MITEL TELEPHONE QUICK REFERENCE SHEET

Button	Action
∧ (Up) or ∨ (Down)	Provides volume control for the ringer, handset, and speaker. Scrolls through feature options.
📢 (Speaker)	Activates Handsfree Mode/speakerphone (see page 43). Activates features.
🎤 (Mute)	Temporarily turns off your microphone during a call.
📇 (Applications)	Activates the Applications menu to perform the following options: • Call History (see page 20) • Use the conference unit (see page 9) • Program the following settings in the Settings application: ○ Change the language on the display (see page 17). ○ Change the text size on the display (see page 18) ○ Adjust the display brightness (see page 16) ○ Use the screen saver (see page 19) ○ Specify audio feedback options (see page 23) ○ Calibrate the display (see page 23) ○ View phone information (see page 8) • Use cordless devices (see page 79) • Enable Clean Mode (see page 8)
⊗ (Special)	Activates features while on a call. The ⊗ (Special) button does not cancel features. To cancel features, press the Star button (*).
¹²³↪ (Redial)	Calls the last *external* number dialed. You cannot redial internal numbers.
☐☎ (Hold)	Places the current call on hold and retrieves a call from hold. Left/backspace when entering dialpad characters (see page 24).
↗☒ (Transfer)	Transfers the current call. Right/forward when entering dialpad characters (see page 24).
✉ (Message)	Displays station messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

1 – Handset
2 – Programmable buttons
3 – LCD
4 – Ring/Message Indicator
5 – Feature buttons
6 – Dialpad buttons
7 – Navigation page buttons
8 – External speaker

BASIC TELEPHONE FEATURES

TO RECEIVE A CALL:
You Hear Ringing
-Lift The Handset- *You Will Be Connected To The Call*
OR, press the 📢 (Speaker) key for a handsfree call.

TO MAKE AN OUTSIDE CALL:
-Lift The Handset
-Press **[OUTGOING]**.
-Dial The Telephone Number.

TO MAKE AN INTERCOM CALL:
-Lift The Handset (Display shows **ENTER EXTENSION NUMBER**)
-Dial the extension you wish to call.
-Wait For The Dialed Extension To Answer
-For a handsfree call on your speakerphone, simply dial the extension.

PLACING CALLS ON HOLD:
Ask The Caller To Hold
-Press The ☐☎ Key or press the **[HOLD]** option on your display.

TO RETRIEVE A HOLDING CALL ON THAT SAME EXTENSION:
-Lift The Handset
-Press The Flashing **[CALL]** Key.

TRANSFER A CALL TO RING-allows a user to send a call to:

    (1) Ring another extension

With the caller on the phone:

-Press the [icon] key

-Dial the extension.

-Wait on the line to screen the caller to sender, or hang up to send call through.

    (2) Hold on another extension

-With the caller on the phone:

-Press the [icon] key

-Dial the extension.

-Press the [icon] Key. The call is now holding on that extension.

    (3) Another user's voice mailbox

With the caller on the phone:

-Press the **[VOICEMAIL]** key.

-Dial the mailbox number.

-Hang up to complete transfer.

    (4) To an outside telephone number

With the caller on the phone:

-Press the [icon] key

-Press your **[OUTGOING]** key.

-Dial the phone number you wish to transfer to.

-Wait on the line to screen the caller to sender, or hang up to send call through.

TO RETRIEVE A HOLDING OR RINGING CALL FROM A DIFFERENT EXTENSION:

-Lift the receiver and press the **[REV XFER]** key.

-Dial the extension of the phone where the call is holding or ringing.

-The call is brought to you.

TO MAKE A PAGING ANNOUNCEMENT:

-Press the **[PAGE]** key.

-You hear a tone.

-Make your announcement after the tone.

-Hang up.

ADVANCED TELEPHONE FEATURES

TO MAKE A CONFERENCE CALL (initiated from inside the office):

While on the first call

-Press The **[CNF]** Key.

-Place a second call.
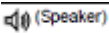
-While on the second call:

-Press The **[CNF]** Key

-Repeat the steps to add a third person, or if finished-

-Press The **[CNF]** Key To Connect All Parties.

DO NOT DISTURB:

-Press the **[DND]** key.

-Press the [icon] (Speaker) key to turn DND on.

-Press the **[DND]** key to turn DND off.

FORWARDING YOUR EXTENSION:

To Another Extension

    -With the phone in idle state – press [icon] key and dial 355

    -Dial extension where you wish to forward calls.

    -The display will show **FWD ALL CALLS TO** _____.

To an Outside Number

    -With the phone in idle state – press [icon] key and dial 355.
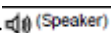
    -Press **[OUTGOING]** .

    -Enter outside telephone number you are forwarding to followed by the # sign (remember to put a 1 in front of area code if it is long distance)

    -The display will show **FWD ALL CALLS TO** (outside number- IE 216-787-0300).

TO CANCEL FORWARDING:

-With the phone in idle state – press [icon] key and dial 355.

-Then press the **[** [icon] (Speaker) **]** Key to finish cancelling.

PROGRAMING STATION SPEED DIAL NUMBERS:

-Press the [icon] key and dial 383

-Begin Programming Speed Dial Codes (Range is 0-9)

-Enter First Speed Dial Code You Wish To Program (IE start with zero, work your way up to 9).

-Enter Name Of Company *Or* Person Using Dial Pad – Press # to Accept.

-Dial The Telephone Number You Wish To Store – Press # to Accept.

NOTE: When programming your speed dial, your [icon] is a backspace key and the [icon] is a spacebar.

TO DIAL A STATION SPEED DIAL NUMBER:

-Lift Handset.

-Press the **[STN SPDL]** key.

-Enter desired speed dial code (**0 – 9**)-the number is automatically dialed.

-Or, use the arrows to scroll to the number you wish to dial and press # to dial. NOTE: Be sure to program the number with an "8" in front of it. Example: 812169311212

TO DIAL A SYSTEM SPEED DIAL NUMBER:

-Lift Handset

-Press the **[SYS SPDL]** Key

System Speed Dial Code Range is 0-999
-Dial desired code.
Press The **[#]** Key – *The Number Is Automatically Dialed*

TO PROGRAM BLANK KEYS:

-Press the ⊗ key and dial **397.**
-Press The Key You Want To Program
-Enter The Extension # (to make a shortcut key) *Or* Feature Code You Want on the Key.

TO CHANGE YOUR RING TONE:

-Press the ⊗ key and dial **398.**
-Press keys 1-9 on your keypad-each one plays a sample ring tone.
-When you hear the ring tone you want, press pound to save.
-Pressing zero during that process turns the ringer off.

USING THE APPLICATIONS KEY:

-If you press the key, the screen of your phone changes and you get several options.
- Press **CALL HISTORY** to view your made, answered, and missed calls, up to 50 per category.
- Press **SETTINGS** to change your text size and the brightness/contrast of your phone display.

USING THE CONFERENCE BRIDGE (20-party limit):

-To call into a meet-me conference-
        Dial 2800 if inside the office OR
        Call the main number and dial 2800 if outside the
office
-When prompted, enter the conference access code.
NOTE: Everyone calling into a conference call on the conference bridge must use the same access code.
Anyone's extension number can be an access code.

TO ACCESS THE CONFIGURATION ASSISTANT:

-Dial 2801 if inside the office OR call the main number and dial 2801 if outside the office.
-Enter your phone password when prompted (this is the same as your extension number).
        -Press 1 for Dynamic Extension Options.
        -Press 2 for Do Not Disturb Options.
        -Press 3 for Forwarding Options.
        -Press 4 to create or delete unique conference access codes.

MITEL VOICEMAIL
OPENING YOUR MAILBOX FOR THE FIRST TIME:
1) Press **[VOICEMAIL]**

2) Press star when voicemail answers.
3) Enter your mailbox number.

4) Enter your default password. It will be either:
    a) your mailbox number and pound
    OR
    b) pound.

The Voice Mail tutorial will now walk you through setting up your mailbox. The steps and associated verbiage that you will hear are as follows:

> ➤ Setting up your own mailbox password: "We will now have you set up a new mailbox password; your password can be up to (**12**) digits."

> ➤ Recording your mailbox name: "After the tone, please record your name, when finished speaking, press # for more options."

> ➤ Voice Mail Introduction: "Since this is the first time entering your mailbox,…." The tutorial will give you some information about the voice mail system.

YOU ARE NOW IN YOUR NEW MAILBOX; YOU MUST SET UP A PERSONAL GREETING BY:

-Press **4** for Personal Options.
-Press **1** for Greetings.
-Then Press **1** for Primary Greeting.

RECORD AFTER TONE; WHEN FINISHED, PRESS #.

-Press **1** to review,
-Press **3** to re-record,
-Press **#** to save. **YOU MUST SAVE**.

*Sample Greeting***:**
*"Hello, this is _____,I am either on the phone or away from my desk. if you'll leave your name and number your call will be returned. **If your call needs immediate attention, please dial 0 for the operator. Thank you."**

TO GET INTO YOUR MAILBOX WITH MESSAGES WAITING:

-Lift the handset or press your **[Speakerphone]** key.

-Press the flashing ✉ key.

-You will be prompted for your password.

-Lift the handset or press your **[Speakerphone]** key.

-Press **[VOICEMAIL].**

-Press star when voicemail answers. Enter your mailbox number and password when prompted.

TO CALL & RETRIEVE MESSAGES FROM THE VOICE MAIL SYSTEM FROM OUTSIDE THE BUILDING:
1. Call: the main number
2. When the Automated Attendant answers, press *****.
3. Enter your mailbox number.
4. Enter your password.

TO TRANSFER A CALLER INTO A SPECIFIC MAILBOX:

1. With the caller live on the phone, press **[VOICEMAIL].**
2. Dial the mailbox number you are sending them to.
3. Hang up. They are now in that mailbox.

TO LEAVE A MESSAGE FOR ANOTHER USER:

1. Lift handset and press **[VOICEMAIL].**
2. Type a mailbox number.
3. Press pound to skip the other user's greeting, if needed.
4. Leave your message after the tone.
5. Hang up to deliver the message.

OTHER MAILBOX FEATURES

PRIMARY AND ALTERNATE GREETINGS
You can switch back and forth between your primary greeting and alternate greeting (i.e: vacation greeting, etc.).
-In the first menu, select **4** for Personal Options.
-Select **1** for Greeting.
-Select **1** again to record either your primary or **2** to record your alternate greeting.
-If there is a greeting recorded already, the system will play that greeting.
-After the greeting plays through-the following options are available:
    1 - Plays that greeting again.
    2 - Allows you to add to the greeting.
    3 - Erases and prompts you to re-record that greeting.
    # - Saves the greeting-*This is the greeting your callers will hear.*

ENVELOPE SETTINGS
Every time you listen to your voice mail messages, the system will play information before each message. This information is called the voice mail envelope.

-In the first menu, select **4** for Personal Options.
-Press **4** to change your envelope settings.
-Follow the prompts to set your envelope settings to Time and Date only, Message Source only, Message Length only, All the information, or None of the information. Default, the mailbox plays all the information.

WHILE YOU ARE LISTENING TO A MESSAGE
    -Press **1**: Backs up the message three seconds each time you press it.
    -Press **2**: Pauses the voice mail for a minute. # will un-pause it.
    -Press **3**: Jumps forward three seconds each time you press it.
    -Press **7**: Saves the message.
    -Press **9**: Deletes the message.
    -Press **#**: Skips the message and moves on to the next one.

AFTER THE MESSAGE PLAYS
    -Press **1** to Replay the message you just heard.
    -Press **2** to Reply to the message (will call back an external telephone number-does not work when accessing messages remotely)
    -Press **3**-Allows you to forward a copy of that same message to another mailbox user. *(Prompts you to record an introduction for the forwarded message if you want).*
    -Press **7**-saves the message you just listened to. -Press **9**-deletes the message you just listened to.

NOTE: Unless you save or delete a message, the system considers it a new message. Saved messages are saved indefinitely. Deleted messages can be brought back within (24) hours.

HOW TO UNDELETE A MESSAGE
    -From the first menu, press **5** for message options.
    -Press **2** to recover a deleted message.
    -Follow the prompts from that point.

LISTENING TO SAVED MESSAGES
From the first menu, press 3 to listen to saved message.

DELIVERY OPTIONS
After you record a message for another mailbox user, you can hang up to deliver the message or press pound (#) for more options.
    -Press pound (#), then **9** for delivery options, brings you to this menu:
    -Press **1**: Marks the message as private (It cannot be forwarded to another user).
    -Press **2**: Marks the message as certified (You get a voice mail receipt when the person you sent the message to listens to your message).
    -Press **3**: Marks the message as priority (It will be the first new message waiting in that mailbox).

TO CANCEL AN UNHEARD MESSAGE

    -From the first menu, press 5 for message options.

    -Press **1** to cancel an unheard message.

    -Enter the mailbox where you left the message.

    -As long as the user has not heard your message, you
can delete it