We have installed your new Mitel VoIP telephone in your office.

Your extension number will remain the same and, don't worry, the team will be here to support and guide you so that you can get started using your new phone straight away.

As well as staff being here in person on the day, there are plenty of guides and resources available on our website to help you make the most of your new phone:

- Quick reference guide showing the main tasks and features of your phone
- Quick reference guide to the voice mail service
- Answers to frequently asked questions about Voice over IP

There are two very important points you should note with your new VoIP phone:

You will have received an automated email from mitel@liverpool.ac.uk which will include the initial login details for your phone. You need to keep this email safe. You will need to refer to it in order to start using your new phone.

- You will need to login to your phone for the first time by following the procedure below. If you login to another Mitel handset elsewhere on campus it will automatically log you out of your normal office phone and your extension number and settings will follow you on the handset you've logged into. If a call is unanswered or you are engaged your calls will automatically go to your voicemail so it's important you setup your mailbox as outlined below.

To login to your phone

1. **Without lifting the telephone hand piece - Press the Hotdesk line key (the row of clear buttons to the left of the main screen)**
2. **Press the Login line key and use the number pad to enter your 5 digit extension number**
3. **Press the OK line key**
4. **Using the number pad enter your unique passcode (sent via an email from Mitel)**
5. **Press the OK line key, the phone will now log you in and you can start using it as previously**

To setup Voicemail (You must complete the setup in one continuous session; if you hang up before it is completed you will need to start again)

1. **Press the Voicemail line key or dial 58800**
2. **When prompted enter your PIN, initially this is the same as your unique login passcode**
3. **Listen to the tutorial and press 8 to begin setup, this will guide you through recording your name, personal greeting and changing your PIN**
4. **Press 7 when prompted to change your passcode (PIN). Your phone 'Hotdesk' passcode will also change to the same PIN; this can be a minimum of 4 digits.**

You can find out more about why the University is moving to VoIP and the benefits and features the service will bring by visiting http://www.liv.ac.uk/csd/voip/

We really welcome your feedback. We will contact you in a few weeks' time to check how you are getting on with your phone and how you found the experience of changing to the new VoIP service. In the meantime, you can, of course, send any comments, suggestions and report any problems to the CSD Service Desk or by calling 0151 79(4 4567)