
Mitel® 5000 Communications Platform

Phone User Guide Supplement

For Version 4.0 Software

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Introduction

This user guide supplement was created for the Mitel 5000 Communications Platform (CP) version 4.0 software release. This supplement specifies the affected 5000 CP user guides, and provides information and instructions for the 5000 CP v4.0 new features and changes. See the following sections for details:

- [Affected User Guides](#) below
- New Supported Devices on [page 3](#)
- Using Configuration Assistant on [page 12](#)
- Activating Door Relay on [page 14](#)
- Canadian French Support on [page 15](#)

Affected User Guides

This document provides supplemental information and instructions for the following existing Mitel 5000 phone user guides:

- 8500 Telephone User Guide, part number 550.8114
- 8520 User Guide, part number 550.8112
- 8528 Telephone User Guide, part number 550.8032
- 8560/8660 Phone User Guide part number 550.8113
- 8568 Telephone User Guide, part number 550.8033
- 8600 User Guide, part number 550.8115
- 8620/8622 IP Phone User Guide, part number 550.8119
- 8662 IP Phone User Guide, part number 550.8117
- 5212/5224 IP Phone User Guide, part number 550.8122
- 5304 IP Phone User Guide, part number 550.8034
- 5320/5330/5340 IP Phone User Guide, part number 550.8123
- 5312/5324 IP Phone User Guide, part number 550.8035
- Single-Line Phone User Guide, part number 550.8107
- Executive Display/IP Phone Plus User Guide, part number 550.8108
- Standard Display/Basic Digital User Guide, part number 550.8109
- Professional Display Phone User Guide, part number 560.8002
- Associate Display/Basic Digital User Guide, part number 560.8003

The information covered in this document also applies to the following user guide, which is new for v4.0:

- 5360 IP Phone User Guide, part number 550.8124

Terminology Changes

To accommodate changes in technology and/or to better align with the overall corporate marketing strategy, the following terminology changes have been implemented in the v4.0 release:

- Digital endpoints are now referred to as digital telephones.
- IP endpoints are now referred to as IP phones.
- The Personal Call Routing feature introduced in v3.2 has been renamed as Dynamic Extension Express.

New Supported Devices

5000 CP v4.0 adds support for the following devices:

- [5360 IP Phone](#) below
- 5310 IP Conference Unit on [page 5](#)
- Line Interface Module (LIM) on [page 8](#)
- 5610 Cordless Handset and IP DECT Stand on [page 11](#)
- Unified Communicator Express SIP Softphone on [page 11](#)

5360 IP Phone

The 5360 IP phone has a seven-inch (17.8 cm), backlit, high-resolution (800 x 480), color, touch-screen display with brightness controls. For one-touch feature access, the 5360 has eight context-sensitive softkeys and 42 self-labeling programmable keys (three pages of 14 each). It includes an embedded screen saver application and text size control.

The Gadget Sidebar provides one-touch access to embedded applications (such as turning the display's backlight on or off). And, a 10/100/1000 auto-sensing Gigabit Ethernet LAN connection allows unconstrained bandwidth from the network to the desktop. The phone supports the Mitel Cordless Handset and Headset, the Mitel Line Interface Module, the Mitel 5310 IP Conference Unit, and the Mitel Wireless LAN Stand.

5360 IP Phone



- | | |
|----------------------------|--------------------------|
| 1 – Handset | 6 – Feature buttons |
| 2 – Display and Softkeys | 7 – Dialpad buttons |
| 3 – Status Bar | 8 – Programmable buttons |
| 4 – Gadget Sidebar | 9 – Navigation buttons |
| 5 – Ring/Message Indicator | 10 – External Speaker |

The new 5360 IP phone has the same basic functionality as the existing 5340 IP phone except that the 5360 IP phone:

- has a color display.
- does not have “physical” programmable buttons
- has “virtual” programmable buttons accessed using a touch-screen display
- has LED-like button statuses represented with graphics on the display
- has an eight-button softkey region (four on the left and four on the right)
- stores brightness/contrast settings in the phone (not in the system database)
- has a Gadget Sidebar for launching applications
- has a backlight off function (to turn the display off if desired)
- has a calibrate display function (to re-calibrate the touch screen accuracy if necessary)

For additional information about the phone and available system features, refer to the *Mitel 5360 IP Phone User Guide*, part number 550.8124.

5310 IP Conference Unit

The optional 5310 IP Conference Unit (shown below) can be connected to the 5224, 5324, 5330, 5340, and 5360 IP phones to provide full-duplex, advanced IP conferencing.

If you have a 5330, 5340, or 5360 IP phone equipped with a 5310 Conference Unit, you can use the Conference Controller application on your phone to turn the Conference Unit on or off, to adjust the volume, or to put the Conference Unit into Presentation mode.

If you have a 5324 phone equipped with a 5310 Conference Unit, use the buttons on the phone or on the optional remote control mouse to control the Conference Unit.

If you have a 5224 phone equipped with a 5310 Conference Unit, use the Side Control Unit to control the Conference Unit.

Installation instructions are included with the unit.

Mitel 5310 IP Conference Unit



For information about placing conference calls and adding parties to the conference, refer to the Placing Conference Calls section in the appropriate user guide.

Accessing/Exiting the Conference Controller Application

If you have a 5330/40/60 phone, you must first access the Conference Controller application to use the Conference Unit.

NOTE The Conference Controller application is not available on the 5224 and 5324 phones.

To access the Conference Controller application:

1. Press  (Applications).
2. Press **Conference Unit**.

To exit the Conference Controller application:

Press **Close** in the Conference Controller application.

Turning the Conference Unit On and Off

The following instructions describe how to turn the Conference Unit on and off.

To turn the Conference Unit on and off:

For 5330/40/60 phones:

Press **Turn On** or **Turn Off** in the Conference Controller application. If applicable, the  icon appears in the phone status line while the Conference Unit is on.

For the 5324 phone:

Use the Speaker button on the phone, or use the On/Off button on the optional remote control mouse.

For the 5224 phone:

Use the On/Off button on the Side Control Unit.

NOTE

Turning the 5310 Conference Unit off terminates the active call. To continue the call either pick up the handset or press the **Speaker** button on the phone.

Adjusting the Conference Unit Volume

The following instructions describe how to adjust the Conference Unit volume.

To adjust the Conference Unit volume:

Press **Volume Up** or **Volume Down**.

Muting the Conference Unit

You can mute the Conference Unit so that conversation or noise near the Conference Unit cannot be heard by individuals being conferenced.

To mute the Conference Unit:

Press **Mute**.

For 5330/40/60 phones:

Press **Mute**.

For the 5324 phone:

Use the Mute button on the phone, or use the Mute button on the optional remote control mouse.

For the 5224 phone:

Use the Mute button on the Side Control Unit.

NOTE

Although pressing the fixed Mute button on the phone itself mutes the audio on the attached 5310 conferencing unit, the orange mute LED indicator on the conference unit does not light up. However, if using the Conference Controller application (5330, 5340, and 5360), the optional remote control mouse (5324), or the side control unit (5224) to mute the conference unit, the orange mute indicator does light up as designed.

Placing the Conference Unit in Presentation Mode

Presentation Mode should be used when only one individual will be speaking into the Conference Unit. If another individual near the unit wishes to speak, you should disable Presentation Mode. Presentation Mode minimizes extraneous noise.

To enable/disable Presentation Mode:

For 5330/40/60 phones:

Toggle **Presentation Mode** on or off in the Conference Controller application.

For the 5324 phone:

Use the Presentation button on the optional remote control mouse.

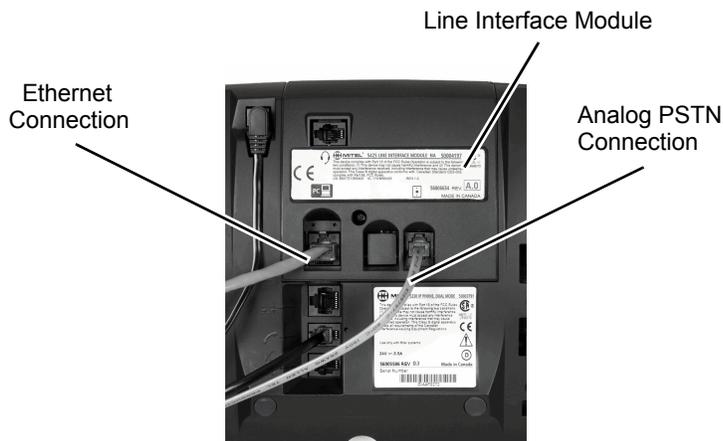
For the 5224 phone:

Use the Presentation button on the Side Control Unit.

Line Interface Module (LIM)

The LIM (shown below) is an optional device that adds an analog phone line capability to the Mitel 5224, 5324, 5330, 5340, and 5360 IP Phones. Where the analog line or loop start line connects directed to the IP telephone via the LIM module interface.

Mitel Line Interface Module



You can use the LIM to:

- allow incoming and outgoing analog PSTN calls directly to and from the IP phone
- provide survivability (failover) in the event IP connectivity is lost
- provide emergency dialing support (emergency calls can be programmed to connect through the analog PSTN connection)

If you have a LIM connected to your phone, all programming of the LIM, except the Analog button (key), is done by the Installer when your phone is installed. To program the Analog button, refer to the “Using Programmable Buttons” section in the appropriate user guide.

The LIM operates in one of the following two modes, as determined by your System Administrator:

- **LIM Mode:** You can use the LIM line at any time.
- **Failover Mode:** You can use the LIM line only when the IP connection has failed.

NOTE Handsfree and on-hook dialing are not supported on the LIM line.

Installation instructions are included with the unit.

Making and Answering Calls Using the LIM Button

To make a call using the LIM line:

1. Lift the handset.
2. Press the button you programmed as **LIM line**.
3. Dial the number.

NOTE

When you make an external call over the LIM line, a prefix dialing number is not required. If your phone's LIM line button has the Privacy option enabled, you cannot access the LIM line when another phone is using the LIM line (button is solid orange). To access the LIM line, the user of the other phone must first hang up. To determine whether the Privacy option is enabled, contact your System Administrator.

To answer a Call using the LIM line:

1. Lift the handset.
2. Press the **LIM line** button that is highlighted.

To answer a waiting call on the LIM line:

NOTE

If you have subscribed to an analog call waiting service, you may briefly press the hookswitch and release to flash the line or press the Star button (*) to answer a waiting analog call. When you are on an analog call and a waiting analog call arrives, you hear a beep. This feature may not be supported in all regions.

To answer a waiting analog call or return to the original analog call:

1. Do one of the following:
 - Press and release the hookswitch.
 - Press the Star button (*) to cancel.
2. Press the button you have programmed as **LIM line**.

To put a current call on hold to answer an incoming analog call:

Press the highlighted **LIM line** button.

To switch between the current call and the held call when one of the calls is using the LIM line, do one of the following:

- If your current call is using the LIM line, press the flashing **Line** button of the held call. The analog call is automatically put on hold.
- If your current call is using an IP line, press the highlighted **LIM line** button. The IP line is automatically put on hold.

To end a current call when an incoming analog call arrives:

Press the Star button (*) and then press the highlighted **LIM line** button. The current call ends and you are connected to the caller on the LIM line.

To end the current analog call when an incoming call arrives:

Press the Star button (*) to cancel. The current analog call ends and you are connected to the new caller.

Making and Answering Calls Using the Failover Mode

To make a call using the LIM line during an IP connection failure:

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

To answer a call using the LIM line during an IP connection failure:

Lift the handset. The call is answered. IP FAIL: ANALOG CALL appears.

Placing Emergency Calls Using the LIM Line

Emergency Number dialing should only be performed by picking up the handset and selecting the LIM line key you have programmed. If Privacy Mode is enabled and the LIM line key local line is busy, dialing will not occur on the LIM line. Emergency dialing using an IP connection may not be supported due to system configuration and country location. For more information, contact your System Administrator.

To make an Emergency Call using the LIM line:

1. Lift the handset.
2. Press the **LIM line** key that you have programmed. ANALOG CALL appears.
3. Dial your local emergency number.

To make an Emergency Call using the LIM line, when the IP connection has failed:

1. Lift the handset.
2. Press the **LIM line** key that you have programmed. IP FAIL: ANALOG CALL appears.
3. Dial your local emergency number.

5610 Cordless Handset and IP DECT Stand

The Mitel 5610 Cordless Handset and IP DECT (Digital Enhanced Cordless Telecommunications) Stand provide 5000 CP basic SIP call processing features on a cordless handset. Each IP DECT stand supports up to eight 5610 cordless handsets. Each handset is programmed as a separate extension (SIP phone) on the 5000 CP, and they can be assigned to hunt groups or as Dynamic Extension Express associated destinations (like any other phone in the system).

The IP DECT stand connects to the network through the PC port on a Mitel 5312, 5320, 5324, 5330, 5340, or 5360 IP phone. To extend the wireless reception range, if needed, the IP DECT Stand can be equipped with an optional repeater.

For installation, configuration, and usage, refer to the documentation included with the product.

5610 Cordless Handset and IP DECT Stand



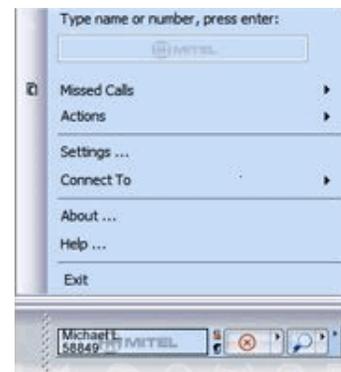
Unified Communicator Express SIP Softphone

The Mitel Unified Communicator[®] (UC) Express SIP Softphone is a lightweight, serverless unified communications solution that provides productivity enhancements like click-to-dial, incoming caller ID pop-up, PC-based missed calls and speed calls list, and personal (Microsoft[®] Outlook[®]) directory integration.

UC Express Softphone provides a telephony toolbar graphical user interface (GUI), shown on the right, that allows you to place and receive calls and make use of all the features of UC Express without requiring a standard desk phone. It uses a speaker and microphone connected to a PC for its audio connection.

It is aimed at mobile or remote workers, enabling them to become more accessible to customers, management, and their co-workers regardless of location.

For installation, configuration, and usage, refer to the documentation included with the product.



Using Configuration Assistant

If Configuration Assistant is enabled for your system, you can access this voice guided configuration portal that provides easy-to-use, remote access to the following phone configuration options:

- Dynamic Extension Express (previously known as Personal Call Routing)
- DND
- Manual Call Forwarding

NOTE

You need a Configuration Assistant extension number to use this feature. Contact your system administrator for more information.

Changing Your Station Password

Before using Configuration Assistant, Mitel recommends that you change your default Station password to something more secure.

To change your Station password:

1. Dial **392**. ENTER PASSWORD appears.
2. Enter your current password (the default password is your extension number), followed by **#**. CHANGE PASSWORD TO appears.
3. Enter the new password followed by **#**. VERIFY PASSWORD appears.
4. Enter the new password again followed by **#**. DATABASE UPDATED appears.

To change the password from another phone, refer to the Changing the Station Password section in the appropriate user guide.

Accessing Configuration Assistant

Follow the instructions below to access Configuration Assistant.

To access Configuration Assistant:

1. Access the Configuration Assistant extension number from inside or outside the system by:
 - dialing it from any phone in the system.
 - being transferred to it.
 - dialing it from automated attendant, voice mail, or DISA.
2. Do one of the following:
 - If calling from your main desktop phone, proceed to [step 3](#).
 - If calling from someone else's main desktop phone that is designated as a Configuration Assistant user, press the Star button (*), and then enter your extension number.
 - If calling from a phone that is not designated as a Configuration Assistant user, enter your extension number.
 - If transferred to Configuration Assistant or if calling Configuration Assistant from outside the system, enter your extension number.
3. Enter your Station password, and then press **#**.

You may now change the settings for any of the following features:

- Dynamic Extension Express (see [page 13](#))
- DND (see [page 13](#))
- Manual Call Forwarding (see [page 14](#))

Changing Dynamic Extension Express Settings

NOTE

This feature is available only if the authenticated extension is identified as a Dynamic Extension Express (DEE) user. For details about using DEE (previously known as Personal Call Routing), refer to the Using Dynamic Extension Express (or Personal Call Routing) section in the appropriate user guide.

To change DEE settings using Configuration Assistant:

1. Access Configuration Assistant as described in “Accessing Configuration Assistant” on [page 12](#).
2. Follow the voice prompts to change your DEE status (on or off) or program a mobile phone number. When this option is selected, Configuration Assistant first states whether DEE is currently enabled or not (for example, “Dynamic extension is enabled”), and then offers the following DEE functions:
 - Enable (only if DEE is disabled)
 - Disable (only if DEE is enabled)
 - Program mobile phone number [you do not have to enter the Outgoing feature code (8)]
3. Hang up, or press the Star button (*) to return to the main menu.

Changing DND Settings

For more information about using DND, see the Do-Not-Disturb (DND) section in the appropriate user guide.

To change DND settings using Configuration Assistant:

1. Access Configuration Assistant as described in “Accessing Configuration Assistant” on [page 12](#).
2. Follow the voice prompts to change your DND status (on or off). There is no option to provide a specific DND status message. When this option is selected, Configuration Assistant first states whether DND is currently enabled or not (for example, “Do-Not-Disturb is disabled”), and then offers the following DND functions:
 - Enable (only if DND is disabled)
 - Disable (only if DND is enabled)
3. Hang up, or press the Star button (*) to return to the main menu.

Manual Forwarding Calls

For more information, see the Manual Call Forwarding section in the appropriate user guide.

To change Manual Call Forwarding settings using Configuration Assistant:

1. Access Configuration Assistant as described in “Accessing Configuration Assistant” on [page 12](#).
2. Follow the voice prompts to change your manual call forwarding status (on or off). There is no option to provide a specific call forwarding condition, such as no answer or busy. When this option is selected, Configuration Assistant first states whether call forwarding is currently enabled or not (for example, “Call Forwarding is enabled”) and then offers the following forwarding functions:
 - Forward calls to voice mail
 - Forward calls to an internal extension number
 - Forward calls to an external phone number [you do not have to enter the Outgoing feature code (8)]
 - Disable (only if Call Forwarding is enabled)
3. Hang up, or press the Star button (*) to return to the main menu.

Activating Door Relay

If the Activate Door Relay feature is enabled, you can unlock a door (that is, “buzz” it open) through your phone.

You can enter the Activate Door Relay feature code while idle or while on a call. This allows you to activate the feature while talking to a communications device mounted at the door without first having to hang up. When activated while on a call, the feature will not affect the call in progress other than to show a short confirmation on the display.

You can add the Activate Door Relay feature to a phone keymap button, just like any other station feature.

To unlock a door:

While idle or while on a call, dial **332**. The door is unlocked.

Canadian French Support

In addition to US English, UK English, Mexican Spanish, and Japanese, the v4.0 software release now supports Canadian French. Your system administrator can select two of the following languages as the primary and secondary languages to display text.¹

- American English
- British English
- Canadian French (new)
- Mexican Spanish

Custom Characters

You can use the dialpad buttons to enter text or numbers for features such as Do-Not-Disturb and Station Speed Dial. Depending on which language the phone is using, the custom characters may change.

The charts on the following pages show which custom characters you will enter depending on the number of times each dialpad button is pressed. You may now enter both lowercase and uppercase characters instead of the uppercase-only restriction in place prior to v4.0.

The following table summarizes which phones use which character bitmaps when the system is equipped with v4.0 software. See the following pages for character bitmap charts.

Phones and Supported Character Bitmaps with Version 4.0 Software

Phones	New Character Bitmaps			Old Character Bitmaps		
	US & UK	Spanish	French Canadian	US, UK, Fr-Can	Spanish	Japanese
52xx/53xx	✓	✓	✓			
8560/8660	✓	✓	✓			✓
8528/8568	✓	✓	✓			✓
All Others				✓	✓	✓

1. This feature may or may not be enabled for your system.

Phones Supporting New Character Bitmaps

The Mitel 52xx/53xx IP phones, the 8660 IP phone, and the 8528, 8568, and 8560 digital telephones are able to support all of the new character bitmaps required to fully support the Canadian French and Mexican Spanish languages. When using these phones, the following charts show which characters you will enter depending on the number of times each dialpad button is pressed.

Custom Dialpad Characters — US English and UK English

Button	Number of Times Dialpad Button is Pressed														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	:	-	/	,	.	;	()	&	+	*	!	?	#	1	
2	A	B	C	2	a	b	c								
3	D	E	F	3	d	e	f								
4	G	H	I	4	g	h	i								
5	J	K	L	5	j	k	l								
6	M	N	O	6	m	n	o								
7	P	Q	R	S	7	p	q	r	s						
8	T	U	V	8	t	u	v								
9	W	X	Y	Z	9	w	x	y	z						
0	0														

Custom Dialpad Characters — Mexican Spanish

Button	Number of Times Dialpad Button is Pressed														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	:	-	/	,	.	;	()	&	+	*	!	?	#	1	
2	A	B	C	2	A	b	c	Á	Á						
3	D	E	F	3	D	e	f	É	é						
4	G	H	I	4	G	h	i	Í	í						
5	J	K	L	5	J	k	l								
6	M	N	O	6	M	n	o	Ñ	Ó	ñ	ó				
7	P	Q	R	S	7	p	q	r	s						
8	T	U	V	8	T	u	v	Ú	Ü	ú	ü				
9	W	X	Y	Z	9	w	x	y	z						
0	í	¿	ª	º	0										

Custom Dialpad Characters — Canadian French

Button	Number of Times Dialpad Button is Pressed														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	:	-	/	,	.	;	()	&	+	*	!	?	#	1
2	A	B	C	2	A	b	c	À	Â	Æ	Ç	à	â	æ	ç
3	D	E	F	3	D	e	f	È	É	Ê	Ë	è	é	ê	ë
4	G	H	I	4	G	h	i	Î	Ï	î	ï				
5	J	K	L	5	J	k	l								
6	M	N	O	6	M	n	o	Ô	Œ	ó	œ				
7	P	Q	R	S	7	p	q	r	s						
8	T	U	V	8	T	u	v	Ù	Û	Ü	ù	û	ü		
9	W	X	Y	Z	9	w	x	y	z	ÿ	ÿ				
0	«	»	0												

Phones Supporting Old Character Bitmaps

All phones other than the Mitel 52xx/53xx IP phones, the 8660 IP phone, and the 8528, 8568, and 8560 digital telephones are unable to support all of the new character bitmaps required to fully support the Canadian French and Mexican Spanish languages. However, they continue to support the limited subset of characters that were available prior to v4.0. When using these other phones, the following charts show which characters you will enter depending on the number of times each dialpad button is pressed.

Custom Dialpad Characters — US English, UK English, and Canadian French

	Number of Times Dialpad Button is Pressed														
Button	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	:	-	/	,	.	;	()	&	+	*	!	?	#	1	
2	A	B	C	2	a	b	c								
3	D	E	F	3	d	e	f								
4	G	H	I	4	g	h	i								
5	J	K	L	5	j	k	l								
6	M	N	O	6	m	n	o								
7	P	Q	R	S	7	p	q	r	s						
8	T	U	V	8	t	u	v								
9	W	X	Y	Z	9	w	x	y	z						
0	0														

Custom Dialpad Characters — Mexican Spanish

	Number of Times Dialpad Button is Pressed														
Button	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	:	-	/	,	.	;	()	&	+	*	!	?	#	1	
2	A	B	C	2	A	b	c								
3	D	E	F	3	D	e	f								
4	G	H	I	4	G	h	i								
5	J	K	L	5	J	k	l								
6	M	N	O	6	M	n	o	ñ							
7	P	Q	R	S	7	p	q	r	s						
8	T	U	V	8	T	u	v								
9	W	X	Y	Z	9	w	x	y	z						
0	0														

Phones Supporting Japanese Character Bitmaps

The Mitel 52xx/53xx IP phones do not support Japanese characters. However, for all other phones supported by the system, the following chart shows which Japanese characters you will enter depending on the number of times each dialpad button is pressed.

Custom Dialpad Characters — Japanese

Button	Number of Times Dialpad Button is Pressed						
	1	2	3	4	5	6	7
1	A	I	U	E	O	a	1
2	KA	KI	KU	KE	KO	i	2
3	SA	SHI	SU	SE	SO	u	3
4	TA	CHI	TSU	TE	TO	e	4
5	NA	NI	NU	NE	NO	o	5
6	HA	HI	FU	HE	HO	tsu	6
7	MA	MI	MU	ME	MO	ya	7
8	YA	YU	YO	yu	8		
9	RA	RI	RU	RE	RO	yo	9
0	WA	WO	N	pa	ba	lg	0

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