	d	e	f								
4	G	H	I	4	g	h	i								
5	J	K	L	5	j	k	l								
6	M	N	O	6	m	n	o								
7	P	Q	R	S	7	p	q	r	s						
8	T	U	V	8	t	u	v								
9	W	X	Y	Z	9	w	x	y	z						
0	0														