Using Your Drew Phone or Phone Line

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Reporting a Problem or Requesting Services

> Please contact us if you are moving so that we can be sure your phone will work.
>
> You can fill out the Technology Needs form or contact the Service Center via any of the methods listed below.

Please reach out to the Service Center to report a problem or request a service. Problems may include an issue with a phone or a voice mailbox. Services may include requests to move a phone line from one location to another, add a line to a phone, or modify phone features.

- Phone: 973-408-4357 (HELP)
- Email: ux@drew.edu
- Web: help.drew.edu

Requests for new hires or changes in technology needs due to a change in position can be submitted by filling out the Technology Needs form, found at tinyurl.com/UTNewHire.

Old (Intecom) Phone System

If you still have an old phone (tan in color), please fill out a scrap pickup request with information about the equipment and its location so that we can schedule a recycling pickup.

Placing a Call/Fax – Dialing Sequence

Calling on-campus	Dial the 4 digit extension. Use the **Directory** button to look someone up if you do not know their extension.
Calling local or long distance numbers	Dial 9 + 1 + 10 digit number.
Calling international numbers	Dial 9 + 011 + Country Code + Phone Number + the # key.
Sending a Fax	• To send a fax, use the same dialing strings as above, including the authorization code if faxing off-campus. • When sending an international fax, make sure you enter a # after the number and before the authorization code. • You may find that you need to insert a pause into the dial string immediately before the auth code. The method for entering a pause varies from one fax machine to the next. • After you enter the dial string, press the “Send” key to dial the number and send the fax.

*Entering the # key is optional for most phone calls (though it is typically necessary when using a fax machine), it just speeds up the process a bit. Because international calls have variable lengths, the phone system does not “know” when you are finished dialing an international number and therefore will wait for several seconds after you've finished dialing. Entering # tells the phone switch that you've finished dialing.

Mitel IP485g Phone User Guide

The best way to get to know your phone is to play with it. Please look over the User Guide (PDF) for more information about the features available with the IP485g model phones.

Please note: Some of the features named in this guide are not enabled on the Drew phones.

Definition

Soft key: Our directions refer routinely to soft keys. These are the 5 thin black buttons under your phone's screen. Their function changes depending on the state of your phone (if you're making a call, checking your voicemail, etc).

Checking Your Voicemail

A blinking red light in the upper right corner of your phone and the icon at the top of your phone's display screen indicate that you have unheard voicemail messages.

After setting up your voicemail, you can access your messages using either of the following methods:

- Visual voicemail lets you see details about your messages and listen to messages in any order you choose via the screen on your phone. To interact with your voice messages, you use soft keys on the phone, rather than relying on audio prompts as you would in traditional voicemail.
- Calling the ShoreTel voicemail system provides traditional voicemail that you navigate through a series of audio prompts.
  - View the directions at Voicemail Instructions for Mitel (ShoreTel) for additional instructions on setting up and using your voicemail.
  - Dial **x4933** (or **973-408-4933** from off-campus) to access your voicemail via audio prompts.

Call Appearance Buttons

Your phone features eight call appearance buttons that show incoming, active, or held calls. These buttons can also be programmed to speed dial a number or perform one-button call functions. For more information about these features and how to use them, please see the User Guide.

Speakerphone Feature

To answer a call using the speakerphone, press the speaker button .

You can also configure your automatic off-hook preference to use the speaker. Please see the User Guide.

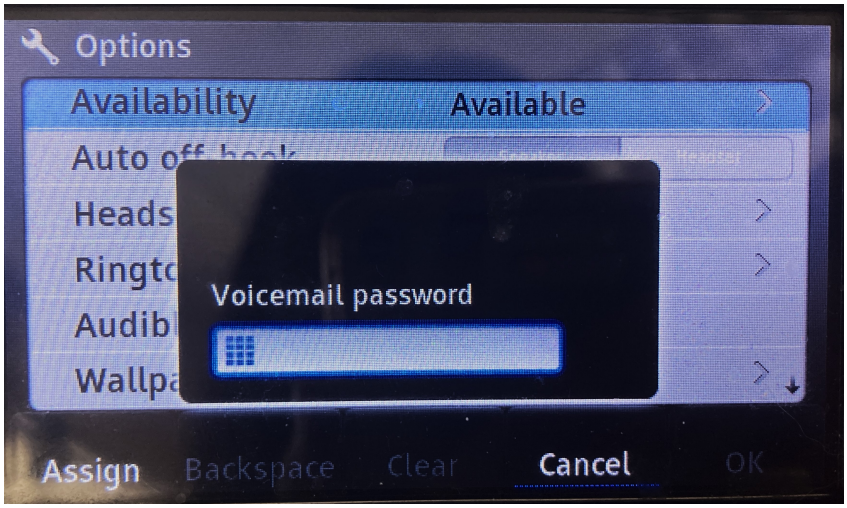
Call Forwarding Using Availability States

One common use of call forwarding is to forward your phone to voicemail (shows as x7101) so as not to be disturbed by incoming calls. Callers will get your voicemail box without the phone ringing four times first. This is the default setup of the Do Not Disturb availability state on your phone. Another common option is to forward your phone to your cell phone. There will be a single abbreviated ring on your phone to alert you that a call has been forwarded.

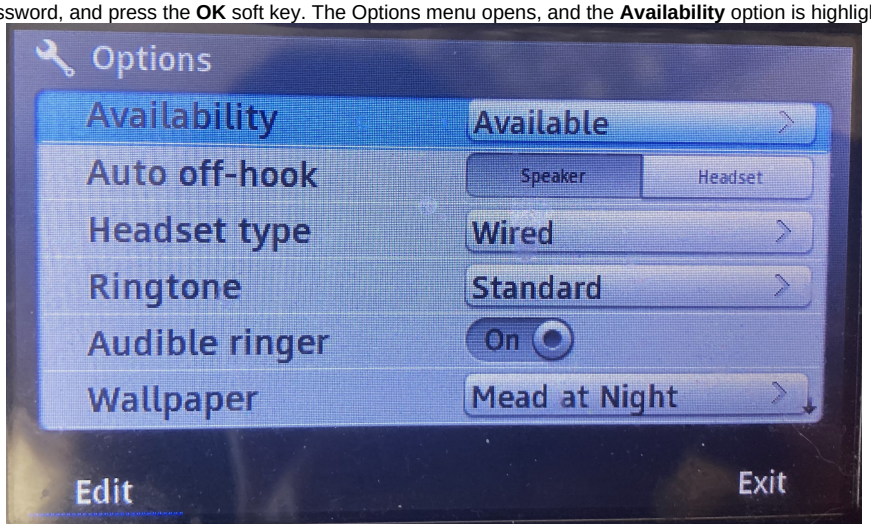
To set this up, you will need to configure one of the availability states **while sitting at your phone**. We recommend using the Custom availability state to set up a forward to your cell phone, but you can use whichever availability state makes the most sense to you. Once the state is configured the way you want, you can enable it by calling 973-408-4933 from any phone.

From your desk phone:

1. Press the **Options** soft key.



2. Enter your voicemail password, and press the **OK** soft key. The Options menu opens, and the **Availability** option is highlighted.

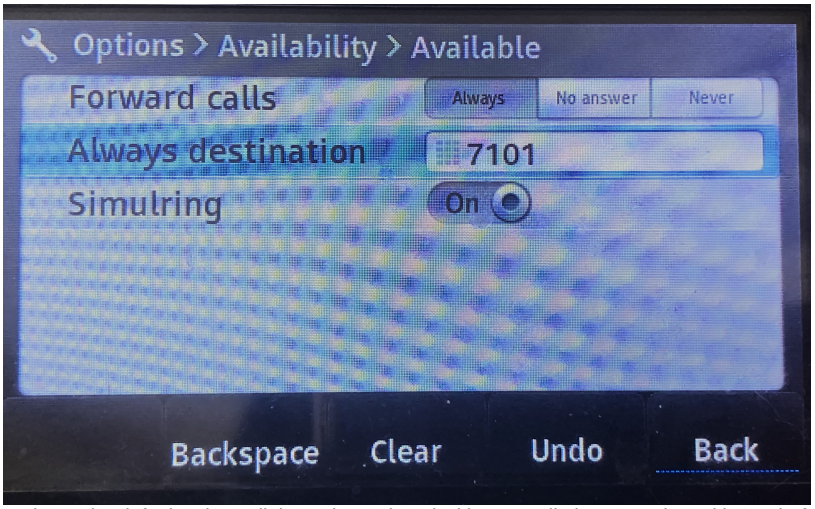


3. With the **Availability** option highlighted, press the **Edit** soft key.

4. Use the ▼ navigation key to scroll to the availability state for which you want to specify options, and then press the **Edit** soft key.

5. Specify when to forward calls by using the **Next value** or **Prev value** soft keys or the ▶ or ◀ keys on the navigation key pad to highlight one of the following values:

    a. **Always** means that calls received when this availability state is active are always forwarded to the specified destination number. When you select **Always**, you can also specify the **Always destination**, which is the number that you want calls forwarded to (if using your cell phone, be sure to add 9+1 before the ten digit number), or you can accept the default (voicemail, 7101).



(image shows the default voicemail, it can be replaced with your cell phone number with 9+1 before it)

    b. **No answer** means that calls received when this availability state is active will be forwarded to the specified destination number only when you do not answer your phone or when your phone is unable to accept additional calls. You can also configure the following options or accept the defaults:
        i. **No answer destination** Specify the number you want calls forwarded to when you do not answer them.
        ii. **Number of rings** Specify the number of times the phone rings before the call is forwarded.
        iii. **Busy destination** Specify the number to forward the call to if your extension is busy.
    c. **Never** means that calls received when this availability state is active will never be forwarded. You will not choose this option when trying to forward your phone!
6. After setting options, press the **Back** soft key. The changes are saved.
7. Do one of the following:
    - To set the selected availability state as the active availability state, press the **OK** soft key.
    - To continue without changing the availability state, press the **Cancel** soft key.
8. Press the **Exit** soft key.

To Change Current Availability State

From your desk phone

1. Press the **State** soft key. The availability states are displayed, and the active state is indicated with a check mark.
2. To select a different availability state, do one of the following:
    - On the key pad, press the number of the desired availability state.
    - Use the ▲ or ▼ navigation keys to scroll to the desired availability state, and press the **OK** soft key.
3. The availability state for your phone changes to the selected state.

From another phone

1. Call 973-408-4933.
2. Enter your extension.
3. Enter your password followed by #.
4. Press **7** to change mailbox options.
5. Press **2** to set your availability state.
6. Press the number that corresponds to the state you wish to enable (these will be read to you).
    - 1 Available
    - 2 In a meeting
    - 3 Out of office
    - 4 Vacation
    - 5 Custom
    - 6 Do Not Disturb
    - * Cancel
7. The availability state for your phone changes to the selected state.
8. Hang up to disconnect from voicemail.

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Please refer to Availability States on Mitel Phones or to the User Guide for more information.

Transferring a Call

To do a blind transfer (without the other party first answering your call):

1. While engaged in a call, press the **Transfer** button.
2. Dial the number you want to transfer the call to.
3. Do one of the following:
    a. Press the **Transfer** button.
    b. Hang up.

To do a consultative transfer (where you talk to the other party before completing the transfer):

1. While engaged in a call, press the **Transfer** button.
2. Dial the number you want to transfer the call to.
3. After the other party answers the call, do one of the following:
    a. To complete the transfer, press the **Yes** soft key.
    b. To cancel the transfer, press the **Cancel** soft key.

To transfer a call to someone's voicemail:

1. While engaged in a call, press the **Transfer** button.
2. Dial the number you want to transfer the call to.
3. Press the **More** soft button.
4. Press the **To VM** soft button.

Call Conferencing

Call Conferencing allows you to join in a telephone conversation with more than two parties.

To make a conference call:

1. Dial the extension of the first person you would like to include in the conference call, and consult with that person.
2. Press the **Conference** button. The call is put on hold.
3. Dial the extension of the next person you would like to add to the conference call.
4. Optionally, after dialing the extension, you can quickly do one of the following:
    a. Press the **Conference** soft key to initiate a blind conference call.
    b. Press the **Consult** soft key or wait until the timeout ends to initiate a consultative conference.
5. You can wait for the person to answer and consult with them if necessary.
6. If you've initiated a consultative or intercom conference, when prompted press the **Yes** soft key to proceed with the conference.
   A three-way conference call is established. Your phone displays the number of other participants included in the conference call.
7. Repeat steps 1-6 for each additional person you want to include in the conference call.

Directory

You can use the Directory to quickly look up and dial a person's extensions.

Note: This is not to be confused with the University Directory available at http://www.drew.edu/directory/.

1. Press the **Directory** button.
2. Locate the name of the person you want to call using one of the following methods:
    a. Dial the numbers that correspond with the first few letters of the person' first or last name, pressing a number key once for any letter on that key. For example, to find the name Smith, dial the numbers 76484.
    b. Use the ▲ and ▼ navigation keys to scroll through the directory list until the name of the person you want to call is highlighted.
3. With the person's name highlighted:
    a. Press the **Dial** soft key.
    b. Press the speaker button .
4. Check the User Guide for other options and more information.

Troubleshooting: Rebooting Your Phone

Similarly to how we occasionally need to reboot our computers and the mini computers we carry with us everywhere (usually referred to as cell phones), your Mitel phone may sometimes need a reboot. We especially recommend this at times when your phone's lights all turn red.

1. With the phone on the hook (hung up), press the Mute button.
2. Dial **73738** (which spells RESET) and then press #.
3. Press the **Reset** soft key.

Making Sure Your Phone Is Connected Correctly

Make sure your phone is connected to an ethernet port via an ethernet cable that connects to the outer, left port when looking at the back of the phone. The inner port (right side when looking at the back of the phone, closer to the center) is used to connect an ethernet cable to one's desktop or laptop.

Reviewed 11/8/23