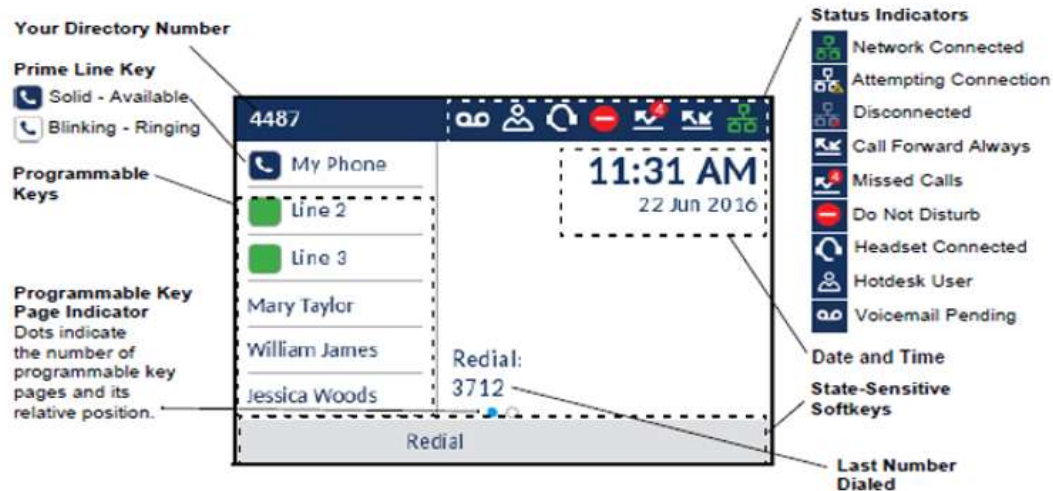


Rider University – Quick Tips for AGENTS

- 4-digit extensions & direct dial numbers have remained the same
- To dial an outside number, you must dial **9 + area code + number** (both local & long distance)
- Your Home Screen (pictured below) will provide information regarding the status of your phone.
- Use the silver navigation wheel (bottom-right corner of your phone's **display**) to scroll through the screens, pages and menu areas (refer to the 6920 or 6930 Quick Reference Guide for additional feature information)



Agent Log In / Log Out

As an agent, you must login to your phone to receive calls presented to your queue.

- **To Login**, press the option for **Hot Desk** appearing in your display
- Enter your **Extension**, as prompted in the display
- Press the option for **Enter** appearing in your display
- Enter your **PIN**, as prompted in the display (default is **1111** but, this PIN is shared with Voicemail. If you've already updated your Voicemail PIN, use the new PIN you created)
- You will see a message indicating that are logged in then, your Home Screen will appear.
- **To Logout**, press the option for **Logout** in your display. After a few seconds, your display shows 'Locked'
- **** Important ** When your phone is locked, you can only dial 911 or 0.**
- **If an Agent forgets to MAKE BUSY and a queued call is not answered, after a preset number of rings, the call will route to the next available agent BUT... the agent's phone that missed the call will LOCK by default. The agent will need to log back in to receive additional calls to the queue.**


Make Busy

Use the Make Busy key when you are temporarily stepping away from your phone (break, lunch, etc.).




This action will prevent queued calls from being presented to your phone while you're away.

- **To Make Busy**, press the **Make Busy** key
- You will be prompted to enter a **Code**. Below are the default codes unless, told otherwise by your Administrator
0 – No Reason 1 – Break 2 – Lunch 3 – Meeting 4 – Admin Work 5 – Training
- Your Make Busy key will light red when you are active in Make Busy status
- **To Remove Make Busy**, press the **Make Busy** key. The light goes out and you are active in the queue again

Personal Voicemail Setup – from your Mitel phone:

- Callers will forward to your voice mailbox after 4 rings, if unanswered.
- To set up your personal mailbox, press the voicemail key to get started.
- Default passcode to access voicemail is **1111**. You will be prompted to change your passcode (4-10 digits).
- Follow the tutorial prompts to complete the following steps:
 - **change passcode**
 - **record greeting**
 - **record mailbox name**
- When new messages arrive in your mailbox, a light indicator on the top right-side of the phone will flash red and the cassette tape icon will appear in the blue notification area at the top of your display.
- **To Retrieve New Messages**, press the voicemail key  & follow the prompts.

Holding & Resuming Calls

1. To place an active call on hold, press the  key located to the right of your telephone's dial pad.
A  'hold' icon flashes on the respective **Line** key. *After 180 seconds holding, the call will ring back.*
2. To resume the call, press the respective **Line** key or press the  key again.


Transfer a Call

1. While on an active call, press the button under the word **Transfer** appearing in the bottom-left corner of the display
2. Dial the extension of the transfer recipient & do **one** of the following:
 - a. Press the **Transfer** softkey or hang up to complete a **blind** transfer **OR**
 - b. Wait for the transfer recipient to answer, announce call then, press the **Transfer** softkey or hang up to complete an **announced** transfer.


Conference Call

1. While on an active call, press the **Add User** softkey (bottom of screen's display).
The active call is automatically placed on hold.
2. Dial the conference target's *number (internal 4-digit extension or 9 + 10-digit external number)*.
3. Wait for an answer, consult then, press the **Join Calls** softkey to create the 3-way conference.
4. Repeat steps 2 to 4 to add an additional party (maximum of 7 participants, including self).




To Change Ring Tone

- Press the **Settings** key . This is the 4th button down the left-side of the dial pad.
- Using the silver wheel, press **right** to navigate to **Audio>Ring Tones**.
- Press the **center** button on the silver navigation wheel.
- Press **up** or **down** to navigate to Internal Ring or External Ring (you can modify both).
- Press **right** to navigate to the ring tones then, press up or down to scroll the list of ring tones.
- Once you make your ring selection, press the **Save** option in your display to apply the changes.



To Complete 1st Time Mailbox Setup Remotely:

- Dial the Voicemail Access Number
 - **Before** December 18th, dial **609-718-0130**
 - **After** December 18th, you will access your mailbox remotely by dialing dial **609-219-4000**
- When prompted, enter your mailbox number (**do not press #**).
- When you begin to hear a greeting, press  to interrupt the greeting.
- Enter the default passcode of 1111 (**do not press #**).
- Follow the tutorial prompts to complete the following steps:
 - **change passcode**
 - **record greeting**
 - **record mailbox name**

To Check Voicemail from Another Mitel Phone:

- If you want to check voicemail from a Mitel phone other than your own, do the following:
 - Press the Voicemail key. 
 - When the system answers, press  (*this prompt is not verbalized*)
 - When prompted, enter your mailbox number and . (*Example: Extension is 1000, enter 1 0 0 0 **)
 - When prompted, enter your passcode.

To Leave Someone a Message without Ringing their Phone:

- If Remote**, dial the Voicemail Access Number.
 - When prompted, enter the mailbox number for the party you wish to leave a message.
 - After their greeting, leave your message. Hang up when finished.
- From a Mitel phone**, press the Voicemail key. 
 - When the system answers, press  to interrupt the greeting.
 - When prompted, enter the mailbox number for the party you wish to leave a message.
 - After their greeting, leave your message. Hang up when finished.