

MITEL

Single-Line

Phone User Guide



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 IC Call Access – On/Off	361
Automatic Trunk Call Access – On/Off	360
Background Music – On/Off	313
Call Forward All Calls	355
Call Forward No Answer/Busy	358
Conference	5
Do-Not-Disturb – On/Off	372
Hold – Individual	336
Hookflash (Recall in Europe)	330
Hunt Group – Remove/Replace	324
Message – Delete Message	368
Message – Leave Message	367
Page	7
Personal Call Routing – On/Off	364
Program Station Password	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
Station Speed Dial	382
System Forward – On/Off	354
System Speed Dial	381
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.

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 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 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.

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:

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](http://www.mitel.com) (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

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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
 CAUTION	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.
 WARNING	Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
 DANGER	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.

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.

Contents

Getting Started	1
Welcome	1
Things to Know	1
Contact Information	2
Returning to Default Operation	2
Default Access Codes	3
Outside Line Access Codes	3
Extension Numbers	3
Default Feature Codes	3
Using Account Codes	5
Answering and Placing Calls	7
Answering Calls	7
Answering Waiting Calls	7
Placing Calls	8
Placing Emergency Calls	8
Placing Internal Calls	8
Requesting a Callback (Queuing the Phone)	8
Placing External Calls	8
Redialing a Number	9
Using Speed Dial	9
Using System Speed Dial	9
Using Station Speed Dial	10
Dialing Station Speed-Dial Numbers	10
Deleting Speed-Dial Entries	10
Call Features	11
Using Ring Intercom Always	11
Using Off-Hook Voice Announce	11
Placing Calls On Hold	11
Transferring Calls	12
Transferring Calls to Other Extensions	12
Transferring Calls to External Numbers	12
Using Reverse Transfer	12

Contents

Forwarding Calls	13
Manual Call Forwarding	13
System Forwarding	13
Using Personal Call Routing	14
Placing Conference Calls	16
Dropping Out of a Conference	16
Ending a Conference and Placing all Parties on Hold	16
Using Record-A-Call	16
Remote Programming	17
Entering a Remote Programming Password	17
Using Remote Programming	17
Messages	19
Using Messages	19
Leaving Messages at Other Extensions	19
Retrieving Messages	19
Canceling Messages Left at Other Extensions	20
Deleting Messages	20
Paging Other System Users	20
Using Do-Not-Disturb	21
Hunt Groups	23
UCD and ACD Hunt Groups	23
Hunt Group Calls Enabled/Disabled	23
Logging in to ACD Hunt Groups	23
Logging out of ACD Hunt Groups	24
Stopping the ACD Hunt Group Wrap-up Timer	24
Requesting Agent Help	25
Index	27

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, Basic Voice Mail, and Embedded Voice Mail Card User Guide*, part number 835.3205, or the *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. 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.¹ 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	23	326	
ACD Agent – Log In or Log Out	23	328	
ACD Agent – Log Out	23	327	
ACD Agent – Wrap-up Terminate	24	329	
Agent Help – Reject	25	376	
Agent Help – Request	25	375	
Answer Ringing Call	7	351	
Automatic IC Call Access – On and Off		361	
Automatic Trunk Call Access – On and Off		360	
Automatic Trunk Answer	13	350	
Background Music – On and Off		313	
Barge-in		386	
Call Forward – All Calls	13	355	

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

Feature	Page	Code	New Code
Call Forward – If Busy	13	357	
Call Forward – If No Answer	13	356	
Call Forward – No Answer/Busy	13	358	
Conference	16	5	
Default Station		394	
Do-Not-Disturb	20	370	
Do-Not-Disturb – Cancel	20	371	
Do-Not-Disturb – On and Off	20	372	
Do-Not-Disturb – Override	20	373	
Group Listen		312	
Hold – Individual	11	336	
Hookflash (Recall in Europe)		330	
Hunt Group – Remove/Replace		324	
Message – Cancel Left Message	20	366	
Message – Delete Message	20	368	
Message – Leave Message	19	367	
Page	20	7	
Page Receive – On and Off	20	325	
Personal Call Routing On	16	363	
Personal Call Routing Off	16	362	
Personal Call Routing On/Off	16	364	
Personal Call Routing Handoff	16	388	
Program Station Password	17	392	
Queue (Callback) Request	8	6	
Record-A-Call	16	385	
Redial	9	380	
Remote Programming	17	359	
Reverse Transfer (Call Pick-Up)	12	4	
Ring Intercom Always – On and Off	11	377	
Station Speed Dial		382	
Station Speed Dial – Programming		383	
System Forward – On and Off	13	354	
System Speed Dial	9	381	
Transfer To Hold	12	346	
Transfer To Ring	12	345	

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 **#**.

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 19](#).

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.

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 everyone 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.

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 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 Announce¹ 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**.

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 23](#).

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 Personal Call Routing

When you enable Personal Call Routing on your 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 five associated destinations including:

- softphone
- home IP phone
- voice mail
- mobile phone
- home phone

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.

Personal Call Routing also includes the Handoff feature, which includes the following functions:

- **Push:** The Handoff “push” function allows you to move an active call from your main extension, typically your desk phone, 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. The push function rings all associated destinations (except voice mail) and you select which device to use to answer the call. When you answer the call, you are immediately connected to the other parties at the new destination. When the call is switching over to the new destination, there may be a momentary break in audio, which may be noticeable to the other parties on the call.
- **Pull:** The Handoff “pull” function allows you to pull a call that was previously routed to your mobile or home phone back to the main extension. The pull function is useful if you answer a call on your mobile phone and then return to your desk. After you pull a call back to the main extension, the call is connected immediately and you can then access system features such as conference, hold, and transfer.

NOTE

The Handoff feature is only supported on your main extension, typically your desk phone. However, if you share a desk phone with one or more coworkers and your main extension is a phantom extension, you cannot use the Handoff feature.

Personal Call Routing includes the following feature codes:

- Personal Call Routing On: **363**
- Personal Call Routing Off: **362**
- Personal Call Routing On/Off: **364**
- Personal Call Routing – Handoff (push and pull): **388**

The following call types do not follow Personal Call Routing:

- 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.

When you enable Personal Call Routing, 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.

To enable Personal Call Routing:

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

To disable Personal Call Routing:

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 Personal Call Routing 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.

To use the Personal Call Routing – 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 Personal Call Routing – 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 Personal Call Routing – Handoff feature:

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

Placing Conference Calls

You can place a 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**.

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.

Remote Programming

You can use Remote Programming to access the Do-Not-Disturb (DND) and Call Forwarding features from another system phone or an external phone.

Entering a Remote Programming Password

Before using Remote Programming, you should enter a new password.

To enter a Remote Programming password:

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

To change the station password from another phone, see [“Using Remote Programming”](#) below.

Using Remote Programming

To use Remote Programming:

1. Do one of the following:
 - Call your Direct Inward System Access (DISA) number (provided by your system administrator). If necessary, enter your DISA password.
 - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**. You can use Remote Programming to access any of the following features:

To change the station password using Remote Programming:

- a. Dial **392**.
- b. Enter the new password followed by **#**.
- c. Enter the new password again followed by **#**.

To turn on DND:

- a. Dial **370**.
- b. Enter the DND message number (01 to 20), and then enter the second-line message text (if applicable).

To turn off DND:

- Dial **371**.

To turn on Call Forwarding:

- a. Enter one of the following Call Forward feature codes:
 - o **355:** All Calls
 - o **356:** If No Answer
 - o **357:** If Busy
 - o **358:** If No Answer or Busy
- b. Enter an extension number, or enter an outside line access code followed by a telephone number.

To turn off Call Forwarding:

Lift the handset, and then dial **355**.

5. Hang up.

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 20](#).
- **Pages:** Announcements sent over phone speakers or external speakers. See “Paging Other System Users” on [page 20](#).

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, Basic Voice Mail, and Embedded Voice Mail Card User Guide*, part number 835.3205, or the *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 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

This chapter describes what Hunt Groups are and how to use them.

UCD and ACD 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”¹ (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.

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

Index

A

- Account Codes, using 5
- ACD Hunt Group Wrap-up Timer, stopping 24
- ACD Hunt Groups
 - logging in 23
 - logging out 24
- Agent Help, requesting 25
- Agent, ACD hunt group 23

C

- Call Forward
 - Manual 13
 - using 13
- Callback (Queuing the Phone), requesting 8
- Calls
 - answering 7
 - conference, placing 16
 - endpoint, queuing for 8
 - external, placing 8
 - forwarding 13
 - picking up (reverse transferring) 12
 - placing 8
 - placing internal (IC) 8
 - transferring 12
 - to external numbers 12
 - to other extensions 12
 - waiting 7
- Calls On Hold, placing 11
- Codes
 - account 5
 - default system access 3
 - feature, default 3
 - Outgoing Call access 8
- Conference Calls
 - dropping out of 16
 - ending 16
 - placing 16
- Contact Information 2

D

- Default
 - access codes 3
 - feature codes 3
 - system access codes 3

- Default Operation, returning to 2
- Do-Not-Disturb, using 21

E

- Emergency Calls, placing 8
- Extension Numbers 3
- External Calls, placing 8
- External Numbers, redialing 9

F

- Feature Codes, using 3

H

- Hunt Group Calls Enabled/Disabled 23
- Hunt Groups
 - Agent Help, requesting 25
 - agent IDs 23
 - Automatic Call Distribution (ACD) 23
 - logging out of 24
 - types 23
 - Uniform Call Distribution (UCD) 23
 - wrap-up timer 24

I

- Internal Calls, placing 8
- Inter-Station Messages
 - canceling 20
 - deleting 20

M

- Manual Call Forwarding 13
- Members, hunt group 23
- Messages
 - canceling 20
 - deleting 20
 - Do-Not-Disturb 21
 - leaving 19
 - pages 20
 - retrieving 19
 - using 19
- Messages at Other Extensions, leaving 19
- Messages Left at Other Extensions, canceling 20

N

Number, redialing 9
Numbers, redialing external 9

O

Off-Hook Voice Announce, using 11
Other System Users, paging 20
Outgoing Call Access Code 8
Outside Line Access Codes 3

P

Paging, using 20
Parties on Hold, placing 16
Password, Remote Programming
 entering 17
Personal Call Routing
 enabling and disabling 15
 handoff 15

R

Record-A-Call, using 16
Remote Programming 17
 password, entering 17
 using 17
Reverse Transfer (Call Pickup), using 12
Ring Intercom Always, using 11

S

Speed Dial
 entries, deleting 10
 Station, using 10
 System, using 9
 using 9
Station Messages
 leaving 19
Station Speed Dial
 numbers
 deleting 10
 dialing 10
 storing 10
 numbers, dialing 10
 using 10
System Forwarding 13
System Speed Dial, using 9

U

UCD and ACD Hunt Groups 23

V

Voice Messages
 deleting 20
 leaving 19
Volume Levels, changing 3

W

Waiting Calls, answering 7
Welcome 1
Wrap-Up Timer, stopping 24

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