

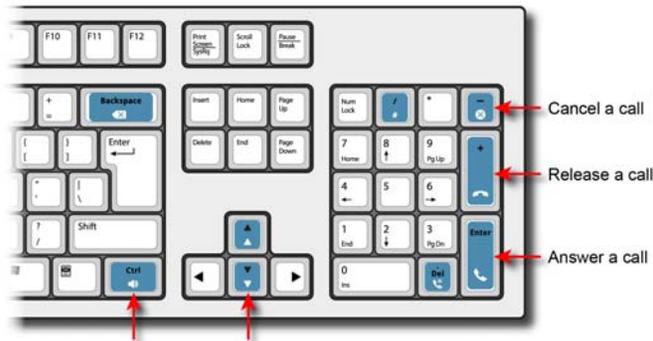
Transition to the New MiVoice Business Console



The hard console keypad, known as the TKB, is no longer used.

Use the PC numeric keypad and mouse for Call Handling.

Labels are available for the keys as illustrated below.



To adjust the volume, use the Ctrl key and up and down arrows.

How do I handle calls?

You will use the PC numeric keypad for basic calling handling tasks. (See the diagram above.)

CANC (— key)	Cancel the call
REL (+ key)	Transfer or release a call
ANS (Enter key)	Answer calls
HOLD (. Del key)	Place a call on hold
# (/ key)	Pound key
CORRECTION (Backspace key)	Delete misdialled digits

How do I dial numbers?

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

How do I hear calls ringing in?

You will hear calls ringing on devices connected to your PC, such as speakers, and wireless devices, such as headsets or handsets.

What do I use instead of a handset?

You can use USB handsets or headsets.

Practice using the keypad tutorial

The MiVoice Keypad Tutorial will help you to become familiar with the PC numeric keypad.

Go to the following URL:

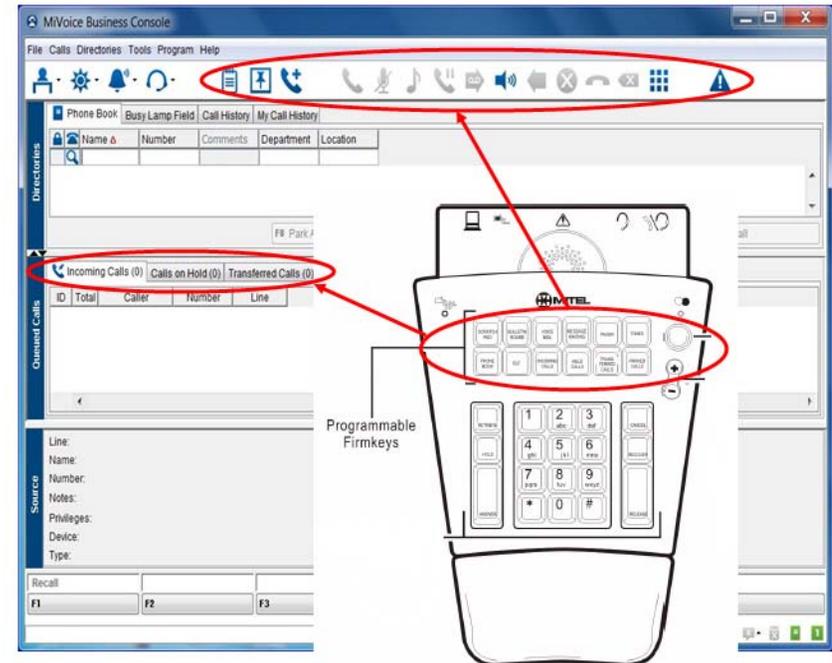
www.mitel.com/MiVoiceBusinessConsole

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

Where did the firmkeys go?

Most of the programmable firmkeys on the TKB, for example, Tones, are now available on the main call handling toolbar on the console GUI interface.

Other functions, such as Calls on Hold, Transferred Calls, and Incoming Calls are available by clicking in the Queued Calls area.



How do I display the on-screen keypad?

- Click the keypad icon  from the Tools area at the top of the screen.

For more information

Refer to the *MiVoice Business Console Quick Reference Card*.

