Tutor Telephone and Voicemail Instructions

The three buttons immediately below your Mitel 5224's display are called soft keys. Soft keys change their function depending on what the set is doing. When instructions refer to the soft keys, you will need to read the display on your phone to locate the feature you wish to use.

Phone Set Features and Functions

Answering a Call

1. Lift the handset or press the Speaker key 🔊. Calls from non-TRU locals have a double ring.

Tip: *When disconnecting from a call, use the Cancel key ⊗ for a quiet disconnection.*

Placing a Call

1. Dial the number. Use four digits for TRU locals. Dial 9 followed by the 7-digit telephone number for calls within Kamloops. Dial 9-1- area code for calls outside the Kamloops local dialing area. The set will give you dial tone without lifting the receiver or pressing a button.
2. Lift the handset when the call is answered if you do not wish to use the speakerphone.

Switching Between Speaker and Handset

To switch from a private call to speaker call:

1. Press the Speaker key 🔊 and place the handset in the cradle.

To switch from a speaker to a private call:

1. Lift the handset. The speaker turns off automatically.

Holding a Call

1. Press the red hold button 🔲☎. The caller will hear music* and your line button will flash. If you have multiple lines, pressing the line key for another line will automatically put your other calls on hold.
2. Press your line button when you are ready to speak to your caller.

Using Redial

You can only redial the last number that you dialed manually, not numbers programmed on personal keys.

1. Press the Redial key 🔁.

Transferring a Call

1. Press the Transfer/Conference key ↗|☏ after advising your caller that you will transfer them.
2. Dial the four-digit local you wish to transfer them to. You can't transfer to an external number.
3. Press the RELEASE soft key and return the receiver to the cradle when the dialed number rings or once the call is answered. Press the Cancel key⊗ if you get a busy signal. This will return the caller to you.

Forwarding Calls to Voicemail

Your phone will automatically forward calls to voicemail when your line is busy or not answered in approximately four rings. When you are not at your desk, this feature allows callers to reach your voicemail faster.

When you leave your office:

1. Press the "Fwd to VM" personal key. Your phone will dial the code to turn call forwarding to voicemail on. You will hear a stutter dial tone, confirming your call forwarding is on and your line button will light.
2. Press the Cancel key⊗ to hang up.

When you return to your office:

1. Press the "Cancel Fwd" personal key. Your phone will dial the code to turn call forwarding to voicemail off. You will hear a regular dial tone, confirming your call forwarding is off and your line button light will turn off.
2. Press the Cancel key⊗ to hang up.

Using Callback

When you hear a busy signal calling a TRU number, you can request to be notified when the called party hangs up. Or, use this feature when there is no answer and the system will call back when the line is used and released.

1. Press the CALLBACK soft key.
2. Press the Cancel key⊗ to hang up.
3. Lift the handset when you hear a distinctive triple ring. This is the system calling you back because your party has hung up. The system will ring their telephone when you lift the handset. To cancel the callback, ignore the triple ring.

Using Call Wait

When you hear a busy signal calling a TRU number, you can put yourself on hold and alert the person you are calling that you are waiting for them.

1. Press the WAIT soft key. You will be put on hold. They will hear a call waiting tone and, if they have a display, they will see a message advising them that you are waiting.
2. Lift the handset when they answer.

Using Call History – Displaying Who Has Called

Your Call History personal key will light to alert you when you have missed a call.

1. Press the "Call History" personal key.
2. Press the YES soft key to review your Missed Calls. Or press No to display other options.
3. Press the Down Arrow key ⬤ to review the list of callers.
4. Press DETAIL soft key to display the phone number that phoned.
5. Wait two seconds and the display will also flash the date and time of this call.
6. Press the CALL soft key to phone the person or Exit to return to the name of the person who phoned you.
7. Repeat steps 3 to 6 for each call you wish to review.
8. Press the Cancel key⊗ to exit Call History.

Programming Speed Call Numbers

1. Press the SuperKey 📇.
2. Press the NO soft key when prompted, "Phonebook?".
3. Press the NO soft key when prompted, "Call Forwarding?".
4. Press the YES soft key when prompted, "Personal Keys?".
5. Press the personal key you wish to program when prompted, "Select a key". If this key is currently not programmed, the display will read "Unused Key".
6. Press the CHANGE soft key.
   Press the YES soft key when prompted, "Speed Call?".
7. Enter the number you want programmed when prompted "Enter Number". If it is an external number, include "9" prior to your number. Remember to include 9-1-area code for calls outside the Kamloops area.
8. Press the SAVE soft key.
9. Press the SuperKey 📇 to exit.

Using Speed Call Numbers

1. Press the key you wish to dial. You do not need to press the line appearance or lift the handset.

Using the PhoneBook

You can look up the phone numbers of TRU staff. This is the most up-to-date directory for TRU.

1. Press the PHONEBOOK soft key.
2. Enter the first three letters of the person's last name, using your keypad. For example, for "Smith", enter 7777 for S, 6 for M, and 444 for I. For letters on the same key, such as "Lee", enter 555 for L, 33 for E, and use the right arrow soft key (- - - >) to move the cursor one space to the right and enter 33 again for E.
3. Press the LOOKUP soft key.

4. Press the CALL soft key to phone this person or press Next to view the other name matches.
5. Press the Cancel key⊗ to exit the PhoneBook.

Placing a Conference Call

The recommended conference size for best quality is four people or less. The maximum size is eight people.

1. Dial the number of the first party.
2. Press Transfer/Conference key⤳|𝕾𝕽 after advising your caller that this will put them on hold.
3. Dial the number of the second party. Press the Cancel key⊗ if the line is busy. This will return you to your first call.
4. Press the Transfer/Conference key⤳|𝕾𝕽 to connect the parties. Parties can speak after the conference tone.

Voicemail

Setting Up Your Voicemail

When you set up your voicemail for the first time, please have a 6-10 digit passcode in mind and be ready to record a greeting. Sample greeting: "Hello, this is Bob Smith, tutor for BUSM 345. I am not in my office or may be on the phone. Please leave a detailed message and I will return your call within [timeframe]. You can also email me at bsmith@tru.ca. Thank you."

1. Press your Voice Mail personal key.
2. Enter your temporary passcode. You have been assigned a temporary passcode of 258369. Once you have entered your temporary passcode, a lady's voice will answer and she will guide you through setting up a new 6-10 digit passcode, recording your greeting and recording your name.

Tip: *To help you remember your passcode, use your keypad to spell out a 6-character word that you already use as a passcode somewhere else.*

Retrieving Voicemail Messages

When you receive a voicemail message, your message waiting light and your Message button ✉ will flash.

1. Press your Voice Mail personal key. Your phone will dial into your voicemail.
2. Enter your voicemail passcode. The system will play your first message.
3. Press D to Discard or K to Keep your message. Or, if the message is from an internal caller and you wish to respond, press A to Answer the message and record a reply. Follow the prompts for additional instructions.
4. Repeat step 3 for each message in your mailbox.
5. Press X to eXit when you are finished.

From another phone.

1. Dial your full office phone number (Toll-free: 1-888-828-3399, enter your local)
2. Wait for Voice Mail Greeting, then press *, and wait until end of message
3. Enter your passcode (6 to 10 Digit Number)

Changing Your Voicemail Greeting

You must Keep or Discard all new messages before you can record your greeting.

1. Press your Voice Mail personal key. Your phone will dial into your voicemail.
2. Enter your voicemail passcode. The system will play your first message.
3. Press U for User options.
4. Press G for Greeting.
5. Press R to Record. Begin speaking when prompted.
6. Press # when finished speaking. This ensures your greeting is not extended due to background noise.
7. Press R to Review.
8. Press X to eXit and save.

If you need assistance, please contact the IT Service Desk by pressing your "IT Service Desk" personal key or by sending email to ITServiceDesk@tru.ca.