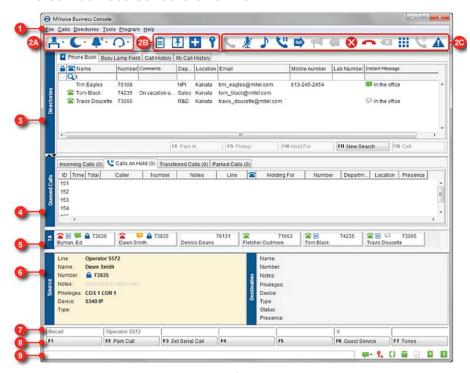# MiVoice Business Console – Quick Reference Guide

Welcome to AnyWare. This user guide will enable you to utilize the features and capabilities of your MiVoice IP Business Console.
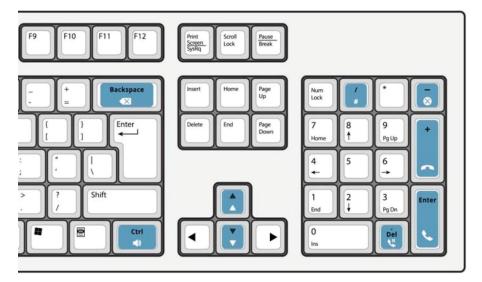
MiVoice Business Console Overview

MiVoice Business Console Main Window

❶ **MENU** – access the drop-down menus

❷ **2A - CONSOLE/OPERATOR STATUS** - access drop-down menus to change the operator status and adjust console devices
2B - TOOLS – click buttons to access tools
2C - CALL HANDLING TOOLBAR – click buttons to handle calls

❸ **DIRECTORIES** – access Phone Book, Busy Lamp Field, and Call History

❹ **QUEUED CALLS** – manage incoming, held, transferred, and parked calls

❺ **TRANSFER ASSISTANT** - view the most frequent and recent calls

❻ **SOURCE/ DESTINATION** - view caller and called-party information

❼ **CALL WAITING/LINE** - view numerical and color-coded call-waiting indicators and line information

❽ **SOFTKEYS AREA** - view soft key labels

❾ **STATUS AREA** - view the status text and status of Chat, Phonebook, Call History Database, MiVoice Business, and Database connections

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

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.

1 Click 🎧

2 Select your headset device from the list

3 Click again 🎧

4 Click **Audio Panel**

5 Click the **Test** button and listen for the test tone to ensure that you have the correct headset connected

USING THE CALL HANDLING TOOLBAR

You can use the toolbar buttons at the top of the 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 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 PRESS

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 MilVoice 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]** soft key

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**.