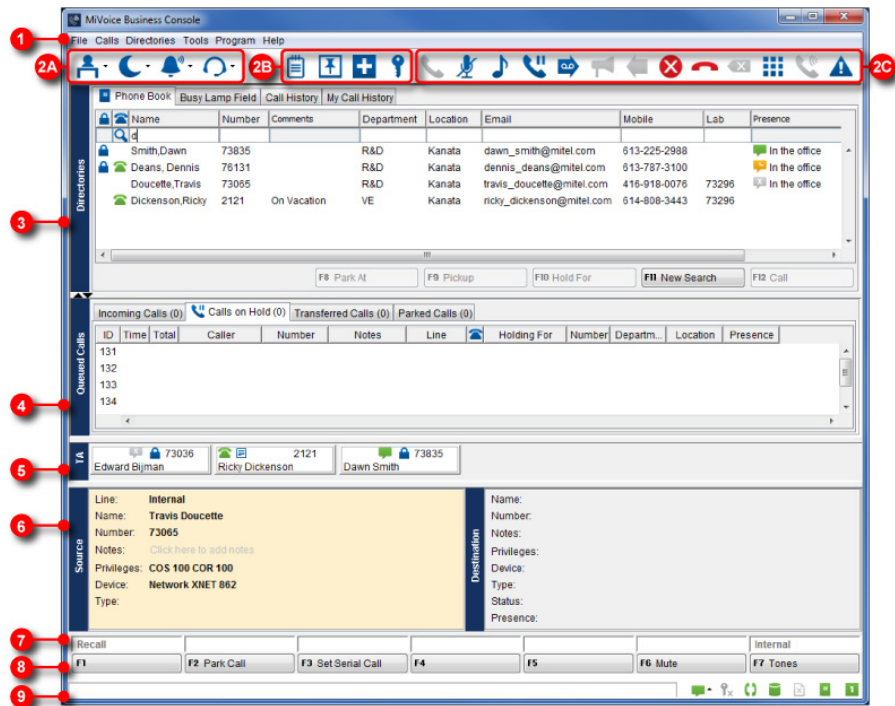


# MiVOICE BUSINESS CONSOLE - QUICK REFERENCE GUIDE

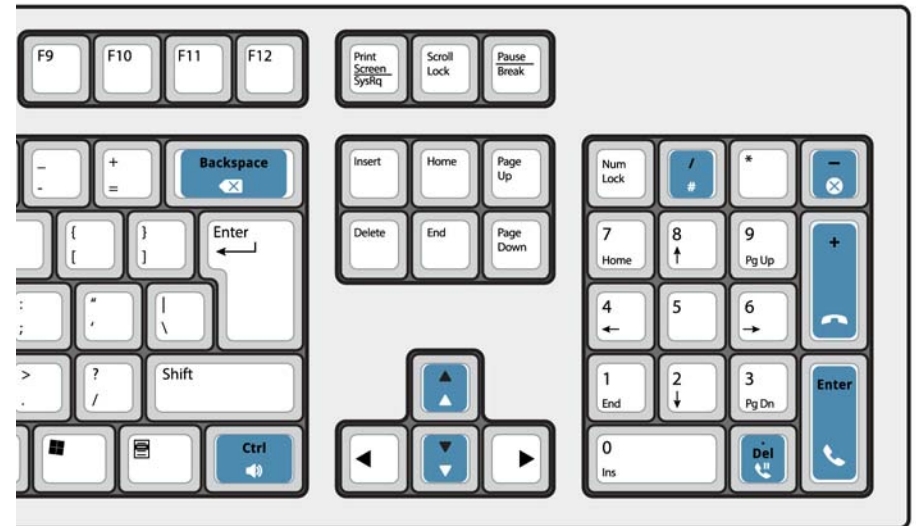
## MiVoice Business Console Overview



## MiVoice Business Console Main Window

- |  |   |
|--|---|
| 1 <b>Menu</b> – access the drop-down menus.  | 5 <b>Transfer Assistant</b> – view the most frequent and recent calls.  |
| 2 <b>2A - Console/Operator Status</b> - access drop-down menus to change the operator status and adjust console devices. | 6 <b>Source/Destination</b> – view caller and called-party information.   |
| <b>2B - Tools</b> – click buttons to access tools.   | 7 <b>Call Waiting/Line</b> – view numerical and color-coded call-waiting indicators and line information.                                     |
| <b>2C - Call Handling toolbar</b> – click buttons to handle calls.   | 8 <b>Softkeys Area</b> – view soft key labels.  |
| 3 <b>Directories</b> – access Phone Book, Busy Lamp Field, and Call History.   | 9 <b>Status Area</b> – view the status text and status of chat, Phonebook, Call History Database, MiVoice Business, and Database connections. |
| 4 <b>Queued Calls</b> – manage incoming, held, transferred, and parked calls.  |   |

## Calling Handling Using the PC Keypad



### About the PC numeric keypad

You can use the PC numeric keypad for basic calling handling tasks. You can use other keys on the PC keyboard for volume control and backspace.

Labels are available for the keys and may be placed on the keys as illustrated above.

You can dial numbers using the PC numeric keypad. You can also dial numbers using the on-screen keypad.


### Practice using the keypad tutorial

Go to the following URL:

[www.mitel.com/MiVoiceBusinessConsole](http://www.mitel.com/MiVoiceBusinessConsole)



We highly encourage you to practice answering calls using this tutorial before answering real calls with the MiVoice Business Console.

### Display the on-screen keypad

- Click Keypad  from the Tools area at the top of the screen. You can perform call handling functions and dial numbers.

### Select Your Audio Device

**Prerequisite:** Audio devices must already be configured by your administrator.










- Click 
- Select your headset device from the list.
- Click again 
- Click **Audio Panel**.
- Click the **Test** button and listen for the test tone to ensure that you have the correct headset connected.



# MiVOICE BUSINESS CONSOLE - QUICK REFERENCE GUIDE

## Using the Call Handling Toolbar

You can use the toolbar buttons at the top of main window for most call handling. (See reverse side.)

	Answer an incoming call
	Transfer/release a call
	Place a call on hold
	Recover a call
	Cancel a call
	Mute a call
	Correct misdialed digits
	Transfer calls to voice mail
	Generate tones




## Customize the Call Handling Toolbar

You can change the position of buttons on the toolbar and add or delete buttons.

- Right click on an existing button or button area
- Select the desired button from the list of options displayed.




## Adjust the Ringer Volume

While the console is ringing:


- Press and hold the Ctrl key  on the PC keyboard.
- Press the up  or down arrow  to set the ringing volume to the level you want.

## Adjust the Audio Volume


While while talking to a caller:

- Press and hold the Ctrl key  on the PC keyboard.
- Press the up  or down arrow  to set the volume to the level you want.


## Answer a Call

- 1 Press 
- OR
- 2 Double-click the call in the **Incoming Calls** display
- OR
- 3 Press a **[F1] to [F7]** softkey.


## Transfer a Call

- 1 Dial the destination number.
- 2 Press  to complete the transfer and disconnect the call from the console.

## If the dialed number is busy

- Press  to dial a different number if you think you can locate the requested party elsewhere.

## Recover a Call

- 1 Click  immediately after completing the transfer
- OR
- 2 Double-click the call in the **Transferred Calls** display.

## Place a Call on Hold


- Press 

## Park a Call


- 1 Press or click **[Park Call]** softkey and observe that the Park Call form replaces the Destination area.
- 2 Dial the desired extension number.

**NOTE:** You can also use the [Park At] soft key in the Directories panel. Refer to the *MiVoice Business Console Help* for detailed instructions.

## Answer a Recall

- 1 Press the **[Recall]** soft key
- OR
- 2 Press 

## Transfer a Recall to Voice Mail

- Press  to transfer a recall to the extension's voice mailbox.

## Conference a Call

- With the two parties connected to the console: one in the Source area and the other in the Destination area — press the **[Conference]** soft key.


## To split a conference to speak privately to either caller

- Press either **[Source]** or **[Destination]** softkey.

## To add more parties to a conference

- 1 Dial the number of the next party.
- 2 Press the **[Conference]** soft key.

## If the line is busy or unanswered or the person is unavailable


- Press  to reconnect to the conference. You may continue adding more parties to the conference.

## To release the conference from the console

- Press 

**NOTE:** Once you release the conference, you cannot re-enter it.

## Mute a Call


- Press **F6** or click 

## Correct Misdialed Digits



- Click 

## Generate Tones

Once the connection is made and you are prompted to enter digits:

- Press Tones 
- Dial the code.

## To turn off tone signaling:

- Press  to disconnect your console from the call. Tone signaling stops automatically.
- OR
- Press Tones  again.

## For More Information

For additional information about the MiVoice Business Console call-handling tools and features, refer to the *MiVoice Business Console Help*.

To access the Help, select **Help** from the main menu, and then select **Contents**.