

MITEL

3300 | Integrated
Communications Platform

ONS/ANALOG TELEPHONE
USER GUIDE



MITEL

| it's about **YOU**

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PREFACE

This guide is for users with single line telephones. It explains how to use the telephone and the system features of the Mitel Networks 3300 ICP. System features are the special functions your telephone can access in addition to making and receiving calls, such as transferring a call or putting a caller on hold. Your phone may provide other system-independent features which are not described in this guide. Consult the documentation supplied by the manufacturer of the phone for information about such features.

ABOUT FEATURE ACCESS CODES

Use of some features requires dialing access codes. The codes are variable and may be different than those in this guide. Ask your Administrator for a list of codes you should use.

CALL BASICS

Making and Answering Calls

To make a call:

1. Lift the handset.
2. Dial the number.

To answer a call:

- Lift the handset.

Hold

To place a call on System Hold:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the Call Hold access code (***7**).

To retrieve a call on Hold:

1. Lift the handset.
2. Dial the Call Hold - Retrieve access code (***1**).

To retrieve a call on Hold from another extension:

1. Lift the handset.
2. Dial the Call Hold - Remote Retrieve access code (***23**).

Call Transfer

To transfer an active call:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the number of the third party.
3. Do one of the following:
 - To complete the transfer, hang up.
 - To announce the transfer, wait for an answer, consult, and then hang up.
 - To retrieve the call, press **FLASH** or flash the switchhook, and then dial the Call Hold - Retrieve Feature Access code (***23**).

Note: If the call is unanswered, it returns to your extension.

Three-Party Conference

This feature allows you to set up a conference call consisting of yourself and two extension users or another extension user and an external call.

To set up a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **FLASH** or quickly press and release the hookswitch.
5. Dial Conference Call access code (***4**).

To split a conference so that you can speak privately with one of the parties:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the Conference Call Split access code (***41**).

To leave a Conference:

- Hang up.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Dial the Last Number Redial access code ***01**.

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift the handset.
2. Dial the Save Last Number access code (****79**).

To redial a saved number:

1. Lift the handset.
2. Dial the Repeat Last Number Saved access code (***6***).

Speed Call - Personal

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial the Personal Speed Call - Invoke access code ***58**.
3. Enter an index number between **00** and **09**.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial the Personal Speed Call - Store access code (***67**).
3. Dial an index number between **00** and **09**.
4. Dial the number to be stored.
5. Hang up.

USING FEATURES

Account Codes

To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press **#**.

To enter an Account Code during a call:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial Account Code access code (****3**).
3. Dial the Account Code digits.
4. Press **#**.
5. Press **FLASH** or quickly press and release the hookswitch.

Attendant Call Hold - Remote Retrieve

To retrieve a call placed on Hold by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the digits announced by the attendant.

Broker's Call

To call another party when you are in an established two-party call:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the number.

To alternate between the two parties:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the Call Hold - Retrieve access code (***1**).

Callback

To request a Callback when you reach a busy or unanswered extension:

1. Dial the Callback - Setup access code (**1**).
2. Hang up.

To answer a Callback:

- Lift the handset.

To cancel a Callback:

1. Lift the handset.
2. Dial the Callback - Cancel Individual access code (***1#**).
3. Dial the number of the called extension.
4. Hang up.

To cancel all Callbacks:

1. Lift the handset.
2. Dial the Callback - Cancel access code (**#1**).
3. Hang up.

Call Forward

To program and activate Call Forward:

1. Lift the handset.
2. Dial one of the following Call Forward access codes:
 - To redirect all calls, dial the Follow Me access code (***8**).
 - To redirect all calls when your telephone is busy, dial the the Busy (External & Internal Souce) access code (****70**).
 - To redirect internal calls when your telephone is busy, dial the Busy (Internal Source) access code (**63**).
 - To redirect external calls when your telephone is busy, dial the Busy (External Source) access code (**62**).
 - To redirect all calls when you don't answer, dial the No Answer (External & Internal Source) access code (****71**).
 - To redirect internal calls when you don't answer, dial the No Answer (Internal Source) access code (**65**).
 - To redirect external calls when you don't answer, dial the No Answer (External Source) access code (**66**).
3. Dial the destination number.
4. Hang up.

To cancel Call Forward Busy or No Answer only:

1. Lift the handset.
2. Do one of the following:
 - To cancel the redirect of calls when your telephone is busy, dial the Cancel Call Forwarding - Busy (Ext & Int Source) access code (****72**).
 - To cancel the redirect of calls when you don't answer, dial ****74**.
3. Hang up.

To cancel all Call Forward types:

1. Lift the handset.
2. Dial the Cancel All Forwarding access code (**#8**).
3. Hang up.

Call Forward - Remote

To forward calls from a remote extension to your current location:

1. Lift the handset.
2. Dial the Call Forwarding - I Am Here access code (****8**).
3. Dial the number of the remote extension.
4. Hang up.

To cancel Call Forward - Remote from the extension that set the remote forwarding:

1. Lift the handset.
2. Dial the Cancel Call Forwarding Follow Me - Remote access code (****77**).
3. Dial the number of the remote extension.
4. Hang up.

To cancel Call Forward - Remote from the extension that was forwarded:

1. Lift the handset.
2. Dial the Cancel Call Forwarding Follow Me access code (**#8**).
3. Hang up.

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial the Call Forwarding - End Chaining access code **64**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial the Cancel Call Forwarding - End Chaining access code (****73**).
3. Hang up.

Call Forward - Override

To override Call Forward and ring a extension:

1. Lift the handset.
2. Dial the Call Forwarding - Override access code ***1***.
3. Dial the extension number.

Call Park

The Call Park feature allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from any extension in the system.

After parking the call, the system can automatically connect you to paging equipment so that you can announce the call to the requested party.

To park an active call:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial ***7#**.
3. Dial the directory number on which to park the call.
4. To inform a user that a parked call is waiting, do one of the following:
 - If automatic paging is enabled, announce the call and the directory number on which the call is parked.
 - If automatic paging is disabled, dial ****9**, followed by the Paging zone number (if required). Then, announce the call and the directory number on which the call is parked.

To retrieve a parked call:

1. Dial ***8#**.
2. Dial the directory number on which the call is parked.
3. If there are multiple calls parked on the number, dial the two-digit index number to retrieve a specific call, or **#** to retrieve the longest parked call.

Call Pickup

To answer a call that is ringing at another extension in your Pickup Group:

1. Lift the handset.
2. Dial the Dialed Call Pickup access code (***6**).

To answer a call that is ringing at a extension not in your Pickup Group:

1. Lift the handset.
2. Dial the Directed Call Pickup access code (****6**).
3. Dial the number of the ringing extension.

Camp-on

To Camp-on to a busy extension:

- Dial the Camp-on Setup access code (**3**).
-OR-

Wait for the time-out period to expire.

To retrieve a call when you hear Camp-on tone:

- Press **FLASH** or quickly press and release the hookswitch.
The current call is put on hold. You are connected to the waiting call.

Do Not Disturb

To activate Do Not Disturb:

1. Lift the handset.
2. Dial the Do Not Disturb access code (***5**).
3. Hang up.

To deactivate Do Not Disturb:

1. Lift the handset.
2. Dial the Do Not Disturb - Cancel access code (**#5**).
3. Hang up.

To activate Do Not Disturb from a remote extension:

1. Lift the handset.
2. Dial the Do Not Disturb - Remote feature access code (****5**).
3. Dial the number of the extension that you want to activate Do Not Disturb for.
4. Hang up.

To deactivate Do Not Disturb from a remote extension:

1. Lift the handset.
2. Dial the Do Not Disturb - Cancel Remote access code (**##5**).
3. Dial the number of the extension with Do Not Disturb activated.
4. Hang up.

Tag Call

Tag Call allows you to signal that you are the victim of a threatening or malicious call. Using the tag, your system administrator or telephone company can identify the source of the call and provide this information to appropriate personnel or authorities.

CAUTION: Tagging a non-malicious call may result in fines or other penalties.

To tag a malicious call:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial ***55**.

Note: Tag Call can be used on active two-party calls only. Calls on hold and conference calls cannot be tagged.

Override

To use Override when you encounter busy or Do Not Disturb tone:

- Dial the Override access code (**2**).

Paging

To use Paging:

1. Lift the handset.
2. Dial the Paging access code (****9**).
3. Dial the Paging zone number (if required).
4. Make the announcement.

Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are on an outside call.

To flash a trunk while talking on an outside call:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the Trunk Single Flash access code (***57**) or the Trunk Double Flash access code ***56**.
3. Wait for dial tone.
4. Dial the Centrex feature access code.



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