METRO VOICE

Mitel 6867i
QUICK START GUIDE 2018

DIGITAL WEST

Welcome to your new MetroVoice Phone System!

Digital West introduces MetroVoice, our cloud-based telephone system. MetroVoice is a unique On Net solution that provides your business with a unified communications platform that includes a phone system equipped with no upfront cost, full business calling features, soft phone capability, mobile apps, collaborative applications (such as web conferencing, IM, video chat), other administrative functions and more.

MetroVoice provides a seamless way to communicate with your team efficiently without disrupting your day or business processes. Our cloud-based phone platform gives you a great opportunity to expand the reach of your business, facilitate off-site team work and impact the ease and cost in the way you do business today.
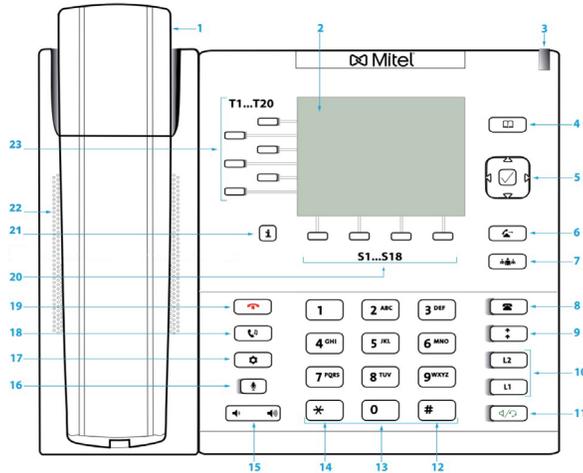
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MetroVoice Button Info

Phonebook Key: This key contains both a Corporate Directory and a Personal Directory. The Corporate Directory shows all users on the system. Local is a private directory that is local to your phone.

Transfer Key: The Transfer key is also available as "XFER" while in a call. It is available as a bottom softkey.

Conference Key: This key is used to add callers to an existing call.

Redial Key: When pressed once, the last number dialed will be displayed. When pressed again, the system will call that number.

Line Keys: The Line buttons do not refer to lines one, two, three, or four. They refer to Call One, Call Two, Call Three, or Call Four, where each station can individually handle from two to four calls simultaneously.

Speaker/Headset Key: By default, when pressed, the first available call button will be accessed Hands-Free. In addition, when programmed, a headset can be installed allowing this button to either force the call to a headset, or the speaker-phone. Note: The light indication will be solid when in Hands-Free mode, or will display a slow flash if programmed for a headset.

Pound Key: The Pound key (#) is used similar to a cellular phone - it is a Send key. Press the Pound key after an extension, a phone number, or a feature is dialed. This key tells the network, "I'm finished entering the information, send it now."

Dial Pad: The number keys are used the same as any standard telephone number pad.

Volume Key: To the left of the Star key and below the Mute key is the Speaker adjustments. The left key lowers the volume, and the right key raises the volume.

Mute Key: This function mutes the speakersphone, or the handset microphone so that the caller cannot hear you - you will still hear the caller.

Options Key: This key is used to make programming adjustments to the station. Note: It is recommended that any programming changes under this category should be limited to modifications discussed on these sheets, or with your administrator.

Hold Key: This key places a call from your station on hold locally. No other user can see when you have placed a call on hold.

End Key: This key is also knowns as a Release key. It will terminate your call, or function when pressed.

Bottom Softkeys: These buttons are at the bottom of the display, and are typically programmed with the following buttons: VMail, Call Pick Up, Redial, Callers List, DND, and Paging. When a call is in process, these buttons will also auto-populate with features such as Answer, Ignore, Silence, Drop, Xfer, Conf, and Dial.

Side Softkeys: These buttons are at the top left of the display, and will typically have the Park and Park PickUp feature programmed as well as exisiting stations on the network. There are a total of 20 available softkeys.

PRE-PROGRAMMED SOFTKEY FEATURES

Enhanced Call Park: Park is used to place a call on hold globally. When a call is placed on Park, simply pick up the call by pressing Call Park #1 or Call Park #2. Note: Park is not designed to leave a call parked for more than a few minutes. Remember, Park places a call on hold globally allowing other network-connected stations to pick up that call even if the network-connected station is in another city.

Callers List: To view a list of calls that rang at your station, press the Callers List button in the softkey area. Use the arrow keys to scroll through each caller and their informaiton. If you want to call that number, press the Dial button, or press Select. The Callers List will store up to 100 numbers.

Page: To use, press the softkey by Paging. An alert tone will sound announced through all speakerphones before your page.

PRE-PROGRAMMED SOFTKEY FEATURES, cont'd

More •••: The More button is a series of ••• in the softkey area. When pressed, it will show more options if available.

MAKING AND ANSWERING CALLS

Extension to Extension Dialing: To call another extension, lift the handset, enter the extension number followed by the # key. The other extension will ring. Note: If your station has a pre-programmed extension key, lift the handset, and press the button associated with that extension number. The extension will ring.

Making a Call: Pick up the handset, or press the Hands-Free/Headset key, dial the number or the extension, followed by #.

If you are Currently On a Call: Place the first call on Hold; press one of the Free Line keys, and make your next call. The first call will hear Music on Hold.

Do Not Disturb: To place your station in Do No Disturb mode, press the DND button. Note: Incoming DID calls may go directly to voicemail. In addition, if your station is part of a ring group, calls may go to voicemail.

Three-Way Conference Call: To make a conference call, you must first be on a call. When ready to start the conference process, press the Conference button and make your second call. The first call will be placed on hold while you speak with the second caller. When ready to join the three calls together, press the Conference button again. This will take the first caller off hold, and into the conversation. Note: Since you are the initiator of the conference call, when you hang up, all calls will be dropped.

To Hang Up a Call: If you are using the handset, set the handset back in the cradle to hang up the call. If you are in Hands-Free mode, press the Goodbye key to hang up the call.

Answering a Call: If your station rings when a call comes in, pick up the handset, or press the Hands-Free key to answer the call.

MAKING AND ANSWERING CALLS, cont'd

Transfer to an Extension: While on a call, press Xfer or Transfer key (you will hear a fresh dial tone and the called will be placed on hold,) then enter the extension number you wish to reach, followed by the **DIAL** softkey. The extension will ring; when answered, you can have a private conversation with the person at that extension. When you are ready to transfer the call, hang up, and the call will be transferred instantly.

Transfer Using a Programmed Extension Key: While on a call, press Xfer or Transfer button, followed by the programmed extension button, and finally press Xfer to send the call through.

* Transfer a Call Straight to Voice Mail: While on the call, press the Xfer or Transfer key, followed by 8, then the Ext, then hang up. Example - Transfer, 8301, Hang Up. The call will be transferred immediately.

Transferring a Call Off-Premise: While on a call, press the Xfer or Transfer key, enter the phone number you wish the call to be transferred to, followed by the # key. When answered, you can have a conversation with that person before the transfer. To transfer the call, hang up.

CALL FORWARDING

Call Forward:
Dial into the CommPortal mv.digitalwest.com
Enter your 10-digit telephone number and your PIN
At the Main screen, you will see a button labeled Call Forwarding, select and follow the prompts.

Remove Call Forwarding:
Log back into your CommPortal mv.digitalwest.com
Enter your 10-digit telephone number and your PIN
At the Main screen, you will see a button labeled, Call Forwarding; select and uncheck the box.

Frequenly Asked Questions

How do I tell the difference between a call ringing to the main number versus ringing at my DID?
Your caller ID displays the number that is calling and below that it shows the number that the outside called dialed if it was not your direct line.

How do I tell if a call is coming when I am on another call?
Visually, a line button will be flashing quickly indicating a call is coming in. If you are using a handset, you will hear a beep on the first ring. If you are using a headset, you should also hear a beep. Note: That functionality is specific to each brand of headset.

How do I download upgrades or reboot my station?
Upgrades are downloaded from a server at Digital West. To do this, the station must be rebooted.

  1. If your station has only one cable plugged into it, it will be plugged into the LAN port on the station. Unplug the cable from the station until the station display is completely blank. Wait 10-15 seconds, then plug the cable back in. Note: Do not unplug again until the station has fully rebooted.

  2. If your station has two cables plugged into it, unplug the smaller power cord either at the back of the station, or where it is plugged into a receptacle. Note: Do not unplug again until the station has fully rebooted.

How do I get changes made to my softkeys?
Contact Digital West at (805) 548-8000, and we will collect the information from you. Once programmed, the station will need to be rebooted to accept the programming changes.

Is there a video I can watch to get all of this information?
Yes. Please visit us at **www.digitalwest.com/solutions/it-support/training-tools/** to see our training videos.

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