

MITEL

# 5000 Communications Platform (CP)

## Single-Line Phone



User Guide



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# Single-Line Phone Quick Reference Guide

This guide provides information for frequently used features. For more information about these and other features, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system.

## Commonly Used Feature Codes

Contact your system administrator for more information about system features.

Feature	Code
Account Code – Following Calls	391
Account Code – Optional	390
ACD Agent – Log In/Out	328
ACD Agent – Wrap-Up Terminate	329
Agent Help Request	375
Answer (Ringing Call)	351
Automatic Trunk Call Access – On/Off	360
Call Forward All Calls	355
Call Forward No Answer/Busy	358
Conference	5
Do-Not-Disturb – On/Off	372
Dynamic Extension Express – On/Off	364
Dynamic Extension Express Handoff	388
Hold – Individual	336
Hunt Group – Remove/Replace	324
Message – Delete Message	368
Message – Leave Message	367
Page	7
Program Station Passcode	392
Queue (Callback) Request	6
Record-A-Call	385
Redial	380
Remote Programming	359
Reverse Transfer (Call Pick-Up)	4
Ring Intercom Always On/Off	377
Routing Off	304
System Speed Dial	381
Station Speed Dial	383
Transfer to Hold	346
Transfer to Ring	345

## Answering Calls

Lift the handset.

## Placing Emergency Calls

Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

## Placing Internal (Intercom) Calls

1. Lift the handset, and then dial the extension number.
2. If your call goes through handsfree to a phone's speaker, speak after you hear a double tone.

If you hear continuous ringing, wait for the call to be answered.

## Placing a Call on Hold

To place a call on hold, perform a hookflash, and then dial **336**. To return to the call, perform a hookflash and dial **336**.

## Placing Emergency Calls

Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

## Placing External Calls

1. Lift the handset and dial the Outgoing Call feature code (**8** is the default code).
2. Dial the number.

## Redialing External Numbers

Lift the handset and dial **380**. The line is automatically selected and the number is dialed.

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## Transferring Calls to Other Extensions

1. While on the call, perform a hookflash. You hear two short tones.
2. Dial an extension number.  
If desired, wait for an answer and announce the call.
3. Hang up.  
If the number is busy, there is no answer, or the transfer is refused, hookflash twice to return to the caller.

## Forwarding Calls

1. Lift the handset, and then enter one of the following feature codes:
  - **355**: Call Forward All Calls
  - **356**: Call Forward If No Answer
  - **357**: Call Forward If Busy
  - **358**: Call Forward If No Answer/Busy
2. Dial an extension number, or select an Outgoing line, and then dial the telephone number.
3. Hang up.

## Placing Ad Hoc Conference Calls (Internal)

1. While on the first call, perform a hookflash, and then dial **5**.
2. Place another call, and then hookflash, and then dial **5**.
3. Perform another hookflash, and then dial **5** again to join all of the calls together in the conference.

## Placing Ad Hoc Conference Calls (External)

1. While on the first call, perform a hookflash. You hear two short tones.
2. Select an outgoing line and dial the number.  
If desired, wait for an answer and announce the call.
3. Hang up.  
If the number is busy, there is no answer or the transfer is refused, hookflash twice to return to the caller.

## Retrieving Messages

When you lift the handset, you hear six quick tones followed by intercom dial tone. Dial **365** to automatically place a call to the station or message center that left the message.

## To Turn on Do-Not-Disturb

1. Lift the handset, and then dial **370**.
2. Enter the default DND message number.
3. Enter the optional second-line message text.
4. Hang up.

## Placing a Page Announcement

1. Lift the handset, and then dial **7**.
2. Enter the page-zone number (**0** to **9**).
3. After the tone, make your announcement, and then hang up.

## Responding to a Waiting Call

To respond to a waiting call, do one of the following:

- End the call by hanging up. When the waiting call rings, lift the handset to answer.
- Place the current call on hold.

## Using Reverse Transfer

1. Lift the handset, and then dial **4**.
2. Dial the extension or hunt group number where the call is ringing or holding.

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## Notice

This guide is released by Mitel Networks Corporation and provides information necessary to use single-line phones. The guide contents, which reflect current Mitel standards, are subject to revision or change without notice.

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware, software, or system administrator assistance.

**For sales, service, or technical support, contact your local authorized provider:**

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Enter provider information above.

If you do not know the contact information for your local provider, use the “Partners” link at the top of the [Mitel home page](#) ([www.mitel.com](http://www.mitel.com)) to find a location near you.

If you have any questions or comments regarding this user guide or other technical documentation, contact the Technical Publications Department (USA) at:

[tech\\_pubs@mitel.com](mailto:tech_pubs@mitel.com)

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## Important Safety Instructions and Precautions

Remember the following safety guidelines when using the phone.

### Programming Emergency Numbers

Make sure to do the following when programming emergency numbers and/or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform tests during off-peak hours such as early morning or late evenings.

### Safety Notices

The following notices may appear on the product or in the technical documentation.

Notice	Description
 <b>CAUTION</b>	Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.
 <b>WARNING</b>	Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
 <b>DANGER</b>	Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
	The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.

### Maintenance and Repair

There are no user serviceable parts inside the phones. For repairs, return the phone to an authorized Mitel provider.

**NOTE**

Changes or modifications not expressly approved by Mitel may void the user's right to operate the equipment.

### Product Disposal Instructions



This symbol indicates that the product is classified as electrical or electronic equipment and should not be disposed of with other commercial or household waste at the end of its working life. For appropriate disposal and recycling instructions, contact your local Mitel provider.

*The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) was established by the European Union to minimize negative impact on the environment, control hazardous substances, and curtail landfill expansion by using the best available recovery and recycling techniques.*

### Software Compatibility

Depending upon which software version your telephone system is using, some of the features included in this guide may not be available for your phone. Check with your system administrator to see which software version your telephone system currently uses and if there are any feature restrictions for your system.

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## Phone Usage

This equipment is not for connection to the telephone network or public coin phone service. It is only for use when connected to Mitel systems.

### **WARNING**

When using your phone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
- Avoid using a phone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the phone to report a gas leak in the vicinity of a leak.
- Do not connect directly to the Public Switched Telephone Network (PSTN). Any connection of this phone to an off premise application, an out of plant application, any other exposed plant application, or to any equipment other than the intended application may result in a safety hazard, and/or defective operation, and/or equipment damage. "Exposed plant" means where any portion of the circuit is subject to accidental contact with electric lighting or power conductors operating at a voltage exceeding 300 volts between conductors or is subject to lightning strikes.
- The socket outlet, if used, shall be located near the equipment and shall be easily located by the user.
- Use only Mitel approved power adaptors.
- The handset supplied with the phone is not certified for use with any other phone. Use of the handset with any other phone may have the potential to cause hearing loss in the event of a lightning strike on the outside plant wiring.

## Regulatory Approvals

For regulatory information (for example, FCC approvals), see the manufacturer's regulatory information included with your phone.



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# Getting Started

## Welcome

The instructions in this guide are for using the single-line phone. The *Quick Reference Guide* located at the beginning of this user guide is an overview of frequently used features.

Your phone should be powered on and ready to use. If you have any questions on the operation of your phone, contact your system administrator for assistance.

Because a variety of voice mail products work with the Mitel 5000 Communications Platform (CP), this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Unified Voice Messaging, and Embedded Voice Mail Card User Guide*, part number 835.3205, or the *Mitel NuPoint Unified Messaging User Guide* on the [Mitel Web site](http://edocs.mitel.com) (<http://edocs.mitel.com>). Contact your system administrator for more information about your voice mail system.

**NOTE**

Because many phone features can be programmed to perform various tasks, some features may work differently than the descriptions in this guide. Contact your system administrator for more information.

## Things to Know

Your single-line phone and telephone system come equipped with many features. To help you understand what everything means, read the following information before you use your phone:

- Your telephone system may be programmed for one or two dial tones. Systems with two dial tones have one for intercom calls and one for outside calls.
- Many features “time out” if you wait too long before performing the next step. If this happens, you must hang up and start over.
- If you hear four fast tones or repeating fast tones, you have done one of the following:
  - Pressed an invalid button combination
  - Tried to select a restricted line
  - Dialed a restricted or invalid number
  - Dialed too slowly between digits
  - Waited too long before performing the next step.Hang up and try again.
- “Off-hook” means that the handset is lifted. “On-hook” indicates that the handset is in the cradle. For example, you must first go “off-hook” to make a call, but you must go “on-hook” to end a call.
- Some instructions require you to perform a “hookflash,” which is a quick hang up and release.

## Contact Information

Your system administrator can help you with items such as changing your settings or modifying phone features. System administrator duties include:

- Adding new user accounts.
- Setting the date and time.
- Programming System Speed-Dial numbers.
- Making system changes, such as changing user names and extension numbers.

Contact your system administrator with questions that are not covered in this user guide. If you need further assistance, you can find provider information on the [Mitel Web site](http://www.mitel.com) at [www.mitel.com](http://www.mitel.com). All sales, service, and support are coordinated at the local level.

## Returning to Default Operation

You can return your phone to default levels at any time. This feature cancels Do-Not-Disturb, manual call forwarding, and queue requests and restores hunt group calls and system forwarding all at once.

**To return your phone to default:**

Lift the handset, and then dial **394**.

## Default Access Codes

The following are default system access codes. If your system uses different codes, record the codes in the “New Code” column for reference.

### Outside Line Access Codes

Code Type	Code	New Code
Emergency Call	911 (999/112 Europe)	
Outgoing Call (Default)	8	
Select Line Group 1 to 208	92001 to 92208	
Automatic Route Selection	92000	

### Extension Numbers

Code Type	Code	New Code
Attendant	0	
Phone Extensions	1000 to 1999	
Hunt Groups	2000 to 2299	

## Default Feature Codes

The following table lists default feature codes.<sup>1</sup> If your system administrator changes any of the default codes, you can record the new codes for reference in the “New Code” column.

Feature	Page	Code	New Code
Account Code – Follow Calls	5	391	
Account Code – Optional	5	390	
ACD Agent – Log In	33	326	
ACD Agent – Log In or Log Out	33	328	
ACD Agent – Log Out	33	327	
ACD Agent – Wrap-up Terminate	34	329	
Activate Door Relay	5	332	
Agent Help – Reject	35	376	
Agent Help – Request	35	375	
Answer Ringing Call	7	351	
Automatic Trunk Answer	13	350	
Call Forward – All Calls	13	355	
Call Forward – If Busy	13	357	
Call Forward – If No Answer	13	356	
Call Forward – No Answer/Busy	13	358	

1. These features shown may or may not be enabled for your system.

Feature	Page	Code	New Code
Conference	17	5	
Default Station	2	394	
Do-Not-Disturb	30	370	
Do-Not-Disturb – Cancel	30	371	
Do-Not-Disturb – On and Off	30	372	
Do-Not-Disturb – Override	30	373	
Dynamic Extension Express On	17	363	
Dynamic Extension Express Off	17	362	
Dynamic Extension Express On/Off	17	364	
Dynamic Extension Express Handoff	17	388	
Hold – Individual	11	336	
Hunt Group – Remove/Replace	33	324	
Message – Cancel Left Message	30	366	
Message – Delete Message	30	368	
Message – Leave Message	29	367	
Page	30	7	
Page Receive – On and Off	30	325	
Program Station Passcode	25	392	
Queue (Callback) Request	8	6	
Record-A-Call	20	385	
Redial	9	380	
Remote Programming	25	359	
Reverse Transfer (Call Pick-Up)	12	4	
Ring Intercom Always – On and Off	11	377	
Station Speed Dial	10	383	
System Forward – On and Off	13	354	
System Speed Dial	10	381	
Transfer To Hold	12	346	
Transfer To Ring	12	345	

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## Using Account Codes

If your telephone system is programmed to use the Station Message Detail Recording (SMDR) feature, you may be required to enter account codes when placing a call. Account codes record information for telephone record reports. You may be required to enter account codes when placing calls. Contact your system administrator for more information about using account codes.

There are three types of account codes:

- **Standard account codes:** Automatically entered into the telephone record report whenever you place a call.
- **Forced account codes:** Entered before you can place an outside call.
- **Optional account codes:** Entered at any time during a call.

**To enter an optional account code:**

1. Perform a hookflash, and then dial **390**.
2. Enter the optional account code. If the optional account code is not immediately accepted, press **#**.

**To set an account code for all calls placed from your phone:**

Lift the handset, dial **391**, and then the account code. If the account code is not immediately accepted, press **#**. This code is used for all calls made from your phone until it is disabled.

**To disable the code:**

Lift the handset, dial **391**, and then press **#**.

## Activating Door Relay

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

**To unlock a door:**

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



# Answering and Placing Calls

With your single-line phone you can make and receive internal (intercom), external, and emergency calls. The following sections describe how to answer and place calls and how to use related features.

**NOTES**

Single-line phones sometime require you to perform a hookflash (a quick hang-up and release) as part of the instructions for using the feature.

A “Hookflash” is known as a “Recall” in Europe.

## Answering Calls

Extension numbers allow people in your telephone system to place internal calls easily without dialing any extra codes.

**NOTE**

Ask your system administrator for a list of extensions.

**To answer a call:**

Lift the handset.

**To place an internal call:**

1. Lift the handset, and then dial an extension number.
2. If your call goes through handsfree to a phone's speaker, listen for the double tone and then speak.

If you hear continuous ringing, wait for the call to be answered.

The telephone system allows you to place a non-handsfree call that will override handsfree mode on the extension you are calling. If you use the Ring Intercom Always feature to always send non-handsfree calls, the called party must pick up the handset to answer the call.

**To place a non-handsfree call that will ring at the other phone until answered:**

Press # before dialing the extension number.

**To program your phone to always send non-handsfree calls using the Ring Intercom Always feature:**

Lift the handset, and then dial **377**.

## Answering Waiting Calls

If you receive a call while you are on another call, you hear a “call waiting” tone.

**To answer a waiting call:**

When you hear a single tone, do one of the following:

- End the current call by hanging up. When the waiting call rings, lift the handset to answer.
- Place the current call on hold (see “Placing Calls On Hold” on [page 11](#)). You are automatically connected to the waiting call.

## Placing Calls

The following instructions describe how to place calls and related features.

### Placing Emergency Calls

**To place an emergency call:**

Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

### Placing Internal Calls

Internal calls are calls placed to other system extensions. Contact your system administrator for a list of extension numbers.

**To place an internal call:**

1. Lift the handset, and then dial the extension number.
2. If your call goes through handsfree, listen for the double tone, and then begin to speak (see “Answering Calls” on [page 7](#)).

If there is no answer or if the extension is busy, you can do the following:

- Request a callback (queue). See “[Requesting a Callback \(Queuing the Phone\)](#)” below.
- Leave a message. See “[Leaving Messages at Other Extensions](#)” on [page 29](#).

### Requesting a Callback (Queuing the Phone)

When you request a callback (queue the phone), the system automatically calls to connect you to the extension when it becomes available.

**To request a callback:**

If there is no answer or if the extension is busy, perform a hookflash, dial **6**, and then hang up. When the extension becomes available, your extension rings.

**To cancel the callback request:**

Lift the handset, and then press **6**.

### Placing External Calls

The following sections describe features used when placing external calls.

**To place an external call:**

1. Lift the handset and dial the Outgoing Call access code (**8** is the default code).
2. Dial the number.

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**NOTES**

If you hear a single progress tone, you must dial an account code before you can place your call (see “[Using Account Codes](#)” on [page 5](#)).

Depending on system configuration, you may also be able to use one of the following methods to select an outgoing line:

- Enter the Select Line Group feature code. The default codes are 92001 to 92208.
- Enter the Automatic Route Selection (ARS) feature code. The default code is 92000.

Contact your system administrator for more information about using Select Line Group or ARS access codes.

## Redialing a Number

You can quickly redial the last external number dialed. Although most phones are programmed to redial the last number dialed, your system administrator can program your phone to redial the last number saved. You cannot redial extension numbers.

### To use Redial:

Lift the handset, and then dial **380**. The system automatically selects a line and dials the number.

### To use the Last Number Saved feature:

- *To save the last number dialed:* Lift the handset, and then dial **380**.
- *To redial the saved number:* After selecting a line, perform a hookflash, and then dial **380**. The number is redialed automatically.

## Using Speed Dial

You can use speed dial to quickly dial stored phone numbers. Speed-dial numbers are either stored in the system (System Speed Dial), or in your phone (Station Speed Dial) and are identified by a location number. Once programmed, you can quickly dial these numbers by entering a feature code and dialing the desired location number.

### Using System Speed Dial

Your system administrator assigns Speed Dial location numbers, which are available to anyone in the system. Contact your system administrator for more information.

**To Dial System Speed-Dial numbers:**

1. Lift the handset and select an outside line.
2. Perform a hookflash, and then dial **381**.
3. Dial the speed-dial location (**000 to 999** or **0000 to 4999**).

### Using Station Speed Dial

You can use Station Speed Dial to store up to 10 phone numbers for your personal use. Other system users do not have access to your Station Speed-Dial numbers.

#### Storing Station Speed-Dial Numbers

You can store up to 10 Station Speed-Dial numbers.

**To store a Station Speed-Dial number:**

1. Lift the handset, and then dial **383**.
2. Dial the location (**0 to 9**) to be programmed.
3. Dial the extension or telephone number to be stored.

**NOTE**

You cannot use hyphens or colons in the telephone number. If desired, you can perform a hookflash once to enter an asterisk (\*), twice for a pound (#), three times for a hookflash, or four times for a pause.

4. Hang up.

**NOTE**

To dial outside telephone numbers without first selecting an outgoing line, enter the Outgoing Call access code (**8** is the default code), before dialing the outside telephone number.

#### Dialing Station Speed-Dial Numbers

**To dial a Station Speed-Dial number:**

1. Lift the handset. If you are placing an outside call, select an outgoing line.
2. Perform a hookflash, and then dial **382**.
3. Dial the desired location (**0 to 9**).

#### Deleting Station Speed-Dial Entries

**To delete a Station Speed-Dial entry:**

1. Lift the handset, and then dial **383**.
2. Enter the speed-dial location (**0 to 9**).
3. Enter a hookflash, and then hang up.

---

# Call Features

The following sections describe call-related features.

## Using Ring Intercom Always

The telephone system allows you to place a non-handsfree call that will override handsfree mode on the extension you are calling. If you use the Ring Intercom Always feature to always send non-handsfree calls, the called party must pick up the handset to answer the call.

**To place a non-handsfree call that will ring at the other phone until answered:**

1. Before you enter the extension number, press #.
2. Dial the extension number.

**To program your phone to always send non-handsfree calls using the Ring Intercom Always feature:**

Lift the handset, and then dial **377**.

## Using Off-Hook Voice Announce

Off-Hook Voice Announce<sup>1</sup> allows you to talk to the phone user on his or her handsfree speakerphone, even though the user already has a call in progress on the handset. This feature is not available if your phone has the Ring Intercom Always feature enabled.

**To use Off-Hook Voice Announce:**

1. Do not hang up. After the busy signal stops, you are automatically connected and may speak.
2. If you hear music or if the phone is in Do-Not-Disturb (DND) mode, your off-hook voice announce call will not go through.

## Placing Calls On Hold

**To place a call on hold:**

1. Perform a hookflash, and then dial **336**.
2. Hang up or place another call.

**To return to a call that is on hold:**

1. Lift the handset or perform a hookflash.
2. Dial **336**.

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

## Transferring Calls

You can transfer calls to other extensions or external numbers.

### Transferring Calls to Other Extensions

**To transfer a call to another extension:**

1. While on the call, perform a hookflash. You hear two short tones.
2. Dial an extension number.  
If desired, wait for an answer, and then announce the call.
3. Hang up.  
If the number is busy, there is no answer, or the transfer is refused, hookflash twice to return to the caller.

### Transferring Calls to External Numbers

**To transfer a call to an external number:**

1. While on the call, perform a hookflash. You hear two short tones.
2. Select an outgoing line, and then dial the number.  
If desired, wait for an answer, and then announce the call.
3. Hang up.  
If the number is busy, there is no answer, or the transfer is refused, hookflash twice to return to the caller.

### Using Reverse Transfer

You can use Reverse Transfer (Call Pick Up) to answer calls that are ringing or holding at other extensions. For example, if you receive a call while you are away from your desk, you can pick up the call from another extension.

**NOTE**

If the Group Call Pickup feature is enabled, you can pick up a call ringing at any station in a hunt group by dialing the hunt group's extension number.

**To use Reverse Transfer:**

1. Lift the handset, and then press **4**.
2. Dial the extension or hunt group number where the call is ringing or holding. The call is transferred to the phone you are using, and you are connected to the caller. See "Hunt Groups" on [page 33](#).

## Forwarding Calls

You can use Manual Call Forwarding or System Forwarding to forward calls.

### Manual Call Forwarding

You can use Manual Call Forwarding to send incoming calls to another extension or external number. The following table describes Manual Call Forwarding options.

Call Forward Feature	Description	Code
Call Forward All Calls	All incoming calls are forwarded without ringing at your phone.	355
Call Forward If No Answer	All incoming calls are forwarded if not answered. (The timer is set by the system administrator.)	356
Call Forward If Busy	When your phone is busy, all incoming calls are forwarded without ringing.	357
Call Forward If No Answer/Busy	All incoming calls are forwarded if your phone is busy or if you do not answer.	358

#### To use Manual Call Forwarding:

1. Lift the handset, and then dial one of the feature codes from the table above.
2. Dial the extension number, or select an outgoing line, and then dial the telephone number.

#### To cancel a Call Forwarding request:

Do one of the following:

1. Lift the handset, and then dial any of the call forwarding feature codes from the table above.
2. Hang up.

### System Forwarding

System Forwarding allows your system administrator to route calls based on the type of call and the idle or busy status of your phone. You cannot program the System Forward destination. You can only turn it on or off. Contact your system administrator for more information.

#### To turn System Forwarding on or off:

Lift the handset, and then dial **354**.

## Using Dynamic Extension Express

When you enable Dynamic Extension Express (DEE) on your IP phone, your incoming calls are automatically routed to one or more preprogrammed associated destinations according to the routing steps programmed for you.

Typically, your desk phone is configured to be your main extension. You may be programmed for up to ten associated destinations including: softphone, home IP phone, voice mail, mobile phone, home phone, desk phone 2, mobile phone 2, softphone 2, home IP phone 2, and home phone 2.

Your desk phone, softphone, home IP phone and voice mail extensions are already programmed in the system, so your system administrator can easily include them in your routing steps. To include your mobile and home phone numbers in your routing steps, you will need to provide these numbers to your system administrator.

### To enable Dynamic Extension Express:

1. Lift the handset, and then dial **363** or **364**.
2. Hang up.

### To disable Dynamic Extension Express:

1. Lift the handset, and then dial **362** or **364**.
2. Hang up.

### To answer a call routed to your mobile or home phone:

1. Answer the call when it rings your phone. After you speak, the Dynamic Extension Express prompt is played.
2. Do one of the following:
  - Press # to accept the call.

**NOTE**

You do not need to wait for the prompt to accept the call. You can accept the call immediately by pressing the # button.

- Press \* to send the call to the voice mailbox associated with your main extension (not your mobile phone or home phone voice mailbox). If you do not have a voice mailbox, the “Press \*...” prompt is not played and the call is routed to your main extension.

If you hang up, the call continues to follow your programmed routing steps.

When you enable Dynamic Extension Express, your incoming calls are routed as specified by the routing type programmed for you by your system administrator. The table below provides descriptions for the default routing types.

Routing Type	Description
Mobile Twinning	Calls simultaneously ring your desk phone and mobile phone, before going to voice mail.
Delayed Mobile Twinning	Calls ring your desk phone first, and then ring both your desk phone and mobile phone, before going to voice mail.

Check with your system administrator to see which routing type has been programmed for you. Your administrator can modify these routing types by adding or removing routing steps, adding or removing destinations, and changing the ring timers, if required.

To ensure that calls are routed correctly to your mobile and home phones, inform your system administrator if either of these phone numbers change.

The following call types do not follow Dynamic Extension Express:

- Hunt group calls
- Hunt group announcement/overflow calls
- Transfer recalls, Hold recalls, Conference recalls, and Attendant recalls

**NOTE**

A recall occurs when a feature cannot be completed or the feature times out, and the call returns to the originating extension. For example, a holding call will recall the extension where it was placed on hold when the hold timer expires.

## Using the Handoff - Push/Pull Feature

Dynamic Extension Express also includes the Handoff feature, which includes the following functions:

- **Push:** The Handoff “push” function allows you to move an active call from any of your internal associated destinations (unless that destination is a 5610 Cordless Handset or a UC Express SIP Softphone) to an associated destination without disconnecting audio. The push function is useful if you are leaving the work area, but want to remain connected to an active call.
- **Pull:** The Handoff “pull” function allows you to pull a call that was previously routed to your mobile or home phone back to any of your internal associated destinations (unless that destination is a 5610 Cordless Handset or a UC Express SIP Softphone). The pull function is useful if you answer a call on your mobile phone and then return to your desk.

**To use the Dynamic Extension Express – Handoff “push” feature:**

1. While on an active call at your phone, perform a hookflash, and then dial **388**. The call rings all of your associated destinations (except voice mail).
2. Answer the call at one of your associated destinations. For mobile and home phones, press # to accept the call.

**To use the Dynamic Extension Express – Handoff “pull” feature:**

While on an active call on an associated destination device, lift the phone handset and dial **388**. A confirmation tone is played and the call is pulled back to your phone.

**NOTE**

If you enter the handoff feature code (388) and hear reorder tone, the call cannot be handed off.

**To cancel the Dynamic Extension Express – Handoff feature:**

While the handoff is in-progress, perform a hookflash, and then dial **388**.

## Receiving Message Waiting Indications

If your main extension receives a message waiting indication (MWI) from voice mail or the system's station messaging feature, the MWI is propagated (as applicable) to your other internal associated destinations. If any of your internal associated destinations responds to the MWI, then the MWI is cleared on all of them. Note that if any destination other than your main extension receives an MWI, it will not propagate to the other internal destinations. The MWI has to originate on your main extension.

If enabled, the system can send a text message to your mobile phone to indicate that your main system extension has received a new station message or voice mail message.

Here is an example of an e-mail message generated by a station message:

**You have a message from <Username> at extension <Extension>.**

**Callback: <Auto Attendant Number>**

Here is an example of an e-mail message generated by a voice mail message:

**You have a new voice mail message for mailbox number <Mailbox Number>.**

**Callback: <Voice Mail Notification and Retrieval Number>**

You can use the callback number to easily call back into the system and speak to the messaging party or retrieve your voice mail message. Check with your administrator if you would like to take advantage of this feature.

---

## Placing Ad Hoc Conference Calls

You can place a Ad Hoc<sup>2</sup> conference call with up to three internal or external parties (for a total of four parties, including yourself).

**To place a conference call:**

1. While on a call, perform a hookflash, and then dial **5**.
2. Place another call, then hookflash and dial **5**. (If necessary, repeat this step to place one more call on hold.)
3. Perform a hookflash, and then dial **5** again to join all of the calls together in the conference.

## Dropping Out of a Conference

You can drop out of a conference and return to the conference later.

**To drop out of a conference:**

Perform a hookflash and hang up. This removes your phone from the conference, but leaves the other parties connected. To return to the conference, lift the handset, and then dial **5**.

## Ending a Conference and Placing all Parties on Hold

You can end a conference and place all conference parties on Individual Hold, allowing you to toggle between the held parties and speak to one party at a time.

**To place a call on hold:**

1. Perform a hookflash, and then dial **336**.
2. Hang up or place another call.

**To return to a call that is on hold:**

1. Lift the handset or perform a hookflash.
2. Dial **336**.

---

2. The traditional conferencing feature that has always been available on the 5000 CP has been renamed as Ad Hoc Conferencing to differentiate it from the Meet-Me Conferencing feature introduced in v5.0 (see [page 18](#)).

## Using Meet-Me Conferencing

The Meet-Me Conferencing feature allows up to eight internal and/or external callers to dial into a conference instead of being manually added by an internal user, as is the case when using the system's traditional "ad hoc" conferencing method. (See [page 17](#) for details on using the traditional Ad Hoc Conferencing method.)

Note that unlike an Ad Hoc Conference, a Meet-Me Conference can consist entirely of outside parties; an internal system user does not have to be present. Also note that the traditional Ad Hoc Conferencing feature is still available for use even when Meet-Conferencing is licensed and enabled. Both conferencing types are available for use as needed.

Many existing system features that work with the traditional Ad Hoc Conferencing method (such as Record-A-Call, transferring a conference, placing a conference on hold, etc.) also work with the Meet-Me Conferencing method.

### Conference Assistant

Conference Assistant is a voice-guided application that allows you to initiate or join a Meet-Me Conference by dialing the extension number assigned to the Conference Assistant and then entering the proper access code. If you enter an invalid access code, the Conference Assistant prompts you to try again. The Conference Assistant also lets you know if there are no conferencing circuits available or if the conference is already at capacity.

### Access Codes

If Meet-Me Conferencing is enabled for your system, you have the ability to initiate or join a Meet-Me Conference by dialing the Conference Assistant and entering a valid access code. Access codes are typically generated to match each user's extension number, so that each user has their own personal access code for establishing Meet-Me Conferences.

In addition to the personal access code that may match your extension, you can also use the Configuration Assistant application to create conferences with unique system-generated access codes. (See [page 21](#) for details.)

### Setting Up a Meet-Me Conference

You can set up a Meet-Me Conference using either your personal access code or a system-generated access code. (See the previous section for more information on access codes.)

**To set up a Meet-Me Conference using a personal access code:**

1. Tell all intended conference participants to call the Conference Assistant at an agreed-upon time and use your extension number as the access code to join the conference.
2. Follow the instructions for "Joining a Meet-Me Conference" on [page 19](#).

**To set up a Meet-Me Conference using a system-generated access code:**

1. Generate a Meet-Me Conference access code through the Configuration Assistant application (see [page 24](#)).
2. Tell all intended conference participants to call the Conference Assistant at an agreed-upon time and use the system-generated number as the access code to join the conference.
3. Follow the instructions for "Joining a Meet-Me Conference" on [page 19](#).

---

## Joining a Meet-Me Conference

You can join a conference with up to seven internal and/or external parties (for a total of eight parties, including yourself).

### To join a Meet-Me Conference:

1. Dial (or ask to be transferred to) the Conference Assistant extension number. (See your administrator if you do not know the extension number.) You hear: "Welcome to the Conference Assistant. Enter an access code, and then press Pound (#). To cancel, press Star (\*)."
2. Enter the appropriate access code for the Meet-Me Conference you wish to join (see "Access Codes" on [page 18](#)). Note the following:
  - If you enter an invalid access code, the Conference Assistant prompts you to try again.
  - If there are no conferencing resources available, or if the maximum number of allowed parties has already been reached, you hear: "All circuits are busy. Please try again later." Hang up and try again later.
3. Once connected, you can talk with other parties who join the conference. (Your phone shows the name of the conference [if available], the total conference duration, and the number of parties connected to the conference.) Note the following:
  - If you are the first person in the conference, you hear: "You are the first person in this conference. Please stay on the line." You then hear music until another caller joins the conference or you hang up.
  - As other parties join or leave the conference, you hear a tone to signal the change.
  - If the conference contains only external callers, the Conference Assistant will prompt the participants to extend the conference after a period time. If no one presses a digit to extend the conference, the system terminates the conference.

## Dropping Out of a Meet-Me Conference

You can leave a conference and still leave the other parties connected.

### To exit a Meet-Me Conference:

Hang up. The other parties in the conference remain connected.

## Putting a Meet-Me Conference on Hold

You can put a conference on hold at your phone (the other parties remain connected) and then later return to the conference.

### To put a Meet-Me Conference on Hold:

During the conference, press the **Hold** button.

### To return to the Meet-Me Conference:

Lift the handset or press the **Speaker** button, and then press the **Hold** button.

## Transferring a Meet-Me Conference

You can remove yourself from a conference and transfer it to another party.

### To transfer a Meet-Me Conference to another extension:

1. During the conference, press the **Transfer** button, and then dial the extension number.
2. Announce the conference (if desired), and then hang up. CONFERENCE TFR from <name> appears on the called party's display.

## Using Record-A-Call

If your telephone system is equipped with a voice processor (voice mail), you may have access to the Record-A-Call feature. If so, you can record an ongoing call as a mailbox message. You can then retrieve the message just as you would any other mailbox message.

**NOTE**

The Record-A-Call feature remains active after the other party hangs up. This allows you to append the recorded call with your own message.

**To use the Record-A-Call feature while on a call:**

1. Perform a hookflash, and then dial **385**.
2. If required, dial the desired mailbox number. (Your phone may be programmed to select the mailbox, or you may be required to dial it.)

You hear a confirmation tone when the Record-A-Call feature is activated.

**To turn off Record-A-Call:**

Do one of the following:

- Perform a hookflash, and then dial **385**.
- Hang up.

---

## 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 (see [page 22](#))
- DND (see [page 23](#))
- Manual Call Forwarding (see [page 23](#))
- Meet-Me Conferencing (see [page 24](#))

**NOTE**

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

## Changing Your Station Passcode

Before using Configuration Assistant, Mitel recommends that you change your default station (phone) passcode to something more secure.

**To change your station passcode:**

1. Lift the handset, and then dial **392**.
2. Enter your current passcode (the default passcode is your extension number), followed by **#**.
3. Enter the new passcode followed by **#**. You hear a confirmation tone.
4. Enter the new passcode again followed by **#**. You hear a confirmation tone.

To change the passcode from another phone, see “Changing Your Station Passcode” on [page 27](#).

## 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 passcode, and then press #. You may now change the settings for any of the following features:
  - Dynamic Extension Express (see below)
  - DND (see [page 23](#))
  - Manual Call Forwarding (see [page 23](#))
  - Meet-Me Conferencing (see [page 24](#))

## Changing the Dynamic Extension Express Settings

### NOTE

This feature is available only if the authenticated extension is identified as a Dynamic Extension Express (DEE) user. See "Using Dynamic Extension Express" on [page 14](#) for more information.

### To change the DDE settings using Configuration Assistant:

1. Access Configuration Assistant as described in "Accessing Configuration Assistant" on [page 22](#).
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 the DND Settings

See “Using Do-Not-Disturb (DND)” on [page 69](#) for more information about using DND.

### To change the DND settings using Configuration Assistant:

1. Access Configuration Assistant as described in “Accessing Configuration Assistant” on [page 22](#).
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 currently 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.

## Changing the Manual Call Forwarding Settings

See “Manual Call Forwarding” on [page 13](#) for more information about Manual Call Forwarding.

### To change the Manual Call Forwarding settings using Configuration Assistant:

1. Access Configuration Assistant as described in “Accessing Configuration Assistant” on [page 22](#).
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.

## Managing Meet-Me Conferencing Access Codes

See “Using Meet-Me Conferencing” on [page 18](#) for more information about Meet-Me Conferencing.

### NOTES

This feature is available only if Meet-Me Conferencing is enabled on your phone system.

While using Configuration Assistant options, you can press the Star button (\*) any time you wish to cancel the current operation and return to the main menu.

#### To create a new Meet-Me Conference access code:

1. Access Configuration Assistant as described in your existing phone user guide.
2. Follow the voice prompts to select the conference option, and then select the option to create a new conference access code. Configuration Assistant states your new access code.
3. Hang up, or press \* to return to the main menu.

#### To delete an existing Meet-Me Conference access code:

1. Access Configuration Assistant as described in your existing phone user guide.
2. Follow the voice prompts to select the conference option, and then select the option to delete an existing conference access code. Configuration Assistant prompts you for the access code you wish to delete.
3. Enter the access code, and then press #. If you enter an access code that does not exist, Configuration Assistant prompts you to enter another access code.
4. Hang up, or press \* to return to the main menu.

#### To list all of your existing Meet-Me Conference access codes:

1. Access Configuration Assistant as described in your existing phone user guide.
2. Follow the voice prompts to select the conference option, and then select the option to list your conference access codes. Configuration Assistant first states the number of access code you have and then states all of your existing access codes.
3. Hang up, or press \* to return to the main menu.

#### To send yourself an e-mail message listing all of your existing conference access codes:

1. Access Configuration Assistant as described in your existing phone user guide.
2. Follow the voice prompts to select the conference option, and then select the option to e-mail yourself a list of your existing access codes. You should soon receive an e-mail message that lists all of your existing access codes, including the code number, code name, and when the code was last used.
3. Hang up, or press \* to return to the main menu.

### NOTE

If you do not have an e-mail address configured in the phone system database, then this option is not provided. Check with your administrator if you would like to take advantage of this feature.

## Remote Programming

If the Configuration Assistant feature is enabled for your system, Mitel recommends that you use Configuration Assistant instead of the Remote Programming feature described in this section. Configuration Assistant offers an enhanced, voice guided configuration portal that provides easy-to-use, remote access to the Call Forwarding, Dynamic Extension Express, and DND features. See [page 21](#) for using Configuration Assistant.

To use Remote Programming to access these features from another system phone or an external phone, follow the instructions in this section.<sup>3</sup>

**NOTE**

A Direct Inward System Access (DISA) number is required to use Remote Programming from an external phone. Contact your system administrator for more information.

## Changing the Dynamic Extension Express Settings

See “Using Dynamic Extension Express” on [page 14](#) for more information about Dynamic Extension Express.

**To enable Dynamic Extension Express using Remote Programming:**

1. Do one of the following:
  - Call your DISA number (provided by the system administrator). If necessary, enter your DISA security code.
  - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your station passcode followed by **#**. See [page 21](#) for details on setting up a station passcode for your extension.
5. Dial **363** (Dynamic Extension Express On).

**To disable Dynamic Extension Express using Remote Programming:**

Follow steps 1. - 4. above, dial **362** (Dynamic Extension Express Off), and then hang up.

<sup>3</sup> This feature may or may not be enabled for your system.

## Changing the DND Settings

See “Using Do-Not-Disturb (DND)” on [page 69](#) for more information about using DND.

### To turn on DND using Remote Programming:

1. Do one of the following:
  - Call your DISA number (provided by your system administrator). If necessary, enter your DISA security code.
  - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your station passcode followed by **#**. See [page 21](#) for details on setting up a station passcode for your extension.
5. Dial **370**.
6. Enter the DND message number (01 to 20), and then enter the second-line message text (if applicable).

### To turn off DND using Remote Programming:

Follow steps 1. through 4. above, and then dial **371**.

## Changing the Manual Call Forwarding Settings

See “Manual Call Forwarding” on [page 13](#) for more information about Manual Call Forwarding.

### To turn on Manual Call Forwarding using Remote Programming:

1. Do one of the following:
  - Call your DISA number (provided by your system administrator). If necessary, enter your DISA security code.
  - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your station passcode followed by **#**. See [page 21](#) for details on setting up a station passcode for your extension.
5. Dial one of the following Call Forwarding feature codes:
  - **355** (All)
  - **356** (No answer)
  - **357** (Busy)
  - **358** (No Answer/Busy)
6. Enter either an extension number or (8) followed by a phone number.

### To turn off Call Forwarding using Remote Programming:

Dial **355**, and then hang up.

---

## Changing Your Station Passcode

You can use Remote Programming to change the station (phone) passcode. See [page 21](#) for details on setting up a station passcode for your extension.

### To change your station passcode using Remote Programming:

1. Do one of the following:
  - Call your DISA number (provided by your system administrator). If necessary, enter your DISA security code.
  - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your passcode followed by **#**.
5. Dial **392**.
6. Enter the new passcode followed by **#**.
7. Enter the new passcode again followed by **#**.



# Messages

The following sections describe how to use system messaging features, including:

- **Inter-station messages:** Inter-station messages are alerts sent to your phone by other internal parties, notifying you to contact the party who left the message. You can then either delete the message or reply to the message, which automatically places a call to the party who left the message.
- **DND messages:** Messages that other internal parties see when your phone is in DND. See “Paging Other System Users” on [page 30](#).
- **Pages:** Announcements sent over phone speakers or external speakers. See “Paging Other System Users” on [page 30](#).

**NOTE**

Because a variety of voice mail products work with the 5000 CP, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Unified Voice Messaging, and Embedded Voice Mail Card User Guide*, part number 835.3205, or the *Mitel NuPoint Messenger Messaging User Guide* (on the [Mitel Web site](http://edocs.mitel.com) (<http://edocs.mitel.com>)). Contact your system administrator for more information about your voice mail system.

## Using Messages

Following are instructions on how to use system messaging features.

### Leaving Messages at Other Extensions

You can leave inter-station or voice mail messages for other internal parties.

**To leave an inter-station message while on an internal call:**

1. Perform a hookflash, and then dial **365**.
2. Hang up.

**To leave a message with the message center while on an internal call:**

1. Perform a hookflash, and then dial **365**.
2. Wait for the message center to answer, and then leave a message.

**If there is no answer, or if the phone is busy when you place an internal call, you can do the following:**

Stay on the line and wait for the phone to become available. Do not hang up. After a system timer expires, you hear music until the phone is available. (You cannot do this if the called phone is in DND mode.)

### Retrieving Messages

**To respond to an inter-station message:**

When you lift the handset, you hear six quick tones followed by the intercom dial tone. Dial **365** to automatically place a call to the station or message center that left the message.

**To cancel an inter-station message:**

1. Lift the handset, and then dial **368**.
2. Hang up.

## Canceling Messages Left at Other Extensions

You can cancel messages left at other extensions.

**To cancel a message left at another extension:**

1. Lift the handset, and then dial **366**.
2. Dial the extension number where you left the message.
3. Hang up.

## Deleting Messages

You can delete waiting messages.

**NOTE** To delete waiting voice messages, you must connect to your voice mailbox.

**To delete inter-station messages:**

Lift the handset, and then dial **368**.

## Paging Other System Users

You can place page announcements through phone speakers or external speakers (if applicable). Your system may use page zones to prevent announcements from transmitting through every phone in the system. Each page zone contains a different combination of extensions and external paging equipment.

Contact your system administrator for page zone information. You can use the following table to save the page zone information for future reference.

Page Zone Name	Number	Description

**To place a page announcement:**

1. Lift the handset, and then dial **7**.
2. Enter the page-zone number (**0 to 9**).
3. After the tone, make your announcement, and then hang up.

## Using Do-Not-Disturb

You can use Do-Not-Disturb (DND) to stop calls and pages to your extension. DND does not block queue callbacks, recalls, and incoming external calls. When other users call your phone, they hear a repeating signal of four fast tones. If other users have a display phone, they see the DND message you selected.

Your telephone system can have up to 20 different DND messages, each of which can be changed by the system administrator, installer, or programmer. The following table shows the 20 default DND messages. If your system administrator changes your DND messages, you can record the new messages in the "New Message" column for reference.

Code	Default Message	New Message	Code	Default Message	New Message
01	Do-Not-Disturb		11	Out of Town 'Til	
02	Leave a Message		12	Out of Office	
03	In Meeting Until		13	Out Until	
04	In Meeting		14	With a Client	
05	On Vacation/ Holiday 'Til		15	With a Guest	
06	On Vacation/ Holiday		16	Unavailable	
07	Call Me At		17	In Conference	
08	At the Doctor		18	Away from Desk	
09	On a Trip		19	Gone Home	
10	On Break		20	Out to Lunch	

Because the system DND message only uses one line of the display, you can enter a second line of text, up to 16 characters. For example, if you select 03 (IN MEETING UNTIL) as your first line of text, you can enter "3:30" as your second line. Callers with a display phone will see, "IN MEETING UNTIL 3:30."

### To turn on DND:

1. Lift the handset, and then dial **372**.
2. Dial a two-digit number for the DND message from the table above.
3. Hang up.

### To turn off DND:

1. Lift the handset, and then dial **372**.
2. Hang up.



# Hunt Groups

Hunt groups are groups of internal parties (agents) who share a common (hunt group) extension number. Calls can either be placed to the hunt group (using the hunt group extension number) or to a specific agent (using the agent's extension number). Hunt groups are programmed by the system administrator.

## Hunt Group Calls Enabled/Disabled

If you are a member of a hunt group, you can enable or halt hunt group calls to your extension.

### To turn on or off hunt group calls:

Lift the handset, and then dial **324**.

Hunt groups types are either "UCD" or "ACD."

- **UCD Hunt Groups:** Uniform Call Distribution (UCD) agents do not log in to the hunt group to receive calls.
- **ACD Hunt Groups:** Automatic Call Distribution (ACD) agents log in to the ACD hunt group to receive calls. The system distributes calls to ACD hunt groups as follows:
  - *Agent IDs:* Each agent is assigned an Agent ID number for logging in to the hunt group (see the next section). Hunt group calls are distributed to logged-in agents according to their Agent ID number instead of their extension number. Agents can log in to any ACD hunt group phone.
  - *Extensions:* Hunt group members do not use Agent IDs, and calls are distributed to phones where the agents are logged in.

## Logging in to ACD Hunt Groups

Agents can log in to and out of the ACD hunt group at any time. While logged in, the agent receives calls through the ACD hunt group. When the agent is logged out, calls to that ACD hunt group bypass the agent.

### To log in to or out of all ACD hunt groups in which you are a member:

Lift the handset, and then dial **328**. This feature code acts as a toggle. If you are already logged in, you hear a single tone.

### To log in to one or more ACD hunt groups:

1. Lift your handset, and then dial **326**.
2. Do one of the following:
  - Enter the ACD hunt group number.
  - Press **#** to log in to all of your ACD hunt groups.

**NOTE** If you entered an invalid hunt group number, you hear repeating tones.

3. Do one of the following:
  - To log into one or more ACD hunt groups using Agent IDs: Enter your Agent ID. You are logged into the ACD hunt group(s) using Agent IDs.

**NOTE**

If another Agent ID is already logged in at this phone, you hear repeating tones. You must have the other agent log out before you can use that phone.

- To log into one or more ACD hunt groups that do not use Agent IDs: Press #. You are logged into the ACD hunt group that does not use Agent IDs.

**NOTE**

If you are not a member of the entered hunt group, you hear repeating tones. Start over.

4. Hang up. Repeat this procedure to log into additional ACD groups, if necessary.

## Logging out of ACD Hunt Groups

You can log out of all ACD hunt groups at once or log out of each hunt group one at a time.

**To log out of one or more ACD hunt group:**

Do one of the following:

- Lift the handset, and then dial **328** to log out of all of your ACD hunt groups.
- Lift the handset, and then dial **327** to log out of one hunt group at a time.

## Stopping the ACD Hunt Group Wrap-up Timer

Each time you end an ACD hunt group call, a wrap-up timer starts. Until this timer expires, you will not receive another hunt group call. However, you can stop the wrap-up timer to allow calls to your extension.

**To stop the wrap-up timer:**

Lift the handset on-hook, dial **329**.

## Requesting Agent Help

You can use Agent Help to request help from a designated “Agent Help Extension”<sup>1</sup> (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can join the call or reject the request.

### To use Agent Help:

1. While you are on a hunt group call, perform a hookflash, and then dial **375**.

**NOTE**

If you hear repeating tones, one of the following has occurred:

- The feature is not available at your phone.
- You already have four parties in your call.
- Not enough system circuits are currently available.
- The Agent Help Extension is in DND.

2. If not preprogrammed, dial the Agent Help Extension number.
3. If the Agent Help Extension accepts the call, you hear the Agent Help tone, and the supervisor can monitor or join your call.

If the Agent Help Extension rejects the call, you hear a confirmation tone.

<sup>1</sup> This feature may or may not be enabled for your system.



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