

# NNMC WE Connect Phone System Training Guide

NNMC IT Department

# Set Up & Activation

- **If You Need to Log Into Your Phone:**
  - 1. Press the “**Activate**” soft key
  - 2. Enter your extension number
  - 3. Enter your extension PIN
  - 4. Press the “**Activate**” soft key again
- **Note:** If you are unaware of this information, please contact your Administrator
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# Voicemail

## Voicemail – 1st Time Setup

- To Create a PIN in WE Connect Portal :
- 1. Click on “Services”
- 2. Click on “My Voicemail Settings”
- 3. Click on “Change Voicemail PIN”
- 4. Enter PIN (4 to 10 digits)
- 5. Click “Save”

## Voicemail PIN – Setup

When setting up your mailbox password it should meet the following criteria:

- Must be between 4 and 10 digits long
- Cannot be part of your telephone number
- Cannot be all the same digit
- Cannot be a sequence of numbers such as “123456”

## Voicemail – 1st Time Setup

- Use the appropriate voicemail access key on your Mitel phone
- Enter Voicemail PIN created in the portal
- When you sign in for the first time, you must set up your mailbox. First time sign-in involves the following steps: 1. Recording your name or 2. Recording your greeting You can end the setup process at any time by ending the call. You will be asked to complete the remaining setup steps the next time you enter your mailbox.

## Access Voicemail

- 1. Press the voicemail button 2. Enter your voicemail PIN

## Access Voicemail from a Different Handset

- 1. Press the voicemail button
- 2. Press \* (star) key
- 3. Enter your extension number and voicemail PIN

## Access Voicemail from Outside the Office

- From Outside the Office:
- 1. Dial your telephone number.
- 2. When you hear your greeting press the \* button.
- 3. Enter your password when prompted.

# How to Answer & End a Call

## Answering a Call

The soft keys will change to display “Answer”.

- • If “Answer” is chosen, the call will be on speakerphone.
- • If you press the speakerphone button, the call will be on the speakerphone.
- • If you press the headset button, the call will be on headset. (If attached)
- • If you press the button next to the blinking light (next to the LCD Display), the call will be answered via speakerphone.
- • You can also pick up the handset to answer the call.

## Answering Multiple Incoming Calls

- 1. When you press the “Line” button next to the
- 2nd incoming call, the 1st call is automatically
- placed on hold and you are now connected to
- the 2nd incoming call.
- 2. Press the “Line” button next to the
- original call to “Swap” callers
- 3. Now the 2nd caller is on hold and you are
- speaking with the original caller once again.

## To Disconnect:

- • Press the “**End**” soft key
- • Hang up the Handset
- • Press the “**End Call**” fixed key

# Phone Quick Start Guide

## **To Dial Out:**

- **Call can be started using one of the following options:**
  - ▪ Pick up the handset
  - ▪ Press speakerphone key
  - ▪ Press headset key (if applicable)
- ➤ Dial the extension number or 91 + 10-digit telephone number.

# Hold/ Resume and Call Transferring

- **To Place the Call on Hold**

- Press the “**Hold**” button.
- - The customer will hear music while on hold.

- **To Resume the Call**

- Press the button that is next to the call on hold

- There are **two** types of transfers to choose from: **Cold** – Incoming call is not announced.
- **Warm** – Incoming call is announced.
- All calls are placed on **hold** automatically when the “**Transfer**” button/softkey is pressed.

“Warm” Transfer

- 1. Press the “**Transfer**” soft key. □Call is automatically placed on hold
- 2. Enter the extension or 91 + 10-digit phone number
- 3. Wait for party to answer, then announce the call
- 4. Press the “**Transfer**” soft key the 2<sup>nd</sup> time

Transfer – No Answer

- 1. Press the “**Quit**” (soft key) to end the transfer process.
- 2. Press the **Line Key** next to the original party to take off hold.

- **You now have the option to:**

- 1. Take a message.
- 2. Transfer the call to another party.

Transfer – Directly to Voicemail

- 1. Press the “**Transfer**” soft key.
- 2. Press the “**Voicemail**” soft key.
- 3. Enter the extension to transfer to

# Conferencing

## After Speaking with the 1<sup>st</sup> Party

- 1. Press “**Conference**”
- The 1<sup>st</sup> caller is **automatically** placed on hold.
- Conference Call
- 2. Dial the number of the 2<sup>nd</sup> party
- 3. Press the “**Conference**” soft key a 2<sup>nd</sup> time
- ***All three parties are now connected***
- **Note**: You can add up to **9** participants
- to the conference call

# We Connect App

Find the WE Connect app on either the Google Play Store or the Apple Store.



# Troubleshooting

To reset your password use the forgot your password option on the We Connect login page.

Please use your Northern Email address to sign in to the We Connect portal and app.

If you have any questions please reach out to the IT Department through our ticketing system.

<https://nnmc.zendesk.com/hc/en-us/requests/new>