



## Kishwaukee College IP Phone Guide

### IP Phone Features



#### Mitel IP Phone

- 1 Display
- 2 Ring/Message Indicator
- 3 Volume, Speaker, and Mute Controls
- 4 Fixed-Function Keys
- 5 Key Pad
- 6 Personal Keys
- 7 Speaker
- 8 Handset

#### Fixed-Function Keys

- SPEAKER
- MUTE
- SUPERKEY
- CANCEL
- REDIAL
- HOLD
- TRANSFER / CONFERENCE
- MESSAGE

### Important Numbers

On Campus Calls: 4 Digit Extension  
Off Campus Calls: Dial 8 + Number

On Campus Voicemail: 7000  
Off Campus Voicemail: 815-825-9899

### Placing Calls

#### Inside Extension

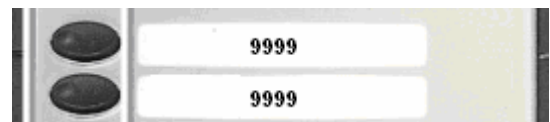
- Lift handset and dial 4-digit extension.
- Dial 4-digit extension for hands free call.

#### Outside Number

- Dial 8 plus outside phone number.
- 1(815) is optional for area code 815 calls.

### Line Appearance

The last two buttons in the center console with your extension # are line appearance keys.



- Flashing line appearance (both) and ringing identifies an incoming call.
- Flashing line appearance (one) identifies a second incoming call (first line in use).
- Press the line appearance keys to switch between callers. Callers are put on hold.
- If the second caller (second line) goes unanswered, they will be sent to voicemail.

### Basic Features

- Caller ID.
- Speed dial buttons.
- Speakerphone for handsfree calls.
- Conference calling, up to 8 parties.
- Voicemail, with message waiting lights.
- Phonebook look-up for internal extension.

### LCD Display

- Time and date.
- Name and number of on-campus extension.
- Call ID for outside lines if available.
- Missed calls or messages in your voicemail.

### Classroom / Public Phones

- Intercom for emergencies.
- On campus extension calls.
- Switchboard (0) or Emergency (911).

### Faculty Staff Support Links



Please visit Faculty Staff Support Links for additional phone system information:  
[Kishwaukeecollege.edu/staff\\_access/](http://Kishwaukeecollege.edu/staff_access/)



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### Make a Call

- 8 Lift the handset, or
- 3 Press  .
- 5 Dial the desired number, or
- 6 Press a **Speed Call** key, or
- 4 Press  , or
- 5 Dial the prefix for external calls (e.g. g) and the number.


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### Answer a Call

- 8 Lift the handset, or
- 3 Press  and begin speaking.


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### End a Call

- 4 Press  , or
- 8 Replace the handset.


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### Place a Call on Hold

- 4 Press  .  
The line key flashes.
- 8 Replace the handset if necessary.


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### Retrieve a Call from Hold

- 8 Lift the handset, or
- 3 Press  .
- 6 Press the flashing line key.


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### Retrieve a Message

- 4 Press  . It flashes when a message is waiting.  
Follow the voice mail prompts to retrieve your message.



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### Transfer a Call

- 4 Press  .
- 5 Dial the number. Wait for an answer.
- 8 Hang up, or announce the transfer and then hang up.



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### Conference Calls

- 4 Press  .
- 5 Dial the number. Wait for an answer.
- 4 Press  .

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### Program a Speed Call

- 4 Press  .
- 5 Press **#** until **Personal Keys?** appears.
- 5 Press **\***.
- 6 Press a **Personal Key**.
- 5 Press **\***.
- 5 Dial the number.
- 6 Press the **Personal Key** again.
- 5 Press **\*** to make the number private, or
- 5 Press **#** to keep the number visible.
- 4 Press  .

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### Adjust Volume Levels

Adjust ringer volume while the phone is ringing. Adjust speaker volume while using the handset or speaker.

- 3 Press  repeatedly to raise the volume, or  repeatedly to lower the volume.
- 3 Press  to mute your microphone.