

MiVoice Connect IP420 Quick Reference Guide



Setting Up Your Extension

Press Voicemail

Enter your extension number

Enter your password followed by #

Create a new voicemail password, then press #

Confirm new voicemail password, then press #







Record your name after the tone, press # to save

Press 7 for mailbox options




Press 3 for extension assignment

Press 1 to assign your extension to this handset


Making a Call – Choose One:

- Dial number and
 - Lift hand piece
 - Press 
 - Press 
- Press , scroll using , lift hand piece to connect
- Press , scroll using , lift hand piece to connect

Three-Party Calling

- Press 
- Dial third party or press  and search
- Wait for third party to answer
- Press  to complete
- Scroll to Cancel option on display and press Ok button to retrieve first caller if no answer or conference rejected



Checking Voicemail

- Press 
- Enter password followed by #
- Press 1 to listen to messages
- Choose one:
 - To save press 2
 - To delete press 3
 - To move to the next message press #

Guide to Line Appearance Keys



- Steady Green - Phone is in use or off hook
- Blinking Green (fast) – Call on hold
- Blinking Green (slow) – Incoming Call

Receiving a Call – Choose One:


- Lift hand piece
- Press 
- Press 
- Press # to ignore

Transferring a Call

Blind / Cold Transfer




- Press 
- Dial extension or press  and search
- Hang up

Hot Desking

- Press 
- Listen to the prompts
 - If asked for extension number, enter it now
 - If asked for a password, press # then enter extension
- Enter password followed by #
- Press 7 for mailbox options
- Press 3 for extension assignment
- Press 1 to assign extension to this handset

Status Icons





Main Display

-  Off-screen call
-  New voicemail message
-  Missed call




In Call

-  Secure call

History Menu




-  Missed call
-  Inbound call
-  Outbound call
-  Transferred call

Volume Control

- Choose the volume you'd like to set:
 - Ringer – leave hand piece on hook
 - Hand piece – lift hand piece
 - Speaker – press 
 - Headset – press 
- Then use  to set desired volume

Transferring a Call

Warm / Consultative Transfer

- Press 
- Dial extension or press  and search
- Wait for third party to answer
- Press  to complete
- Scroll to Cancel option on display and press Ok button to retrieve caller if transfer rejected

Picking Up a Call for Another Extension

- Press *13
- Dial extension of ringing handset

Need anything else? Blackstar Training Services 0333 123 2 124 or emily@blackstarsolutions.co.uk