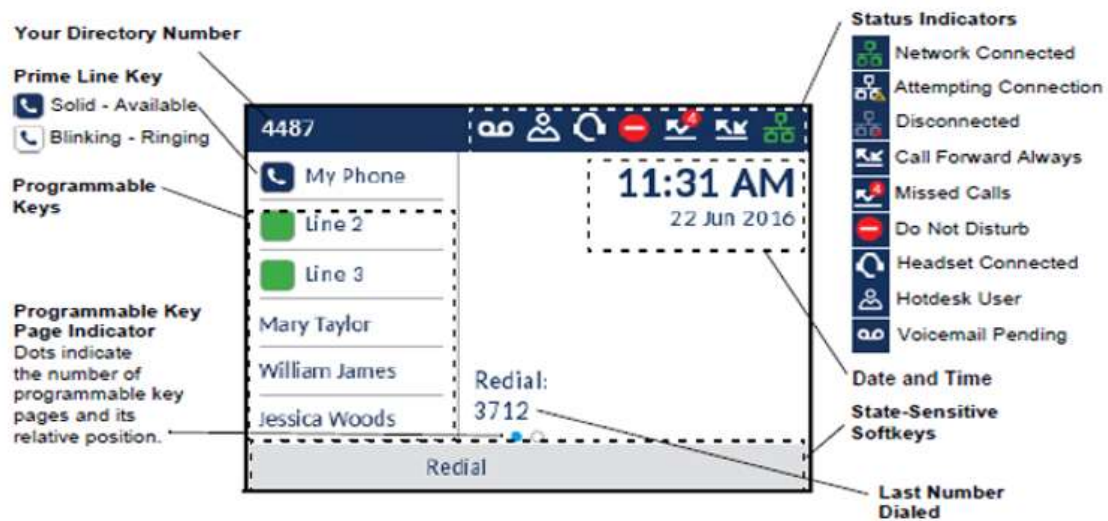





Rider University – Telephone Quick Tips

- 4-digit extensions 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).



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 the 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).

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.


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.
-

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.