Mitel Phone FAQs

How do I set up my voicemail?

To set up your new voice mailbox, press the key with the icon that resembles a cassette tape. It will be on the left side of the number keypad on your phone, two keys above the volume control. It will prompt you to enter your password. All new mailboxes have the initial password of 159357. You will then be asked to change the password to your own 6-digit number. Continue to follow the prompts to name your mailbox, and then record your personal message.

How will I know if I have a new voicemail?

If you have received a new voicemail, the red indicator light, at the top right corner of your phone will be lit. This is not to be confused with your "missed call" count, which is the number inside of a red circle at the top right corner of your display screen.

How do I navigate display screen menus?

Once you have entered a display screen menu, use the silver navigation disk to scroll through the options available. Press the center of the disk to confirm your choices. On the Home Screen, pressing to the left or right on the navigation disk will move you through the additional pages of programmable keys.

How do I get rid of the missed call count on my display screen?

To clear the missed call count, simply visit your call log, by pressing the keythat has the 2 arrow icons on it. It is the key located directly above the voicemail key.

How do I change my ringtone?

To change your ringtone, press the Settings fixed key. It is located directly above your volume control. The icon resembles a dial. Once you have entered the Settings menu, you will use the silver disk to navigate the display menu. Navigate to "Audio" icon, and then either press the "Select" softkey that will be the first option on the left, or press the center button on the silver disk. From there you will be able to navigate through the different ringtone options for your internal and external calls. When you find a ringtone you are happy with, be sure to select "Save."

How do I brighten my display screen?

To brighten your display screen, press the Settings fixed key, located directly above your volume control. From the Settings menu, navigate using the silver disk to the last option which will be "Display" and then press the "Select" softkey or the center button of the silver disk. Once you've entered the display screen, you will notice arrows above the softkeys. The arrow on the right will brighten the screen, the arrow on the left will dim the screen. Once you have the display at a brightness level you find appealing, be sure to select "Save."

How do I make an announcement from my new phone?

Any phone that has been programmed to allow paging will have a key programmed to the left of the display screen. It will be the bottom key labeled "Page." Simply press the Page key and then enter your zone code that you previously used when making announcements. For example, if you used 00 to make announcements to the whole school, that same code will be used on the new system.

Someone has called 911 in the building, and the phones won't stop beeping and displaying the emergency screen.

Each extension that is set up to receive the 911 call alerts will be notified that an emergency call has been made from the building. For most schools, this will be all of the main office extensions along with the Principal's extension. Each phone's alert screen will have to be cleared by acknowledging the info by pressing the "ok" softkey.