

# MiVoice Connect IP480 Quick Reference Guide



## Setting Up Your Extension

Press Voicemail

Enter your extension number

Enter your password followed by #

Create a new password, then press #

Confirm new 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
- Press **Cancel** soft key to retrieve first caller if no answer or conference rejected




### Checking Voicemail

- Press 
- Enter password then press 
- Use  to select message
- Press **Play** soft key to listen to message
- Use options on soft keys to
  - **Save**
  - **Delete**

### Changing Availability State



- Press 
- Use  to select state
- Press 
- OR If using Connect Client, Outlook will change state automatically when:
  - An appointment is scheduled
  - An out of office is set

### 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 
- Press 
- Enter extension number
- Enter password then press 

### Directory Presence Icons




-  Available – user should answer
-  Custom – user may answer another device or your call may go through to voicemail
-  On hold – user is busy, try later
-  Do not disturb – your call will go through to voicemail or another member of the team
-  On a call – user is busy, try later

### 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
- Press **Cancel** soft key to retrieve caller if no answer or transfer rejected

### Picking Up a Call for Another Extension

- Press 
- Enter extension of ringing phone and lift hand piece
- OR press programmed soft key

Need anything else? Blackstar Training Services 0333 123 2 124 or [emily@blackstarsolutions.co.uk](mailto:emily@blackstarsolutions.co.uk)