MIVOICE OFFICE 400

MITEL 650 DECT

AS OF VERSION R3.0

USER GUIDE

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Welcome...

Welcome to the User's Guide for the DECT phone Mitel 650 DECT for MiVoice Office 400 communication systems.

This User's Guide will assist you with the use of your phone and introduce you step by step to the functions and configurations.

If you require further technical support or information on other Mitel products, please refer to our websites www.mitel.com or Mitel DocFinder.

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Product and safety information

The product and document information is available here. You will also find notes on safety, data protection and legal notes. Please read through this product and safety information carefully.

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Safety information

Failure to observe this information can be hazardous and infringe existing laws.

Medical equipment
Inform yourself if the use of radio equipments (cordless phones) is approved near medical devices. Observe the alert messages and instructions.

Availability of telephone connections
Do not rely on your cordless phone as your only means of communication in emergency or critical situations. Availability cannot always be guaranteed. The device will be inoperable when mains power of the communication system fails.

Risk of explosion through sparking
On premises subject to explosion hazards only use ATEX models specially approved for that purpose.

Hands-free mode and Ringing tone
Do not hold the cordless phone up against your ear in hands-free operation and during ringing tone, as the volume is then very high. The default setting for ringing loudness meets regulatory requirements. It is recommended the default setting is retained.

Mains power
Use the original power supply only (ID: 23-00-1089-00 Connect the power supply only to power sources that conform to the indications on the power supply.

Maintenance
Make sure all installation and repair work is carried out by a specially qualified technician. Do not touch the charging contacts with sharp, metallic, and/or greasy objects.
Always use a soft, moistened, or antistatic cloth to clean your device. Do not use chemicals or other chemical products.

Cost control and Data protection
You should protect your phone with a PIN so that no-one can make phone calls at your expense. A code will also protect your personal settings. When carrying the cordless phone around, you should lock the keypad so it cannot be accidentally activated.

Ambient conditions
Do not operate the device outside the temperature range of +5 °C to approx. +40 °C. Avoid direct sunlight and other sources of heat.
Protect your device against the wet, excessive dust, corrosive liquids and steam.

Do not expose your device to electromagnetic fields (electric motors, household appliances). The speech quality could be affected. To prevent interference, avoid placing your handset in the immediate vicinity of computers, radios, TV sets, VCRs, and other telephone sets.

Disposal
Be sure to dispose of your device, batteries and its packaging in an environmentally compatible way. Electrical equipment does not belong in domestic waste. Deposit it at a return centre.

Accessories
Use original accessories or specifically approved accessories only. The use of other accessories may decrease performance or pose a risk to your health or safety.

Dealing with batteries

Please observe the following rules and regulations when dealing with batteries:

General rules when dealing with batteries
- Never tamper with or dismantle batteries.
- Never immerse the batteries in water or throw it into a fire.
- Do not expose the batteries to high temperatures.

When putting your cordless phone into operation
- Only use the battery pack supplied by the manufacturer.
- Take note of the instructions in chapter "Battery", page 99 and follow the procedure described there.
- It takes two to three charging cycles for the batteries to reach their fully charged state.
- Only use the charging unit supplied by the manufacturer.
- For the charging unit only use the plug-in power adapter supplied by the manufacturer (ID: 23-00-1089-00 Otherwise the phone may be damaged.

When operating your cordless phone
- It is normal for the batteries to become warm when charging.
- Discharge the batteries from time to time to prolong their service life. Do not place the corresponding cordless phone back into the charging unit until the batteries are not fully or almost fully discharged.

To replace the batteries

- Switch off the cordless phone before removing the batteries.
- Only use original batteries and charging units approved by the manufacturer. To do so, contact your supplier or servicing agent.

To store the cordless phone or the batteries

- If you do not intend to use the phone for some time, switch off the phone and take out the battery pack.
- Store the batteries at room temperature. Above-average temperatures tend to reduce the service life of batteries.

To dispose of the battery packs
Do not throw away the batteries with your domestic waste. Take the batteries to an appropriate collection point for recycling.

Product information

Purpose and function

This product is part of the MiVoice Office 400 communication solution.

MiVoice Office 400 is an open, modular and comprehensive communication solution for the business sector with several communication servers of different performance and expansion capacity, an extensive telephone portfolio and a multitude of expansions. They include an application server for Unified Communications and multimedia services, an FMC (Fixed Mobile Conversion) controller for integrating mobile phones, an open interface for application developers and a multitude of expansion cards and modules.

The business communication solution with all its components was developed to cover in full the communication requirements of businesses and organisations, in a way that is both easy to use and maintenance-friendly. The individual products and components are coordinated and must not be used for other purposes or replaced by third-party products or components (unless it is to connect other approved networks, applications and telephones to the interfaces certified specially for that purpose).

One number user concept:

Your system administrator can set up several phones for you that hold all the same phone number (one number user concept). You have only one name and phone number with which to identify yourself to your call partners, regardless of which of the phone you make your calls. The advantage is that you can always be reached under the same phone number, regardless of where you happen to be.

With Personal call routing you can define where incoming calls shall be routed to (see chapter "Activating personal call routing", page 59). You can determine the phone on which a call is acoustically signalled, with Ring Alone (see chapter "Activating ring alone",

page 60). Your system administrator can set whether or not you are busy for further incoming calls (Busy if busy). You are still able to make further outgoing calls with the other terminals.

Call lists and contacts are available on all your phones and are automatically synchronised.

An announcement is signalled on all your phones which support announcement.

User information

Document portal:	www.mitel.com/docfinder
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Your product is supplied with a Quick User's Guide, safety information and, where applicable, with other product-specific information.

These and all other user documents are available for download from the Mitel DocFinder as individual documents or as a documentation set. It is your responsibility to keep up to date with the scope of functions, the proper use and the operation of your product.

- Make sure you have all the user documents required to operate your product efficiently and correctly.
- Make sure that the versions of the user documents comply with the software level of the MiVoice Office 400 products used and that you have the latest editions.
- Always read the user documents first before you put your product into operation.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the product.
- When handing over your product to others, make sure you enclose the relevant user information.

Trademarks

Mitel® is a registered trademark of Mitel Networks Corporation.

Bluetooth® is a registered trademark of Bluetooth SIG, Inc. All other trademarks, product names and logos are trademarks or registered trademarks of their respective proprietors.

The designations used in this manual for software and hardware are registered trademarks and are thus subject to the relevant regulations.

Exclusion of liability

Not valid for Australia. See chapter "Limited Warranty (Australia only)", page 10 for the limited warranty in Australia.

All parts and components of the MiVoice Office 400 communication solution are manufactured in accordance with ISO 9001 quality guidelines.

The relevant user information has been compiled with the utmost care. The functions of the MiVoice Office 400 products have been tested and approved after comprehensive conformity tests. Nonetheless, errors cannot be entirely excluded. The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour. Potential hazards are mentioned in the relevant places in the user information. Liability for loss of profit shall be excluded in any case.

About Mitel

Mitel® (Nasdaq:MITL) (TSX:MNW) is a global leader in business communications that easily connect employees, partners and customers - anywhere, anytime and over any device, for the smallest business to the largest enterprise. Mitel offers customers maximum choice with one of the industry's broadest portfolios and the best path to the cloud. With more than US$1 billion in combined annual revenue, 60 million customers worldwide, and #1 market share in Western Europe, Mitel is a clear market leader in business communications. For more information, go to www.mitel.com.

Data protection

Protection against listening in and recording

The MiVoice Office 400 communication solution comprises features which allow calls to be monitored and recorded without the call parties noticing. Please note that these features can only be used in compliance with national data protection provisions.

Limited Warranty (Australia only)

The benefits under the Mitel Limited Warranty below are in addition to other rights and remedies to which you may be entitled under a law in relation to the products.

In addition to all rights and remedies to which you may be entitled under the Competition and Consumer Act 2010 (Commonwealth) and any other relevant legislation, Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from

the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy under this limited warranty, either repair or replace the product at no charge, if returned within the warranty period.

Repair Notice

To the extent that the product contains user-generated data, you should be aware that repair of the goods may result in loss of the data. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If it is necessary to replace the product under this limited warranty, it may be replaced with a refurbished product of the same design and colour.

If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

Exclusions

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

To the extent permitted by law, Mitel shall not be liable for any incidental damages, including, but not limited to, loss, damage or expense directly or indirectly arising from your use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, is not intended to have the effect of excluding, restricting or modifying the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (the ACL), the exercise of a right conferred by such a provision or any liability of Mitel in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

This express warranty sets forth the entire liability and obligations of Mitel with respect to breach of this express warranty and is in lieu of all other express or implied warranties other than those conferred by a law whose application cannot be excluded, restricted or modified. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for

compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Repair Services

Procedure: Should the product fail during the warranty period and you wish to make a claim under this express warranty, please contact the Mitel authorized reseller who sold you this product (details as per the invoice) and present proof of purchase. You will be responsible for shipping charges, if any.

Limitation of liability for products not of a kind ordinarily acquired for personal, domestic or household use or consumption (e.g. goods/services ordinarily supplied for business-use).

Limitation of liability

1.1 To the extent permitted by law and subject to clause 1.2 below, the liability of Mitel to you for any non-compliance with a statutory guarantee or loss or damage arising out of or in connection with the supply of goods or services (whether for tort (including negligence), statute, custom, law or on any other basis) is limited to:

a) in the case of services:

i) the resupply of the services; or

ii) the payment of the cost of resupply; and

b) in the case of goods:

i) the replacement of the goods or the supply of equivalent goods; or

ii) the repair of the goods; or

iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or

iv) the payment of the cost of having the goods repaired.

1.2 Clause 1.1 is not intended to have the effect of excluding, restricting or modifying:

a) the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (the ACL); or

b) the exercise of a right conferred by such a provision; or

c) any liability of Mitel in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

After Warranty Service

Mitel offers ongoing repair and support for this product. If you are not otherwise entitled to a remedy for a failure to comply with a guarantee that cannot be excluded under the Australian Consumer Law, this service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact:

Manufacturer:	Note:
Mitel South Pacific Pty Ltd ("Mitel") Level 1, 219 Castlereagh Street Sydney, NSW2000, Australia Phone: +61 2 9023 9500	Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. Unauthorized repair will void this express warranty.

Document information

Communication system and software versions

Some communication systems or software versions do not support all the features. The corresponding text sections are identified by a letter inside square brackets. The chapter "Communication system and software versions", page 105 indicates which software versions support the relevant features.

Document designation

- Document number: eud-1722
- Document version: 1.0
- Based on MiVoice Office 400 R3.0
- Valid as of MiVoice Office 400 R3.0
- In PDF Viewer, click on this link to download the latest version of this document:
  https://pbxweb.aastra.com/doc_finder/DocFinder/eud-1722_en.pdf?get&DNR=eud-1722
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Operating and display elements

The sections below provide an overview and usage notes on which keys and sockets are available on your phone.

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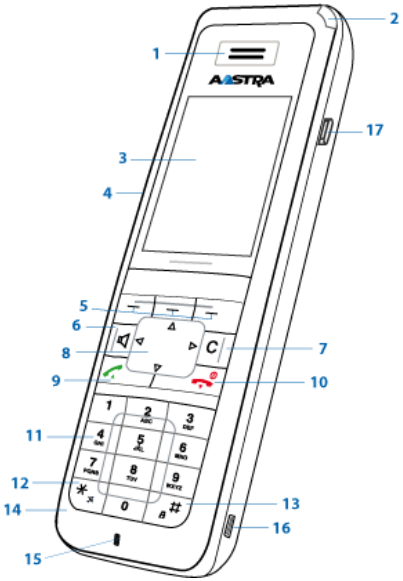
Key designations and sockets



	Key	Press	In the state...	Description
1	**Loudspeaker**			
2	**LED indicator**			3 colours LED as per Table in chapter "Indicator LED signals", page 32
3	**Display**			TFT colour display
4	**Side keys + / -**	short	• Idle state • In a connection	• Call up the phone number • Adjusting the volume
	Middle side key	short	all states	Excute configured call number
		long	Idle state	Configure side key

	Key	Press	In the state...	Description
5	**Left soft-key/foxkey**	short	• Idle state • Menus	• Call up complete menu • Executes displayed function above key.
	Middle soft-key/foxkey	short	• Idle state • Menus	• Call up configured call number • Executes displayed function above key.
	Right soft-key/foxkey	short	• Idle state • Menus	• Call up configured call number • Executes displayed function above key.
		approx. 2 seconds each	Idle state	Configure key
6	**Loudspeaker key**	short	• Idle state • In a connection	• Activate/deactivate open listening • Activate/deactivate open listening
7	**Correction key**	short	• Editor • Menu	• Delete the last character • Scrolling back through the menu
8	**Navigation key**			
		top	• Idle state • Lists	• Call up activated features • Navigation
		right	• Idle state • Menu • Editor • Lists	• Call up complete menu • Goes forward one step in the menu • Navigate cursor • Call up details
		bottom	• Idle state • Lists	• Call up phone book • Navigation
		left	• Idle state • Menu • Editor • Lists	• Calls up audio profiles • Scrolling back through the menu • Navigate cursor

	Key	Press	In the state...	Description
9	**Call key**	short	• Idle state • Lists	• Call up redial list • Dial select call number
10	**End key**	short	• In a connection • Menu • Editor	• Ending a call • Back to idle state • Exit editor without changes.
		long	Idle state	Activate/deactivate phone
11	**Key block**	short	• Idle state • Editor	• Digit input • Characters as per Table in chapter "Digit keys", page 28
	Key 2	long	Idle state	Switching system
	Key 5	long	Idle state	Calling up the service menu
12	**Asterisk key**	short	Idle state, Editor	* input
		long	Idle state, for incoming call	Activate/deactivate ring tone
13	**Hash key**	short	Idle state, Editor	# input
		long	Idle state	Locking the keypad
14	**Headset connection**			
15	**Microphone**			
16	**USB connection**			
17	**Hotkey**	short	all states	• List of 6 configurable phone numbers or functions • Configure hotkey

Display symbols

	Radio link quality		
	Very good		Good
	Disruption probable		Phone calls not possible

	State of charge		
	Charge state 61-100 %		Charge state 31-60 %
	Charge state 11-30 %		Charge state 6-10 %
	Charge state 4-5 %		Charge state 0-3 % (flashing)

Notes:
- If the battery is completely discharged when the phone is placed in the charging unit, there will be no display initially until the battery has reached a certain charge level. This may take several minutes and does not mean there is a malfunction.
- Even when the phone is switched off, the battery will still slowly discharge.
- When the battery capacity is almost exhausted, a series of warning beeps sounds. This warning can be disabled, see chapter "Setting up an audio profile", page 76. If you are making a call, you have approximately five minutes' talk time left before the handset switches itself off.
- The state of charge is also available via the service menu: Press key 5 and hold it down for a moment.
- Information on operating times can be found in the chapter "Battery charge and usage times", page 106.
- Information on operating times can be found in the chapter "Battery", page 99.

	System registrations
A	Phone registered in system A, B, C, or D and ready for use (only displayed when phone is registered on more than one system)

Status information			
	Incoming call		Incoming call forwarded
	Call forwarding activated		Call Forwarding on No Reply activated
	Search mode		Entries in call list
	More softkeys available		
	New voice messages		Voice message retrieved
	Voice mail greeting with possibility to leave a voice message		Voice mail greeting without possibility to leave a voice message
	New, forwarded voice message[b]		Retrieved forwarded voice message[b]
	New text messages		Read text messages
	Ringing tone deactivated		Activate discreet ringing
	Call key activated		Loudspeaker/hands-free mode activated
	Announcement		Call recording[b]
	Room monitoring activated		Room monitoring is triggered
	Headset mode activated		Microphone deactivated
	Call parked		Keypad locked
	Bluetooth activated		Bluetooth headset connected

Status information			
	Alarm		Appointment call
	About		Warning
	Not permitted		

Phone book			
	Name		Private phone number
	Business phone number		Mobile phone number

Presence state			
	Available (default)		Absent
	Meeting		Busy
	Not available		

Dialling and phoning

The following sections explain how to make phone calls simply and the functions your phone offers you whenever you receive a call.

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Answering calls

This section explains the procedure for answering a call.

Answering a call

Your phone is ringing and the indicator LED is flashing. To answer the call, proceed as follows.

The volume of the ringing call can become very loud. Do not hold the sound aperture up to your ear.

Press the Call key.

Notes:
- If the caller's phone number is received, it is shown on the display. If the phone number is stored in the private phone book or in the system, the display also shows the corresponding name.
- To find out how to make phone calls with the headset, refer to the chapter "Using a headset", page 25.
- To find out how to activate the automatic hands-free mode, refer to the chapter "Using your phone in hands-free mode", page 24.
- To find out how to set Auto Answer, refer to chapter "Setting up an audio profile", page 76.

Ending a call

You want to end the call.

The call duration is displayed both during and after the call.

Call charges are also displayed after any external call which you initiated, provided your provider supports this function.

Press the End key.

Notes:
- To find out how to make phone calls with the headset, refer to the chapter "Using a headset", page 25.
- To find out how to activate the automatic hands-free mode, refer to the chapter "Using your phone in hands-free mode", page 24.

Making calls

This section explains the different ways you can make a call with your phone.

Dialling with the phone number

You want to call someone and key in that person's phone number.

With call preparation you can enter a phone number without it being dialled automatically, so you have time to check the number and, if necessary, correct it. The number is not dialled until you press the Call key.

For the communication system (communication server, OIP, Microsoft Outlook, TwixTel) to identify an external number it is recommended to enter the number in canonical format (+Country Code (Region Code) Phone Number). Press and hold down the ⊡ key to insert +.

<Phone number>

Enter a phone number in call preparation.
Press and hold down the ⊡ key to enter +.
You can use the Correction key to delete any incorrect character.

Press the Call key.
➔The user is called.

Dialling with redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 10 entries.

Press the Call key.
➔Redial list is displayed.

To scroll through the call numbers last dialled, press the navigation key downwards.

Press the Call key.
➔The phone number displayed is dialled.

Using your phone in hands-free mode

You want other people to join the conversation or to have your hands free while making the call.

The hands-free mode function activates the loudspeaker and the microphone.

During a call:
Press the Loudspeaker key.
➔The hands-free mode is now activated, is displayed.

Notes:
- Make sure the hands-free microphone is not obstructed.
- The sound quality is improved if you set the volume of your phone to a low setting.

To continue the call without hands-free operation:
Press the Loudspeaker key.
➔The loudspeaker and hands-free microphone are now deactivated.

Notes:
- To end a call in open-listening mode, press the End call key.
- To find out how to make phone calls with the headset, refer to the chapter "Using a headset", page 25.
- To find out how to set Auto Answer, refer to chapter "Setting up an audio profile", page 76.

Muting the microphone

In the middle of a call you want to talk briefly with other persons in the room without your call partner hearing your conversation.

You can switch the microphone on and off during a call.

Micro

Switching the microphone off:
Press the *Micro* softkey.
➔The microphone is deactivated, is displayed.

Micro

Switching the microphone back on:
Press the *Micro* softkey once again.

Using a headset

To make a phone call with the headset.

If you answer a call in headset mode using the Call key or Loudspeaker key, the call is provided on the headset.

Note:
If you loose the radio contact with a Bluetooth headset, you can go back into the radio area without being disconnected from the active connection.

Your phone is ringing. To answer the call, proceed as follows:
Press the Call key or Loudspeaker key.
➔The call is provided on your headset.

Press the Loudspeaker key.
➔The phone's microphone is switched on and the headset microphone is switched off.

Headset <--> *Handset*

You can use the *Headset* or *Handset* softkey to switch modes.

Ending a call:
Press the End key.

Notes:
- To find out how to activate the headset, refer to the chapter "To activate headset mode", page 78.
- To find out how to connect a Bluetooth headset, refer to chapter "Activating Bluetooth mode and Bluetooth devices", page 78.
- To call a user, select the user's phone number and press the Call key or Loudspeaker key.
- For more information refer to your headset's user's guide.

Using the display and operating elements

The following sections explain how to operate your phone quickly and simply.

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Keys

Using the softkey

The 3 softkeys have variable functions. These functions are displayed above the key.

You can also store phone numbers and functions on a softkey (see chapter "Configuring keys", page 89)

<Function>	Press the softkey where the function you want is displayed on top of the screen.
<long>	Keep the softkey held down for a moment (about 2 seconds).

Using the hotkey

The hotkey is a user configurable key for 1 to 6 phone numbers or functions.

To find out how to configure the hotkey, refer to the chapter "Configuring keys", page 89.

Using the call number:
Press the hotkey to open the hotkey menu.
Select the call number you want, press the *Execute* softkey and call the contact using the call key.
➔The connection is set up.

Using the function:
Press the hotkey to open the hotkey menu.
Select the function you want and activate with the *Execute* softkey.
➔The function is activated/deactivated.

Input

Digit keys

You can use the digit keys for entering digits and passwords and for Quickdial. The characters are assigned to the digit keys as follows. Press the relevant digit key repeatedly until the character you want is displayed.

1	- . _ ? 1 ! , : ; ' " ¿ ¡
2	A B C 2 Ä Æ Å Ç a b c 2 ä æ å à ç Press and hold down: Switching system
3	D E F 3 É d e f 3 é è ê Press and hold down: Calling up the alarm configuration menu[a]
4	G H I 4 g h i 4 ì
5	J K L 5 j k l 5 Press and hold down: Calling up the service menu
6	M N O 6 Ñ Ö Ø Œ m n o 6 ñ ö ø ó œ
7	P Q R S 7 ß Š p q r s 7 ß š
8	T U V 8 Ü t u v 8 ü ù
9	W X Y Z 9 Ÿ Ž w x y z ž 9
0	+ 0
*	@ * / ( ) < = > % £ $ ¥ ª & § €
#	<Space> #

Enters digits

The digit keys are used to enter the digits 0 to 9.

Enter letters

You can also use the digit keys to enter letters and special characters. A number of letters and special characters are assigned to each key.

To enter letters using the digit keys, you need to be in text mode. The text mode is activated automatically if the phone is expecting a text input. You can switch back and forth between number mode and letter mode during your input.

abc-->123

Switching between number mode and letter mode during your input:
Press the *abc-->123* or *123-->abc* softkey.

Switching between upper and lower case

You want to switch between upper and lower case while making an input in text mode.

Upper-case input is automatically activated when the first letter is entered. The text mode then automatically switches to lower-case input. You can use the softkey to switch manually between upper-case and lower-case input.

a-->A

Switching between upper case and lower case in text mode:
Press the *a-->A* or *A-->a* softkey.

Correcting your input

You notice you have entered a wrong digit or character. You can either delete the input one character at a time or cancel the entire input.

C

To delete the last character:
Press the Correction key.

Exit editor without changes:
Press the End key.

Moving the cursor

You want to go to a certain character for an input or correction.

With the navigation key you can move the cursor to the left or right.

Move the cursor with the horizontal navigation key.

Menu-guided navigation

Accessing the menu

The phone is in standby mode:

Press the navigation key to the right or the *Menu* softkey.
➔The first menu entry is displayed.

Use the vertical navigation key to scroll through the menu entries.

Select

Press the *Select* softkey.
➔Accessing the displayed menu.

Using the navigation key

You can retrieve a particular menu entry even more simply and efficiently using the navigation key. You can scroll vertically and horizontally through the different menu entries.

Navigation key in the idle state:
Left: *Audio profiles*
Right: *Main menu*
Top: *Activated features*
Bottom: *Phone book*

Horizontal navigation key:
Left: Scrolling back through the menu
Right: opens displayed menu, scrolls forward through the menu, retrieves detailed information.

Vertical navigation key:
Up: scrolls upwards in the list.
Down: scrolls downwards in the list.

Undoing actions

To cancel operating steps, proceed as follows:

Exit editor without changes:
Press the End key.

Scrolling back through the menu step by step:
Press the Correction key.

Back to the idle state in the menu:
Press the End key.

Activate/deactivate function

You can enable or disable a function or a menu entry by selecting the entry you want and pressing the *Select* softkey.

Select

Activate/deactivate function:
Press the *Select* softkey.

Resetting activated features

You can deactivate again all the activated functions (e.g.Forwarding).

Press the navigation key up.
➔Menu *Activated features* is opened.
Or:
Activated features are also available via the menu: *Menu* > *Activated features*.

Reset

Press the *Reset* softkey to deactivate the function you want.
➔The function is now deactivated.

Signals

Indicator LED signals

Depending on the situation the indicator LEDs will flash or light up in 3 different colours.

Colour	State	Description
	Flashes fast	• Incoming call • Callback
	Flashes slowly	• Standby display • Inside the system's service area
	Lit	Hands-free on
	Flashes fast	Outside the system's service area
	Flashes slowly	• New voice message or new text message • Appointment call
	Flashes slowly	• Battery almost empty • Not subscribed to any system
	Flashes alternately	The phone is switched off and is being charged in the charging unit

Supplementary features

The following sections explain the supplementary features provided by your phone for more efficient use.

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Using functions while in a call 43

Organising absences from the desk 47

Voice messages and text messages 53

Functions for special situations 56

Functions with OpenCount 65

Functions with Mitel Alarm Server 66

Setting functions by remote control 68

Making and answering calls

This section explains some convenient features provided by your phone for making a call.

Dialling by name (Quickdial)

You want to make a call by entering a name.

With Quickdial you only need to press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.

Requirement: The name and the corresponding call number have to be stored in one of the system's phone books.

The surname and first name have to be separated by a space (# key), for example "no s" (66#7) for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

Note:
The response time may vary greatly depending on the size and the number of phone books connected.

<Name>

Quickdial:
Press each of the corresponding digit keys once for the first few letters of the name you are looking for.
➔For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".

ABC

Press the *ABC* softkey until the user or a list is displayed.
Or:
Phone book is also available via the menu: *Menu* > *Phone book* > *Quickdial*.

Scroll through the list until the user you want is displayed. Select the phone number you want.

Note:
If the phone is unable to find a matching user, *List empty* will appear on the display.

Press the Call key.
➔The phone number displayed is dialled.

Dialling from the phone book

You want to search a user in one of the connected phone books.

The surname and first name have to be separated by a space, for example "no s" for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

Notes:
- To find out to create a new contact in your private phone book, refer to the chapter "Creating a new contact entry", page 85.
- To find out to look for a contact in your private phone book, refer to the chapter "Dialling from Private Contacts", page 36.

Press the navigation key down.
Or:
Phone book is also available via the menu: *Menu* > *Phone book*.

Alpha search

1. Scroll to *Alpha search* and press the *Select* softkey.
2. If required, enter the first few letters of the name you are looking for (first name and surname separated by a space) until the user or a list is displayed.

Notes:
- Text mode is activated automatically.
- Use the # key to enter spaces.

Scroll through the list until the user you want is displayed. Select the phone number you want.

Press the Call key.
➔The phone number displayed is dialled.

Notes:
- The search function is not affected by upper/lower case and special characters.
- If the phone is unable to find a matching user, *List empty* will appear on the display.

Dialling from Private Contacts

You want to call one of your private contacts.

You can search for and select a contact in your private phone book.

Press the navigation key down.
Or:
Phone book is also available via the menu: *Menu* > *Phone book*.

Private contacts

1. Scroll to *Private contacts* and press the *Select* softkey.
2. For the first letter of the name you are looking for keep pressing the corresponding digit key until the list display the letter (e.g. press the digit 7 three times to obtain the letter R)[c].

➔The display jumps to the first entry that begins with R.

Scroll through the list until the user you want is displayed. Select the phone number you want.

Dialling from the call list of unanswered calls

You want to call someone who has previously tried to reach you.

Your phone automatically stores the phone number of this user in the call list and the display shows *Missed calls*. You can now call the person back using this call list.

The call list of unanswered calls contains a maximum of 10 entries.

Show

Calling a user back:
Press the *Show* softkey.
➔The display shows a list of the last unanswered calls.

Scroll through the list until the user you want is displayed.

Press the Call key.
➔The phone number displayed is dialled. Once the call has been successfully connected, the entry is deleted from the call list.

Close

Hiding the "Missed calls" display:
Press the *Close* softkey.
➔Hides the display. The entry remains stored in the list of the last unanswered calls, is displayed.

Note:
The call list of unanswered calls can also be selected using the menu: *Menu* > *Call lists* > *Missed calls*.

Dialling from the call list of answered calls

You want to call back someone whose call you answered.

Your phone automatically stores the phone number of this user in the call list. You can now call the person back using this call list.

The list of answered calls contains a maximum of 10 entries.

Press the navigation key to the right or the *Menu* softkey.

Call lists

Scroll to *Call lists* and press the *Select* softkey.

Answered calls

Scroll to *Answered calls* call list and press the *Select* softkey.
➔The display shows a list of the last answered calls.

Scroll through the list until the user you want is displayed.

Press the Call key.
➔The phone number displayed is dialled.

Dialling with redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 10 entries.

Press the Call key.
➔Redial list is displayed.

To scroll through the call numbers last dialled, press the navigation key downwards.

Press the Call key.
➔The phone number displayed is dialled.

Note:
Redial list can also be selected using the menu: *Menu* > *Call lists* > *Redial*.

Dialling with configured softkey

You want to call someone whose phone number is stored under a softkey.

You can dial the person by pressing the corresponding softkey. To find out how to configure a softkey, refer to the chapter "Configuring keys", page 89.

Press the configured softkey.
➔The key's allocated phone number is shown on the display.

Press the Call key.
➔The phone number displayed is dialled.

Dialling with configured hotkey

You want to call someone whose phone number is stored under a configurable hotkey.

You can dial the person by pressing the corresponding hotkey. To find out how to configure the hotkey, refer to the chapter "Configuring keys", page 89.

Press the hotkey.
➔The hotkey menu appears on the display.
Select the phone number you want and press the *Execute* softkey.

Press the Call key.
➔The phone number displayed is dialled.

Requesting a callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. Then when you press the Call key, the user is called directly.

If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

You called someone and hear the busy tone or the ring-back tone.

Callback

To activate a callback request:
Press the *Callback* softkey.
➔Acknowledgement tone sounds, the display shows *Call expected*.

Close

Back to the idle state:
Press the *Close* softkey.
➔Callback remains activated.

Note:
The callback is stored in *Menu* > *Activated features* as long as it was not answered or cancelled by the system.

Reset

Reset callback:
Press the *Reset* softkey.
➔Callback is deactivated.

Note:
You can only have 1callback activated at a time and only 1 callback can be expected from you. Your callback request will automatically be cancelled by the system after about half an hour.

To answer the callback request

Someone has asked you to call back. The display shows *Callback requested*.

Call

To answer the callback request:
Press the *Call* softkey.
➔The phone number is dialled.

Delete

Clear callback:
Press the *Delete* softkey.
➔Callback is deleted.

Note:
The callback can be changed via *Menu* > *Activated features* > *Delete* or *Call* as long as it was not answered or cancelled by the system.

Deflect a call during the ringing phase

You do not want to answer a call yourself but deflect it to another user.

With the function *Deflect* you can deflect calls to an internal or external user or to the voice mail during the ringing phase.

Your phone is ringing and the indicator LED is flashing green. To deflect the call, proceed as follows.

Deflect

Press the *Deflect* softkey.

<Phone number>

Enter the phone number and confirm with the *Ok* softkey.
➔The call is deflected to the user you want.

Notes:
- You can also find the call number of the user you want in the phone book or in a call list.
- If the user you want to deflect to is busy, the call will not be deflected. The display shows *Busy* and your phone still rings.

Reject a call during the ringing phase

You do not want to answer a call.

You can reject a call already during the ringing phase.

Reject

Press the *Reject* softkey or the End key.
➔The connection is rejected and, depending on the system configuration, the caller obtains the busy tone or he is forwarded to a preconfigured destination.

Call waiting on an internal user

You want to talk to an internal user. However, the person is busy.

As a result of your call waiting, the person hears a call waiting tone and your phone number or name appears on his display. The user has the possibility of answering, deflecting or rejecting your call.

Requirement: It is essential that the internal user has not barred the Call waiting function on his phone (for configuration see the chapter "Activating protection against call types", page 84).

Ask your system administrator whether the Call waiting function is enabled on the system.

Call waiting

User is busy:
Press the *Call waiting* softkey.
➔You hear the dialling tone.

Note:
If the person rejects your call request or if call waiting is not possible, the call is, depending on the system's configuration, disconnected (busy tone) or forwarded to a preconfigured destination.

Answering call waiting

You are in a call and hear the call waiting tone. Another user is urgently trying to reach you.

You can either answer, deflect or reject the call.

Answer

Answering the call:
Press the *Answer* softkey.
➔The first call party is put on hold. You are now connected with the party who initiated the call waiting.

Note:
For more detailed information on how to broker between callers or set up a conference, please refer to the Chapters "Brokering between an enquiry call party and your call partner", page 44 and "Making a conference call", page 44 respectively.

Deflect

Deflect call:
Press the *Deflect* softkey.

<Phone number>

Enter the user's phone number and confirm with the *Ok* softkey.
➔Call-waiting party is put through.

Note:
You can also find the call number of the user you want in the phone book or in a call list.

Reject

Rejecting the call:
Press the *Reject* softkey or the End key.
➔You remain connected with your original call partner. Depending on the system configuration the call-waiting party hears the busy tone or he is forwarded to a preconfigured destination.

End call

Ending a current call:
Press the *End call* softkey.
➔The first call is terminated. You are now connected with the party who initiated the call waiting.

Starting an announcement

You want to address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).

Requirement: It is essential that the internal user has not barred his phone against announcement (for configuration see the chapter "Activating protection against call types", page 84).

Notes:
- Intercom (duplex mode) is a special form of announcement whereby the phone of the called user immediately transforms your announcement into an internal connection. Depending on the system configuration your call party can answer your announcement directly in intercom, without having to press a key. Contact your system administrator for more information.
- If the called user has several phones in the one number user concept with activated hands-free, any phone (the quickest) answers the call.

<Phone number>

Enter the call number and press the *Announcement* softkey.
➔The call number is displayed.

Announcement

Note:
You can also find the call number of the user you want in the phone book or in a call list.

Ok

Confirm the user with the *Ok* softkey.
➔User is made aware of the announcement. You can now talk.
Or:
You can also start the announcement using *Menu* > *Call features* > *Announcement* > *User*/*Group*.

Receiving an announcement

Your phone rings once and then automatically initiates the announcement. The display shows . You will be addressed via your loudspeaker.

You have the following possibilities for answering the announcement:

- You can stop the announcement.
- You can listen to the announcement as a phone call.
- Depending on the system configuration you can answer the announcement directly in intercom, without having to press a key.

To continue the announcement as a phone call:
Press the Call key.
➔You are now connected to the person who initiated the announcement.

To stop the announcement:
Press the End key.

Answering the announcement in intercom:
Answer the announcement directly without pressing a key.

Private call with PIN

You want to make a private call on your phone or on a third-party phone.

With the aid of your PIN you can use any phone to make an external call with your own personal settings, even if that phone is locked for external calls. The called party's display shows your personal phone number and not the number of the phone from which you are making your call. Any call charges incurred will be charged to you.

The call number dialled is not stored in the last-number redial list.

<Function code>

1. Enter function code #46 followed by your internal call number.
2. Enter your PIN.
3. Enter the external call number directly, without the exchange access digit.

Press the Call key.
➔The phone is now enabled. The external user is called.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the User PIN", page 80 or use the function code *47 (see User Guide Function Codes on the Mitel DocFinder). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Using functions while in a call

This section explains the different options provided by your phone while you are in a call.

Enquiry call during a call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the *Enquiry* function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.

Enquiry

You are making/taking a call:
Press the *Enquiry* softkey.

<Phone number>

Enter the phone number of the enquiry call party.
➔Enquiry call party is called; first call partner is on hold.

Note:
You can also find the call number of the user you want in the phone book or in a call list.

End call

To end the enquiry call:
Press the *End call* softkey or the End key.
➔You are now back through to your original call partner.

Notes:
- If your enquiry call party hangs up and you also go on-hook by mistake, you will hear a continuous ringing signal for 10 seconds to draw your attention to the person still on hold. If you press the Call key during the continuous ringing, you will be reconnected with your first call partner.
- If the other user does not answer, you can cancel the enquiry call with the *End call* softkey and take back the first call.

Brokering between an enquiry call party and your call partner

You are talking with an enquiry call party and have your original call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the brokering function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.

Brokering

Brokering:
Press the *Brokering* softkey.
➔Your call partner changes. The other call party is put on hold.

End call

To terminate the current connection:
Press the *End call* softkey.
➔Call party disconnected. Connected with the call party on hold.

Making a conference call

You are in a call and have a call party on hold at the same time. You want to include the party on hold in the conversation and hold a conference call.

With the conference function you can include a call party on hold in the current conversation. From the conference call you can initiate an enquiry call to someone else. You can broker between the parties of the conference and the enquiry call party.

Depending on the system configuration, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.

Conference

Add a caller on hold:
Press the *Conference* softkey.
➔The call party on hold is now included in the call.

Note:
Depending on the system's configuration you may hear an attention tone.

Leaving a conference call:
Press the End key.
➔The other conference parties remain in the call.

Transferring a call partner

You want to put your call partner through to someone else.

With the *Enquiry* function you can connect your call partner with someone else. You can connect internal and external users with one another.

Enquiry

You are making/taking a call:
Press the *Enquiry* softkey.

<Phone number>

Enter the phone number of the enquiry call party.
➔Enquiry call party is called; first call partner is on hold.

Note:
You can also find the call number of the user you want in the phone book or in a call list.

Connecting with notification:
Wait until the person has answered the call. Announce the call party.

Connect

Press the *Connect* softkey or the End key.
➔Your first call partner and the other person are now connected with each other.

Note:
If the other user does not answer, you can cancel the enquiry call with the *End call* softkey and take back the first call.

Connecting without notification:
Wait for the first ringing tone, then press the End key.
➔The other party is then called directly by your first call partner.

Note:
Recall: If the other party does not answer, the call comes back to your phone.

Parking a call partner

You want to put your call partner on hold without using a phone line as a result.

You can park your call partner locally. A locally parked call partner can only be retrieved by the phone from which the function was initially carried out.

You can also allocate the Park function to a freely configurable key (see chapter "Configuring keys", page 89).

Park

Press the *Park* softkey.
→Your call partner is now parked locally; P is displayed.

Take back

To retrieve a parked call party:
Press the *Take back* softkey.

Notes:
- With the End key the display returns to the idle state. As long as your call partner does not hang up, he remains parked. You can retrieve your parked call party using *Menu* > *Activated features* > *Take back*.
- The function code for central parking can be found in the User Guide Function Codes on the Mitel DocFinder.

Recording a call

You want to record an active call with your call partner.

You can record an active conversation if you have been authorized to do so by your system administrator[b]. Your call party can be an internal or an external user. The recordings are made and backed up only as .wave files in your individual e-mail boxes. For this, you must configure at least one e-mail address in the communication system. Contact your system administrator for more information.

You can start recording calls in the following situations:

- during an active call;
- During a conference call (with maximum two participants)
- During an incoming/outgoing call
- in call preparation;
- During dialling with a busy line.

Call recording only starts when the connection is set up. Therefore, no ring-back tones or wait tones are recorded.

Call recording is temporarily interrupted during an enquiry and an e-mail is sent with the recording made up till then. Recording restarts automatically once the call connection with the enquiry call party is set up and/or once the call connection with the first correspondent is restored.

The maximum recording time for each .wave file depends on the system configuration. When the predefined or maximum recording time is reached, the recording stops automatically, the file is sent to your e-mail address and a new recording starts at the same time. Contact your system administrator for more information.

Notes:
- Connections between two internals cordless phones may not be recorded.
- Recording calls may infringe on your national data protection provisions or be permitted only under certain circumstances. If you intend to use this function notify your call party in advance.
- You cannot record a conversation involving more than two call parties (enquiry call, conference). The recording is automatically stopped if you park your call party or put him on hold.

You can start or end call recording with the softkey or with a configurable key.

Record/*Stop*

Recording a call:
Press the *Record* softkey or the *Call recording* function key once you have an incoming/outgoing call or an active call.
➔Call is recorded is displayed on screen.
End the recording with the *Stop* softkey.
➔The recording is sent to your e-mail address.

Call recording overview:
You can find the call recording overview in your e-mail box.

Organising absences from the desk

This section explains the different options provided by your phone when you want to leave your desk.

The presence function enables you on the one hand to quickly set your personal presence state and hence to route the incoming calls to the destination you want. It also tells you directly whether the user you want is reachable or absent without you having to call him. The information details depend on the type of telephone.

Presence state

You have a choice of 5 presence profiles for controlling your presence status:

Presence profile	Profile number	Presence profile	Profile number
Available (default)	0	*Absent*	1
Meeting	2	*Busy*	3
Not available	4		

You can call up the presence of the user you want in the following situations.

- when you call an internal user;
- in the phone book or in a call list;
- during dialling by name;

Notes:

- External applications such as Mitel Open Interfaces Platform (OIP) can affect your presence status. Example: You have a meeting in your Outlook calendar from 2 to 4 pm. Your presence state changes from *Available* to *Meeting*. This presence state has assigned a presence profile that automatically executes the appropriate action commands, for example forwarding to voice mail. As soon as you manually change back this presence state to *Available* because the meeting has already terminated at 3.30 pm, the duration of your Outlook appointment automatically adapts to 3.3 pm. Contact your system administrator for more information.
- All the configuration possibilities for a presence profile can be found in chapter "Configuring presence/presence profile", page 88

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

Presence

Scroll to *Presence* and press the *Select* softkey.

Presence profile

To activate the presence profile:
Select the presence profile you want and press the *Select* softkey.
Or:
Press the function key for *Presence profile*.
➔Presence profile is activated.
Note:
After you have changed and saved the active presence profile you have to temporarily select another presence profile and then reactivate the presence profile you want in order to have the settings applied.

Presence profile

To deactivate the presence profile:
Select another presence profile and press the *Select* softkey.
Or:
Press the function key for *Presence profile*.
➔Presence profile is deactivated.

<Name>

To check a user's presence state:
Enter an internal name (see chapter "Dialling by name (Quickdial)", page 34).
Or:
Select the user you want from the phone book or a call list.
➔Presence status is displayed.

Absence information

You wish to give your caller detailed information about your absence.

If you have configured call forwarding to voice mail in your presence profile, you can choose whether the currently active greeting, the global greeting, one of your personal greetings or an absence information should be played back to the caller[b].

So-called absence information is available for each presence profile (*Available*, *Absent*, *Meeting*, *Busy*, *Not available*).

Absence information consists of a language-dependent, predefined audio text. The time and/or date are also given as an option. Depending on the voice mail configuration your caller then has the possibility of leaving a message.

Example: "The person you have called is not available until 31st January, at 14:00. Please leave a message after the tone".

The absence information is an integral part of a presence profile. All the relevant configuration possibilities can be found in chapter "Configuring presence/presence profile", page 88.

Edit

Select the presence profile you want and press the *Edit softkey.*

<Absence information>

1. Scroll to *Time/Date* and press the *Edit* softkey. Enter the time and date of your absence and save with the *Ok* softkey.
2. Scroll to *Call Forwarding* and select *Forward to voice mail*.
3. Scroll to *Voice mail greeting* and select *Absence information*.

➔The setting is stored. Your caller hears the selected absence information, followed, if applicable, by time and date.

Forwarding calls (Call forwarding)

You want to leave your desk. Calls for you are to be forwarded to a different destination (phone, voice mail).

With call forwarding you can forward incoming calls directly to a different destination.

Notes:
- One diversion applies to all connected phones, in one number user concept.
- Only one forwarding variant at a time is possible.

To activate forwarding:
Press the navigation key to the right or the *Menu* softkey.

Forwarding

Scroll to *Forwarding* and press the *Select* softkey.

Call Forwarding

Scroll to *Call forwarding* and confirm with the *Ok* Softkey.

User

Scroll to *User* and confirm with the *Ok* softkey.
Enter the user's phone number and confirm with the *Ok* softkey.
➔Forwarding is activated.

Note:
You can also find the call number of the user you are looking for in the redial list.

To deactivate forwarding:
Press *Menu* > *Activated features* > *Reset*.

Notes:
- If a call is to be forwarded only when you are already in a call, select *Forwarding if busy*.
- You can also forward to your *Voicemail* (see chapter"Forwarding to voice mail", page 51) or to a *Text message* (see chapter "Forwarding to a message", page 52).
- You can also activate forwarding by remote control, see chapter "Setting functions by remote control", page 68.

Forwarding a Call on No Reply (CFNR)

You want calls that you receive on your phone to be forwarded to another destination.

Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy.

Notes:
- Call forwarding applies to all connected phones, in the one number user concept.
- Only one forwarding variant at a time is possible.

To activate forwarding:
Press the navigation key to the right or the *Menu* softkey.

Forwarding

Scroll to *Forwarding* and press the *Select* softkey.

Call Forwarding on No Reply

Scroll to *Forwarding on no reply* and confirm with the *Ok* softkey.

User

Scroll to *User* and confirm with the *Ok* softkey.
Enter the phone number of the destination to which your calls are to be forwarded and confirm with the *Ok* softkey.
➔Call forwarding is enabled.

Note:
You can also find the call number of the user you are looking for in the redial list.

To deactivate forwarding:
Press *Menu* > *Activated features* > *Reset*.

Notes:
- You can also forward calls to your *Voice mail* (see chapter"Forwarding to voice mail", page 51).
- You can also activate call forwarding by remote control, see chapter "Setting functions by remote control", page 68.

Forwarding to voice mail

You cannot momentarily be reached on your phone. If you forward to your voice mail, a user can leave you a voice message.

You can use the global greeting or your own greeting (see chapter "Configuring voice mail", page 87).

For further information on voice mail refer to the User Guide Voice Mail Systems on the Mitel DocFinder.

Notes:
- One diversion applies to all connected phones, in one number user concept.
- Only one forwarding variant at a time is possible.

To activate forwarding:
Press the navigation key to the right or the *Menu* softkey.

Forwarding

Scroll to *Forwarding* and press the *Select* softkey.

Call Forwarding

Scroll to *Call forwarding* and confirm with the *Ok* Softkey.

Voice mail

Scroll to *Voice Mail* and confirm with the *Ok* softkey.
➔Forwarding is activated.

To deactivate forwarding:
Press *Menu* > *Activated features* > *Reset*.

Notes:
- You can specify whether your voice mail should answer directly (*Call forwarding*) or with a delay (*Forwarding on no reply*), or only if you are already on the phone (*Forwarding if busy*).
- A new voice mail message is signalled with a text message on the display and a red-flashing LED indicator in the idle state.

Forwarding to a message

You cannot be reached on your phone. You want any internal user who calls you to get a text message. The user hears the busy tone and obtains a text message on his display.

Requirement: The internal user must have a phone capable of receiving text messages. Users whose phone cannot receive text messages are put through to your phone or rerouted to a destination predefined within the system.

Notes:
- One diversion applies to all connected phones, in one number user concept.
- Only one forwarding variant at a time is possible.

To activate forwarding:
Press the navigation key to the right or the *Menu* softkey.

Forwarding

Scroll to *Forwarding* and press the *Select* softkey.

Call Forwarding

Scroll to *Call forwarding* and confirm with the *Ok* Softkey.

Text message

Scroll to *Text message* and confirm with the *Ok* softkey.

<Text>

Enter the text and confirm with the *Ok* softkey.
➔Forwarding is activated.

To deactivate forwarding:
Press *Menu* > *Activated features* > *Reset*.

Voice messages and text messages

In this section you will learn how to use voice messages and text messages.

Listening to voice message

Voice Mail from is displayed and the indicator LED is red-flashing.

Note:
Depending on the system configuration your system administrator can specify that you are notified by e-mail whenever you receive a new voice message (with the voice message attached). Contact your system administrator for more information.

Play

Listening new messages:
Press the *Play* softkey.
➔Message is played back.
Or:
Voice message can also be selected using the menu: *Menu* > *Voice mail* > *Inbox* > *Play*.

Listening to all messages:
Listening to all messages is available via the menu: *Menu* > *Voice mail* > *Inbox* > *Play all*.

Menu

To delete the message:
Press the navigation key to the right or the *Menu* softkey.

Voice mail

Scroll to *Voice Mail* and press the *Select* softkey.

Inbox

Scroll to *Inbox* and press the *Select* softkey.

Delete

Press the *Delete* softkey.
➔The voice message is now deleted.

Notes:
- To find out how to configure call forwarding to your voice mail, refer to the chapter "Forwarding to voice mail", page 51.
- To find out how to configure a voice mail, refer to the chapter "Configuring voice mail", page 87 or in the User Guide Voice Mail Systems on the Mitel DocFinder.

Deflecting voice messages

Have you received a voice message which interests other users?

You can transfer incoming voice messages to other users[b]. You can decide whether to keep a copy of each voice message.

Press the navigation key to the right or the *Menu* softkey.

Voice mail

Scroll to *Voice Mail* and press the *Select* softkey.

Inbox

Scroll to *Inbox* and press the *Select* softkey.

Deflect

Select the voice message you want and press *Deflect*.

<Phone number>

Enter the call number and press the *Ok* softkey.
If you wish to keep a copy of the voice message, answer the questions with the *Yes* softkey.
➔The voice message is sent.

Send text messages

You want to send a written message to an internal user.

You can send a text message to an internal user. The text message will appear on the person's display.

Requirement: The internal user must have a phone capable of receiving text messages.

You can use one of the text messages stored in the system directly, modify it or create a new text message.

Press the navigation key to the right or the *Menu* softkey.

Text message

Scroll to *Text message* and press the *Select* softkey.

New

Scroll to *New* and press the *Select* softkey.

<Text message>

Select one of the text messages stored in the system and press the *Select* softkey.

<Text>

Adapt or expand the text and press the *Send* softkey.

<Destination>

Select the destination and press the *Select* softkey.

<Phone number>

For *User* and *Group*: Enter the call number and press the *Send* softkey.
➔The text message is sent.

Note:
If the display shows *Not available*, the text message could not be sent.

Read text messages

Your display shows *New message received from* and the envelope symbol. The LED indicator is red-flashing.

Show

Show text message:
Press the *Show* softkey.
➔The display shows the sender and the time/date of the text message.

Read

Read text messages:
Select the text message you want and press the *Read* softkey.
➔If the text message runs over several lines, use the navigation key to scroll.

Delete

Delete text message:
Press the *Delete* softkey.
➔The text message is deleted; the next text message is retrieved from the memory.

Or:
Press *Menu* > *Text message* > *Inbox* to select the text message and continue as described above.

Note:
You can select and read a new text message even during an active call using *Text message* > *Inbox*.

Functions for special situations

This section explains the different options provided by your phone to deal with special situations.

All the functions you can save under a configurable key can be found in chapter "Function selection for configurable key", page 91.

Picking up a call

You hear a phone ringing in your vicinity and want to pick up the call.

With the *Pick up* function you can pick up the call from the other phone on your own phone.

Press the navigation key to the right or the *Menu* softkey.

Call features

Scroll to *Call features* and press the *Select* softkey.

Pick up

Scroll to *Pick up* and press the *Select* softkey.

<Phone number>

Enter the number of the phone from which you want to pick up the call and confirm with the *Ok* softkey.

Note:
You can also find the call number of the user you want in the phone book or in a call list.

Acknowledging an appointment call

You obtain an appointment call and is displayed. Without an acknowledgement the appointment call will ring for 1 minute.

Notes:
- If you activated forwarding, the appointment call is not forwarded.
- If you are in call, the appointment call is made as soon as you end the call.
- An appointment call can only be set using a function code, see chapter "Function commands, function codes", page 94.

Ok

Confirming an appointment call:
Press the *Ok* softkey.
➔The appointment call is terminated.

Actions following an alarm

You obtain an alarm or an appointment reminder and is displayed. Depending on the system configuration you can choose from the following possible actions.

Confirm

Confirming the alarm:
Press the *Confirm* softkey.
➔Ends the alarm.

Repeat

Repeating the alarm:
Press the *Repeat* softkey.
➔Repeats the alarm.

Read

Reading the alarm:
Press the *Read* softkey.
➔Displays detailed information; the alarm is not deleted.

Delete

Deleting the alarm:
Press the *Delete* softkey.
➔Deletes the alarm.

Making a call on a third-party phone

You want to make a call on a third-party phone using your personal settings, for example on a colleague's phone or in a meeting room.

You can activate a third-party phone to make an internal or external call using your personal settings, even if the phone is locked for external calls.

You can activate the phone for a business or private call.

Once you have activated the phone using a function code and your PIN, dialling by your private phone book is available.

The called party's display shows your personal phone number and not the number of the phone from which you are making your call.

Any call charges incurred will be charged to you.

<Function code>

1. Enter function code #36 for a business call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the internal or external phone number with the exchange access digit.

Press the Call key.
➔The phone number displayed is dialled.

Note:
When you hang up, dialling by name and your private phone book remain available for a whole minute so you can make another call.

<Function code>

Or:

1. Enter function code #46 for a private call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the external call number directly, without the exchange access digit.
5. Press the Call key.

➔The phone is now enabled; the external user is called.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the User PIN", page 80 or use the function code *47 (see User Guide Function Codes on the Mitel DocFinder). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Suppressing your call number from your called party's terminal display

You do not want your call number to appear on the terminal display of a called party in the public network.

You have two possibilities:

- If you never want the phone number to be displayed, set *CLIR Permanent*.
- To suppress your call number display for certain calls only, select the function *CLIR Per call* before dialling your party's call number.

This function must be stored under a function key (see chapter "Configuring keys", page 89).

You can also execute the function with a function code (see User Guide Function Codes on the Mitel DocFinder).

CLIR

Before the call:
Press the function key for *CLIR*.

Notes:
- CLIR works only with external calls.
- This feature depends on the range of services offered by your provider.

Tracking a malicious call

Your are being threatened or molested by a call. You want to identify the caller.

Using the (*MCID*: Malicious Call Identification) function the provider records the following call data: Your phone number, the caller's phone number, and the date and time of the call.

MCID has to be enabled by your provider. Your provider will inform you about accessing the recorded call data.

This function must be stored under a function key (see chapter "Configuring keys", page 89).

MCID

During a call:
Press the function key for *MCID*.

MCID

After the call do not hang up: press the function key for *MCID* while you hear the busy tone.

Activating personal call routing

You wan to specify which of your phone shall ring when you receive a call.

If your system administrator has set up a phone number with several phones for you as well as the call routings (One-number user concept, see chapter "Purpose and function", page 8), you can specify which of your phones shall signal a call by using the personal call routing. Your system administrator can set up up to 5 call routings. You can only answer a call on phone where the call is signalled. Contact your system administrator for more information.

You can activate a call routing for all phones. If you have not configured a call routing, the default setting (all phones are ringing) is used as standard.

This function can also be stored under a configurable key (see chapter "Configuring keys", page 89).

Activating personal call routing:
Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

General

Scroll to *General* and press the *Select* softkey.

Personal call routing

Scroll to *Personal call routing* and press the *Select* softkey.

<Call routing>

Select the call routing you want and confirm with the *Select* softkey.
➔Personal call routing is activated.

To deactivate personal call routing:
Press *Menu* > *Activated features* > *Reset*.

Renaming personal call routing:
Press *Menu* > *Settings* > *General* > *Personal call routing* > *Change*.

Activating ring alone

You wan to specify which of your phone shall ring when you receive a call.

When your system administrator has set up a phone number with several phones (One-number user concept, see chapter "Purpose and function", page 8), you can define on which phones a call shall acoustically be signalled using ring alone.

When you have activated ring alone on a phone, the acoustic ringing tone is deactivated for all other phones ( ). An incoming call is signalled in the display of all phones. You can answer the call on each of your phones.

Note:
When you have activated ring alone but deactivated the personal call routing for a phone in parallel, an incoming call is not acoustically but only visually signalled.

This function must be stored under a function key (see chapter "Configuring keys", page 89).

Ring alone

In the idle state:
Press the function key for *Ring alone*.
➔Ring alone is activated/deactivated.

Activating / deactivating room monitoring (Baby surveillance)

You want to use your cordless phone to observe acoustic monitoring tasks, for example to monitor a toddler.

You can activate a room monitoring mode on your cordless phone. You can select between active and passive room monitoring.

Activate the room monitoring on your cordless phone (is displayed). The microphone for room monitoring is activated after a delay of 10, 20 or 30 seconds. Use this time lag to position the cordless phone in the room where you want e.g.to monitor your child and leave the room.

Active room monitoring:

As soon as the ambient noise level near the monitoring phone exceeds the configured level (noise sensitivity *Very low*, *Low*, *Medium*, *High*) or more than 2 seconds, a call is immediately triggered to an internal or external destination number you have specified (destination phone). is displayed.

When the call is answered on the destination phone, a call is set up: one-way (connection only from the monitoring to the destination phone) or two-way (mutual call connection during 1minute in hands-free mode). Provided the call connection is not previously terminated neither on the monitoring nor on the destination phone, the connection will automatically be terminated after 1 minute. The microphone for room monitoring is reactivated after 1 minute and a call only triggered when the configured level is again exceeded.

When the destination phone is busy, the microphone for room monitoring is reactivated after 15 seconds. When the destination phone does not answer, the call is terminated and the microphone for room monitoring is reactivated after 1 minute. A call is only triggered again when the configured level is again exceeded.

When the monitoring phone receives an internal or external call from another phone as the destination phone, this call is only visually but not acoustically signalled. You can answer the call on the monitoring phone. You can also make a call on the monitoring phone. Once the call has been terminated, the monitoring phone immediately switches back to monitoring mode. Please note that room monitoring is deactivated as long as the monitoring phone is called or is in a call connection. Avoid these monitoring gaps by activating a call forwarding on the monitoring phone. A verification call of the destination phone is yet possible with call forwarding.

Room monitoring mode:

- Active room monitoring with one-way call connection.
- Active room monitoring with two-way call connection.
- Passive room monitoring (*Listen only*).

Notes:
- The reliability of the room monitoring depends on the quality of the radio connection.
- Extraneous noises in the monitored room call lead to false calls.
- Therefore no liability can be assumed for failed monitoring calls or for false calls.

Passive room monitoring:

You can also listen into the monitored room using a verification call. Call the monitoring phone from the destination phone. When the destination number is an external call number, CLIP may not be suppressed. The monitoring phone answers the call automatically and without acoustic signalling and sets up a one-way or two-way call connection depending on the settings. This is possible even if a call forwarding is activated on the monitoring phone.

There is no time limit to the duration of a verification call, which must be terminated on the destination phone or on the monitoring handset. Once the call has been cleared down, the monitoring phone immediately switches back to monitoring mode.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

Room monitoring

Scroll to *Room monitoring* and press the *Select* softkey.

<Room monitoring setting>

Room surveillance settings:

1. Scroll to *Mode*, select the room monitoring mode you want and press the *Select* softkey.
2. Scroll to *Sensitivity*, select the level you want and press the *Select* softkey.
3. Scroll to *Activation delay*, select the destination you want and press the *Select* softkey.
4. Scroll to *Destination number*, enter the destination number and press the *Save* softkey.

Note:
Test call destination > *Select* allows you to test the phone number you have entered to make sure it is correct.

Enable room monitoring

Activating room monitoring:
Scroll to *Enable room monitoring* and press the *Select* softkey.
➔You hear the acknowledgement tone and the display shows the destination number after 10 seconds. The symbol shows when the microphone for room monitoring is activated.

Reset

To deactive room monitoring:
Press the *Reset* softkey.
Or:
Press *Menu* > *Activated features* > *Reset*.
➔Room monitoring is now deactivated.

Silent intrusion

Silent intrusion is a variant of the *Intrusion* function and is used mainly in call centres.

Another user can intrude on your active call and listen in to your conversation without you and your call party noticing. Unlike Intrusion you will receive neither a visual nor an acoustic signal.

This means you cannot reject Silent intrusion. The third user's microphone remains switched off. He can however intrude on the call at any time by enabling his microphone or pressing the *Intrusion* function key.

Your system administrator can allocate this function to a configurable key.

Notes:
- Silent intrusion has to be enabled. Contact your system administrator for more information.
- Silent intrusion may infringe on your national data protection provisions or be permitted only under certain circumstances.
- If you intend to use this function notify your call party in advance.

<Phone number>

1. Enter the call number of the user you want.
2. Once the busy tone sounds, press key 4.

➔Silent intrusion is activated.

Free seating

You do not have your own workplace and share desk and phone with other employees.

Log in:

Free Seating lets you log in on a phone configured for that purpose. Once you are logged in, your personal call lists, phone book and all your other personal settings and Hotkeys are available to you immediately.

Notes:
- You can only log in to a phone if no other user has yet logged in to that phone for free seating purposes.
- You can only log on once to a Free Seating phone. The moment you log in to another free seating phone, you are automatically logged off the original phone.

Log out:

To free up a phone, you need to log off again. To ensure a phone is not blocked for other users if you forget to log off, your system administrator can set up a logoff process with an automatic time limit:

- After a certain amount of time after login (e.g.after 6 hours and 30 minutes).
- At a certain time (e.g. 6.30pm)

Notes:
- If no user is currently logged on to a Free Seating phone, depending on the system configuration only emergency calls can be made from that phone.
- As long as you do not have your own phone or are not logged on to a Free Seating phone, your caller will obtain either the busy signal or be forwarded to a preconfigured destination, depending on the system configuration.

Free seating log in

Log in free seating:
Press the *Free seating log in* softkey.
Or:
Free seating can also be selected using the menu: *Menu* > *Settings* > *Free seating log in*.

<Call number, PIN>

Enter phone number and PIN and confirm with the *Ok* softkey.
➔You are now logged in and can use the free seating phone with your personal settings.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the User PIN", page 80 or use the function code *47 (see User Guide Function Codes on the Mitel DocFinder). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Free seating log out

Log out free seating:
Press the *Free seating log out* softkey.
➔The display with the call number is displayed.
Depending on the system configuration enter the PIN and confirm with the *Ok* softkey.
➔You are now logged off; the free seating phone is now available again to other users.

Note:
You are automatically logged off if your system administrator has set up an automatic logoff process.

Hotline

The hotline is typically used for lift phones, emergency phones, or for baby alarms or hotline in the accommodation/hotel branch.

A user needs help and picks up the handset or presses the loudspeaker key. The user is automatically routed to the preconfigured hotline destination number stored in the communication server. The person responsible answers the call and is connected with the user seeking help.

Alarm cancellation delay: Your system administrator can set a delay (0-60 seconds, depending on the Mitel system phone). During this delay the user can enter another call number in order not to trigger a call on the hotline destination number. If the user does not

dial another phone number during this predefined time or puts the handset back down again, a connection with the Hotline number is automatically set up. Contact your system administrator for more information.

User needs help:
User picks up the handset of his phone or presses the loudspeaker key.
→A connection with the hotline number is automatically set up after a predefined time without the user having to do anything else.

Note:
The hotline is integrated in your communication system. Information on hotline alarm with Mitel Alarm Server can be found in the chapter "Hotline Alarm", page 67.

Functions with OpenCount

OpenCount is a software package used for the call logging management on the communication system. The application can be integrated into your Mitel communication system and enables the logging, the administration, and the analysis of all call and connection data.

If a OpenCount[c] is integrated in your Mitel communication system, the following additional features are also available on your phone.

PIN telephony

The PIN telephony[c] is part of OpenCount. The possible applications of the PIN telephony depend on the area of use, for example in the area of health care and accommodation/hotel:

- Independently from the phone you can make external calls for a fee. The credit may be limited.
- You can charge the charges and the call information of your outgoing and incoming calls to specific projects.

For further information refer to the product-specific OpenCount user's guides on our webpages (www.mitel.com) or contact your system administrator.

Functions with Mitel Alarm Server

If a Mitel Alarm Server is integrated in your Mitel communication system, the following additional features are also available on your phone.

Direct response

Direct response[c] is mainly used by nursing staff in the health care sector or in a care facility as well as in all other fields where a Mitel Alarm Server is used.

A patient needs help and presses the alarm button. The Mitel Alarm Server sends a visual (e.g. “Alarm Room 20”) and during 10 seconds also an acoustic alarm signalling to the responsible nursing staff's phone. Using the *Direct response* function the nursing staff can set up a call connection to the patient. The patient's phone automatically answers the call in hands-free mode and enables the nursing staff to ask about the patient's condition and to take the appropriate measures.

The use of this feature is subject to the following prerequisites:

Staff phone:

Your phone must be capable of signalling alarm signals from the Mitel Alarm Server.

Patient phone:

The patient phone must support the *Announcement* function and allow hands-free operation. Both settings have to be activated. If the phone does not support this function, the response procedure is as follows:

- Analogue phones ring in the normal way. The patient himself must answer the call.
- Mitel system phones set up a one-way call connection: as with an announcement the patient hears the nursing staff, but the nursing staff cannot hear the patient. A conversation can only be had once the patient answers the phone.

What happens if a nursing staff is busy or doesn't answer the alarm, or if no connection can be set up depends on the system configuration of the Mitel Alarm Server. Contact your system administrator for more information.

Direct response after an alarm has been triggered:
Patient needs help and presses the alarm button.

Direct response
_

Speaking directly with patients:
Press the *Direct response* softkey on the staff phone.
➔Nursing staff's phone sets up a connection with the patient's phone. Patient's phone automatically answers in hands-free mode.

Confirm
_

Confirming the alarm:
Press the *Confirm* softkey on your staff phone.
➔The alarm ends and the alarm signal is deleted from the staff phone.

Ignore

Ignoring an alarm:
Press the *Ignore* softkey on your staff phone.
➔The alarm remains active and the alarm signal is deleted from the staff phone.

Deleting the alarm:
You can delete the alarm directly from the alarm button next to the bed.
➔The alarm ends and the alarm signal is deleted from the staff phone.

Direct response without a triggered alarm:
You can execute the direct response function without the patient having triggered an alarm first. This function must be stored under a function key (see chapter "Configuring keys", page 89).

Note:
Direct response is a special variation of the intercom feature (see "Starting an announcement", page 41). The differences are as follows:
- Direct response can only be used with a specifically configured Mitel Alarm Server.
- Direct response can only be triggered using the *Direct response* softkey once an alarm is received.

Hotline Alarm

The hotline alarm[c] is mainly used by nursing staff in the health care sector as well as in all other fields where a Mitel Alarm Server is used.

A user needs help and picks up the handset or presses the loudspeaker key. Thereafter, he is automatically routed to the hotline destination number preconfigured in the Mitel Alarm Server, i.e. to the responsible nursing staff. The nursing staff answers the call and is connected with the user seeking help.

Alarm cancellation delay: Your system administrator can set a delay (depending on the Mitel system phone). During this delay the user can enter another call number in order not to trigger a call on the hotline destination number. If the user does not dial another phone number during this predefined time or puts the handset back down again, a connection with the Hotline number is automatically set up.

If the hotline destination number (i.e. the nursing staff) is busy, the call is routed according to the system configuration. Contact your system administrator for more information.

Hotline (for internal users):

User needs help:
User picks up the handset of his phone or presses the loudspeaker key.
➔A connection with the hotline number is automatically set up after 30 seconds or any predefined time without the user having to do anything else.

Hotline (for external users):

User needs help:
User presses the alarm button or directly dials the hotline destination number.
➔The connection with the Hotline number is set up.

Note:
Unlike the hotline feature (see chapter "Hotline", page 64) hotline alarm can only be used with a specifically configured Mitel Alarm Server.

Setting functions by remote control

This section explains how you can alter your phone's settings even if you are not directly at your phone.

You are not at your desk and want to set various functions on your phone from a different phone.

You can activate/deactivate many of your phone's functions by remote control from a different phone.

The remote control is initiated using a special function code. You can then enter the function commands and function codes.

<Function code>

Using remote control from a third-party phone:

1. Enter function code #06.
2. Enter your phone number.
3. Enter your PIN.
4. Enter the function code for activating/deactivating the function you want.

Press the Call key.
➔Acknowledgement tone sounds; function is activated/deactivated.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the User PIN", page 80 or use the function code *47 (see User Guide Function Codes on the Mitel DocFinder). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Personalizing your phone

These sections explain how to adapt the phone's basic settings to suit your personal requirements.

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Configuring cordless phone functions

This section explains the procedure for making settings on your cordless phone.

Switching the cordless phone on/off

You want to switch your phone on or off.

Switching the phone off:
Keep the End call key pressed down for approx. 2 seconds and answer *Ok* to the safety prompt.
➔The phone is switched off.
Or:
Function is also available via the menu: *Menu* > *Settings* > *General* > *Switch off*.

Notes:
- You cannot switch the phone off in a call.
- When the phone is switched off, incoming calls are stored in the call list.

Switching the phone on:
Pick up the phone from the charging unit and keep the End call key pressed down for approx. 2 seconds.
➔The phone is switched on.

Note:
If you cordless phone cannot find a system, the display shows "No system". You can switch to an available system using *Menu* > *Settings* > *System* > *System registrations* (see chapter "Managing communication systems", page 82).

Locking/unlocking the keypad

You leave your workstation and want to avoid accidentally pressing your phone keys.

You can lock the keypad against unintentional actuation. You can choose whether you want the keypad to be unlocked automatically when you receive a call or whether you prefer to unlock the keys manually in any case.

Locking the keypad:
Keep the hash key pressed down for approx. 2 seconds.
➔The keypad is locked.

Unlocking the keypad:
Press the *Unlock* softkey and the hash key.
➔The keypad is unlocked.

Auto key lock

Unlocking the keypad automatically:
Enable the *Auto key lock* via *Menu* > *Settings* > *General*.
➔The keypad is locked automatically after approx. 10 seconds, 🔒 is displayed. The keypad is automatically unlocked when you receive a call. The lock is reactivated immediately after the end of the call.

Locking your phone

You need to leave your desk and want to ensure that no-one can alter your phone's settings, look at your private data, or make outside calls from your phone.

You can lock your phone with a PIN consisting of two to eight digits. You can change it via menu (see the chapter "Changing the User PIN", page 80) or with the function code *47 (see User Guide Function Codes on the Mitel DocFinder).

You can lock either just the settings menu (*Lock settings*) or the entire phone (*Lock phone*). With *Lock phone* your private data cannot be viewed and external calls can only be made from your phone in accordance with the system settings. With *Free* all the settings and data are freely accessible.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

General

Scroll to *General* and press the *Select* softkey.

Barring

Scroll to *Barring* and press the *Select* softkey.
➔You are prompted to enter your PIN.

<PIN>

Enter the PIN and confirm with the *Ok* softkey.

<Barring>

Select the barring you want and enable with the *Select* softkey.
➔The phone is now locked; 🔒 is displayed.
➔To lock all your phones, execute the function code *33* <PIN> # (see User Guide Function Codes on the Mitel DocFinder).

Unlocking your phone

You want to unlock your phone.

You can use the PIN to unlock your phone. If you have forgotten your PIN, your system administrator can reset it to the default setting.

Press the navigation key to the right or the *Menu* softkey.

Activated features

Scroll to *Activated features* and press the *Select* softkey.

<Barring>

Select the barring you want and press the *Reset* softkey.
➔You are prompted to enter your PIN.

<PIN>

Enter the PIN and confirm with the *Ok* softkey.

Free

Scroll to *Free* and confirm with the *Select* softkey.
➔The phone is unlocked.
➔To unlock all your phones, execute the function code #33* <PIN> # (see User Guide Function Codes on the Mitel DocFinder).

Activating range alarm and system busy beep

You want to set the system parameters with your cordless phone.

The *Range alarm* indicates that the connection between your phone and the system is weak. You can set the phone so that you receive a warning signal if you leave the coverage area

You are making a call and are getting near the limit of the radio area: A warning signal sounds in the loudspeaker and the LED indicator is flashing red. If you leave the radio area, the call is disconnected.

The *System busy beep* tells you that the system is overloaded – you need to wait until the system is available again.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

General

Scroll to *General* and press the *Select* softkey.

Range alarm/ *System busy beep*

Scroll to *Range alarm*/*System busy beep* and use the *Select* softkey to switch on or off.

Setting the server alarm

Depending on the system's settings, you can receive server alarms for specific situations. These settings are made by your system administrator in the system. Contact your system administrator for more information.

When the server alarms are activated in the system, you can select from the alarm signalling as follows: *Vibracall*, *Progressive ring tone*, *Suppress ring tone*.

A *List of melodies* (incl. the alarm melodies) is available to listen to.

Note:
Your settings for *Vibra call* and *Suppress ring tone* can be overruled by the alarm server.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

Server alarm

Scroll to *Server alarm* and press the *Select* softkey.

<Server alarm setting>

Scroll to the server alarm setting you want and activate or deactivate it with the *Select* softkey.

Logging a cordless phone on/off

More information can be found in the chapter "Managing communication systems", page 82.

Linking the charging contact to direct call answer

You want to choose whether to answer a call simply by lifting the phone out of its charging unit or whether you also need to press the Call key after lifting out the phone.

You can specify that your cordless phone should behave like a fixed phone when you answer a call. In this case you do not have to press the Call key when you lift the phone out of its charging unit.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

General

Scroll to *General* and press the *Select* softkey.

Direct call answer

Scroll to *Direct call answer* and activate or deactivate with the *Select* softkey.
→The setting is stored.

Display settings

This section explains how to set display properties.

Setting the display

You want to optimise the display settings.

You can activate or deactivate the following settings:

- *Font*: Font size
- *Color scheme*
- *Backlight*
  - *Brightness*: Display brightness.
  - *Idle timeout*: Amount of time the keypad and display backlight remain switched on after you press a key.
  - *Charging unit timeout*: Amount of time the keypad and display backlight remain switched on when the cordless phone is placed in the charging unit.
  - *Backlight during call*: Switch on the function to ensure the display remains lit for the entire duration of a call.

Note:
If you do not switch on the *Backlight during call* setting, the keypad and display backlight is switched off automatically 10 seconds after the call is set up. If you receive another call or an alarm, the backlight is switched back on again for 10 seconds in each case.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

Display

Scroll to *Display* and press the *Select* softkey.

<Display setting>

Scroll to the display setting you want and press the *Select* softkey.

<Display setting>

Select the display setting you want.
Note:
The *Select* softkey displays the colour scheme you want.
➔The setting is stored.

Setting the LED indicator

You want the attention LED to inform you of any phone incidents.

You can switch the LED on or off for the following events:

- *In Service*: The phone is switched on.
- *Incoming call*
- *About*: Callback, voice message, text message
- *Appointment call*
- *Hands-free*
- *Low battery*

The significance of the LED colours is explained in the chapter "Indicator LED signals", page 32.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

LED indications

Scroll to *LED indications* and press the *Select* softkey.

<LED setting>

Scroll to the LED setting you want and activate or deactivate it with the *Select* softkey.

Setting the volume

All the ring tone properties are set using the audio profiles, see chapter "Audio profile settings", page 76.

Setting the volume during a call

You want to adjust the volume while in a call. You have to set the volume of handset and loudspeaker separately.

The new volume will remain stored even after the call is ended.

Louder: Press the upper sidekey during the call.
Quieter: Press the lower sidekey during the call.

Audio profile settings

There are different audio profiles to adapt the phones to any given work situation, e.g. headset or conference mode.

Setting up an audio profile

All your phone's ringing properties are stored in the audio profiles.

There are 3 predefined default profiles: *Normal*, *Meeting*, *Charging unit*. You can set up to 5 audio profiles.

An audio profile comprises a set of ringing and phone settings, which you can specify individually for each audio profile. One audio profile is always active in telephone mode. The default profile is the *Normal* audio profile. Activate the appropriate audio profile depending on the situation (e.g. before a meeting you can activate the *Meeting* audio profile). The *Charging unit* audio profile is selected automatically whenever the phone is placed in the charging unit.

You can set the following audio profile properties:

- *Ring volume*: Ring tone volume control. If *Progressive ring tone* is activated, the ringing starts off quietly and gradually increases to the set volume.
- *Attention tone volume*: Attention tone volume control.
- Ringing melody for *Internal ring*, *External ring*, *Discreet ring* and *Appointment call*.
- *Vibracall*: Calls are also signalled by a repeated Vibracall. Text, voice mail and callback messages are signalled by a single Vibracall.
- *Discreet ring*: Phone only rings once.
- *Auto answer*: Phone only rings once and then automatically answers the call without you having to press for example the call key on the headset. Disable this setting when you do not make your calls using headset to avoid unnoticed listening by callers.
- *Suppress ring tone*: is displayed; events are signalled on the display only.
- *Progressive ring tone*: Ringing volume increases with every ring.
- *Attention tone*: Acoustic signalling for call waiting, announcement and message.
- *Loud environment*: In a loud environment the phone tries to improve the voice transfer (not for connections with Bluetooth headset and in hands-free mode). It's recommended to create a "Loud environment" profile.
- *Confirmation tone*: Each keystroke is confirmed with a beep.
- *Battery warning*: Battery nearly run-down triggers a warning.

Press the navigation key to the left.
Or:
The audio profiles are also available via the menu: *Menu* > *Settings* > *Audio profiles*.

New

Creating a new audio profile:
Press the *New* softkey.
➔Audio profile is set up.

Modify

Setting up an audio profile:
1. Scroll to the audio profile you want and press the *Modify* softkey.
2. Scroll to the setting you want and confirm your choice of setting with the *Select* softkey.
   ➔The setting is stored.

Note:
To listen to all the ring properties use the *Test* softkey.

Rename

Renaming an audio profile:
1. Scroll to the audio profile you want and press the *Rename* softkey.
2. Enter the new name and confirm with the *Save* softkey.

➔The setting is stored.

Delete

Deleting an audio profile:
Scroll to the audio profile you want and press the *Delete* softkey.
➔Audio profile is deleted.

Activating an audio profile

In your everyday phoning habits you want to adapt your phone's ringing properties to each situation.

The ringing properties are stored in different audio profiles. Select the audio profile you want from the list of audio profiles.

The current audio profile is indicated on the display (except for *Normal* audio profile).

Press the navigation key to the left.
Or:
The audio profiles are also available via the menu: *Menu* > *Settings* > *Audio profiles*.
➔All the audio profiles are displayed.

Select

Select the audio profile you want and activate with the *Select* softkey.
➔Audio profile is activated.

Hands-free and headset settings

This section explains other ways in which you can make calls with your phone.

Connecting a headset

Connect your headset to the socket on the bottom left-hand side of your phone. The headset mode is then automatically activated.

Your phone also has a Bluetooth interface (2.0) so you can operate the corresponding headsets. Only audio data can be transmitted via the Bluetooth interface with a headset.

To activate headset mode

You have connected a headset and now want to activate the headset mode.

A headset can be connected in parallel with the handset.

If you answer a call in headset mode using the Call key or Loudspeaker key, the call is provided on the headset.

When you connect a Bluetooth headset (see chapter "Activating Bluetooth mode and Bluetooth devices", page 78), the headset is automatically activated.

Note:
To find out how to make phone calls with the headset, refer to the chapter "Using a headset", page 25.

Activating Bluetooth mode and Bluetooth devices

You want to make and receive phone calls with a Bluetooth-supported headset.

You can activate Bluetooth devices as soon as you have activated the Bluetooth mode.

You can activate or deactivate the Bluetooth manually.

Notes:
- Only one Bluetooth connection at a time is possible.
- To find out how to make phone calls with the headset, refer to the chapter "Using a headset", page 25.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

Bluetooth

Scroll to *Bluetooth* and press the *Select* softkey.

Enable Bluetooth

Activating/deactivating Bluetooth mode:
Scroll to *Enable Bluetooth* and press the *Select* softkey.
➔The setting is stored, ᛒ is displayed.
Or:
The Bluetooth-mode is also available via the service menu: Press key 5 and hold it down for a moment, *Activate Bluetooth*.

Note:
An activated Bluetooth mode does not imply that a Bluetooth connection is running.

Subscribe headset

Pair new device:
Scroll to *Subscribe headset* and press the *Select* softkey.
Switch on the device you want and set to subscribe mode. Select the device you want and enter the Bluetooth device PIN.
➔Device is paired, ⟳ is displayed.

Select headset

List of paired devices:
Switch on the device you want, scroll to *Select headset*, press the *Select* softkey and select a device from the list.
➔The list of coupled devices is displayed.

Note:
The list is limited to 2 Bluetooth devices. Remove a device before you connect another one.

Delete

Remove device:
Scroll to *Select headset* and press the *Select* softkey.
Select the device you want and press the *Delete* softkey.
➔Device was removed.

General settings

This section explains other settings you can make on your phone.

Selecting the language

The display text is not in the language you want.

You can select a different language. The menu item under which you select your language is marked by an "*" in front of the word for "language" in the language of your choice, e.g. "*Language" for English.

Press the navigation key to the right or the *Menu* softkey.

*Language

Scroll to *Language and press the Select softkey.

<Language>

Select the language you want and confirm with the Select softkey.
➔The display text appears in your selected language.

Configuring the DTMF mode

You want to be able to use your phone to control other equipment or to access certain services, such as remote polling of an answering machine or telebanking. For these services you need the DTMF mode.

In the DTMF mode each keystroke generates a tone. If for example you enter a call number during a call, your call partner will hear the tone signals.

You can specify whether the DTMF mode should be generally activated or deactivated. DTMF is activated as the default dialling mode.

Press the navigation key to the right or the Menu softkey.

Settings

Scroll to Settings and press the Select softkey.

General

Scroll to General and press the Select softkey.

DTMF

Scroll to DTMF and activate or deactivate with the Select softkey.
➔The setting is stored.

Changing the User PIN

You want to change the PIN used to lock/unlock your phone (see chapter "Locking your phone", page 71 and "Unlocking your phone", page 72).

The digit combination "0000" is set as default. You can select any 2 to 8-digit combination for your new PIN.

If you have forgotten your PIN, your system administrator can reset it to the default setting.

Notes:
- Your user PIN applies to all your phones.
- Do not confuse the User PIN with the Admin PIN (see chapter "Changing the Admin PIN", page 81).

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

General

Scroll to *General* and press the *Select* softkey.

New user PIN

Scroll to *New user PIN* and press the *Select* softkey.
➔The display shows *User PIN*.

<Old PIN>

Enter the old PIN and confirm with the *Ok* softkey.
➔The display shows *New user PIN*.

<New PIN>

Enter the new PIN and confirm with the *Ok* softkey.
➔The display shows *Confirm user PIN*.

<New PIN>

Enter the new PIN a second time and confirm with the *Ok* softkey.
➔The new PIN is stored.

Notes:
- For each digit entered, the display shows an "*".
- You can also change the PIN with function code *47 (see User Guide Function Codes on the Mitel DocFinder).

Changing the Admin PIN

You want for example to protect the alarm settings against unauthorized or unintentional changes.

You can define and activate an Admin PIN. This means that, if the valid Admin PIN is not entered, you can only view the alarm settings and not modify them. As long as you have not defined the Admin PIN all alarm settings are freely accessible, without a PIN prompt.

If you have forgotten your Admin PIN, your system administrator can reset it.

Note:
Do not confuse the Admin PIN with the User PIN (see chapter "Changing the User PIN", page 80).

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

General

Scroll to *General* and press the *Select* softkey.

Administration

Scroll to *Administration* and press the *Select* softkey.

New admin PIN

1. Scroll to *New admin PIN* and press the *Select* softkey.
2. Enter the PIN you want and confirm with the *Ok* softkey.

➔The setting is stored.

Note:
Delete the current PIN if you prefer to enter your alarm settings without the Admin PIN.

Enter the display text for the idle state

You want to change the text displayed by your phone in the idle state.

In addition to the date and time you can enter a personal text for the text displayed in the idle state.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

General

Scroll to *General* and press the *Select* softkey.

Idle text

Scroll to *Idle text* and press the *Select* softkey.

<Text>

Enter the text and confirm with the *Save* softkey.
➔The text is stored.

Managing communication systems

This menu allows you to specify the active system for your phone and to manage registrations to different systems. Contact your system administrator for more information.

If your phone is registered with several systems, the name of the active system is shown on the display. The DECT-specific information is retrievable in the *DECT identities* menu.

For more information on the *Download server* refer to chapter "Software", page 98.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

System

Scroll to *System* and press the *Select* softkey.

System registrations

Scroll to *System registrations* and press the *Select* softkey.

New

Registering to a new system:
Press the *New* softkey, enter the AC number (your system administrator will provide you with this number) and press the *Save* softkey.
➔The phone searches for the system.

Rename

Renaming a system:
Scroll to the system you want and press the *Rename* softkey.
Enter a new number and press the *Save* softkey.
➔The setting is stored.

Delete

Deleting a system:
Scroll to the system you want, press the *Delete* softkey and answer *Ok* to the safety prompt.
➔The system is deleted.

Select

Switching system:
Scroll to the system you want and confirm with the *Select* softkey.
Or:
Switching the phone manually to the next available system (with 2 systems): Press key 2 and hold it down for a moment.
Choice of available systems (with 3-4 systems): Press and hold down key 2 > *Select system*.

Retrieving information on your phone

Your phone's software-relevant data is stored in this menu.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

General

Scroll to *General* and press the *Select* softkey.

Information

Scroll to *Information* and press the *Select* softkey.

SW version/*Owner ID*

Select required setting (*SW version*/*Owner ID*) auswählen.
➔The information can now be retrieved.

Or:
The software version is also available via service menu: Press and hold down key 5 *SW version*.

Protect yourself against calls

This sections explains how you can protect yourself against other users applying telephony features on you via menu guidance or using function codes.

Activating protection against call types

You want to protect yourself against certain types of calls.

You can set the settings so that the following functions, where available in your communication system, are not allowed on your phone.

- *Do not disturb*: Incoming calls are automatically forwarded to a specific destination.
- *Call waiting*: You are already making/taking a call. You are notified by a waiting tone and phone number or name in the display that someone else is trying to reach you. You can either answer or reject this second call.
- *Intrusion*: A third participant can intrude into your active call and listen to your conversation.
- *Announcement*: You can address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).
- *Call forwarding*: Incoming calls are forwarded directly to your phone.

Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

Protection

Scroll to *Protection* and press the *Select* softkey.

<Protection setting>

Select the protection setting you want and activate or deactivate with the *Select* softkey.
➔The setting is stored.

Note:
You can deactivate an activated protection using *Menu* > *Activated features* > *Reset*.

Managing your private contacts

This section explains how to manage your private contacts.

Creating a new contact entry

You want to store your own phone numbers. You can store your own phone numbers as private contacts.

For each contact you have the possibility of making several call number entries (Business, Mobile, Private). You can specify one of these numbers as the standard call number, the one which is used whenever you do not make a particular selection.

Press the navigation key down.
Or:
The phone book is also available via the menu: *Menu* > *Phone book*.

Private contacts

Scroll to *Private contacts* and press the *Select* softkey.

New

Press the *New* softkey.

<Contact data>

1. Enter the user's contact data (Name, Business, Mobile, Private).
2. Use the navigation key to scroll between the entries.
3. Confirm with the *Save* softkey.

➔The contact is now stored.

Default

Specifying the default number:

1. Select the contact you want.
2. Use the right navigation key to open the contact and highlight the call number you want.
3. Specify the selected phone number as default number using the *Default* softkey.

Editing or deleting a contact

You want to edit a call number which you have stored in your private contacts.

Note:
You cannot modify entries in other phone books.

Press the navigation key down.
Or:
The phone book is also available via the menu: *Menu* > *Phone book*.

Private contacts

Scroll to *Private contacts* and press the *Select* softkey.

Edit

Changing an entry:
Select the entry you want and press the *Edit* softkey.
Modify the contact data and confirm with the *Save* softkey.

Delete

Deleting an entry:
Select the entry you want and press the *Delete* softkey.
➔The entry is now deleted.

Transferring a call number from the call list to the private contacts

You want to transfer a call number from one of the call lists to your private contacts.

You can add a phone number to an existing contact or create a new contact.

Press the navigation key to the right or the *Menu* softkey.

Call lists

Scroll to *Call lists* and press the *Select* softkey.

Save

Select the call list and user you want and press the *Save* softkey.

Add to exist.contact

Adding to existing contact:
Press the *Add to existing contact* softkey, select the contact and number type you want, and confirm with the *Save* softkey.

New contact

Adding new contact:
Press the *Add new contact* softkey, select the number type you want, and confirm with the *Save* softkey.

Configuring voice mail

This section explains how to set your voice mail.

Managing personal greeting

You have the possibility to record up to two different greetings (e.g.for absence or holiday). Give each greeting the relevant name.

Depending on the system configuration a caller may or may not be able to leave a message (for the symbols see chapter "Display symbols", page 18).

If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. Contact your system administrator for more information.

Press the navigation key to the right or the *Menu* softkey.

Voice mail > *Greeting*

Scroll to *Voice mail* >*Greeting* and press the *Select* softkey.

<Greeting>

Renaming greeting:
Select the greeting you want and press the *Edit* softkey.
➔Enter the appropriate name for your personal greeting.

<Greeting>

Record the greeting:
Select the greeting you want and press the *Record* softkey.
➔Now record your personal greeting text.

<Greeting>

Playback the greeting:
Select the greeting you want and press the *Play* softkey.
➔You can monitor your personal greeting text and re-record it if necessary.

<Greeting>

Selecting the greeting:
Select the greeting you want and confirm with the *Ok* softkey.
➔ The announcement last recorded is automatically activated.

Notes:

- To find out how to configure call forwarding to your voice mail, refer to the chapter "Forwarding to voice mail", page 52.
- For further information on voice mail refer to the chapter "Listening to voice message", page 53 or in the User Guide Voice Mail Systems on the Mitel DocFinder.

Configuring presence/presence profile

Do you want to manage your incoming calls taking your current presence status into account (see chapter "Presence state", page 47).

You have a choice of 5 presence profiles for controlling your presence status: *Available*, *Absent*, *Meeting*, *Busy*, *Not available*. Presence profiles contain action commands that are executed when the presence status is activated. This may be a call forwarding to a voice mail and/or a predefined personal call routing.

For each of these presence profiles you can make the following settings:

- *Description*: Type in the text to be displayed to other users as detailed information when they poll your presence status (e.g. “meeting until 4 pm”). You can also leave this input field blank.
- *Time/date*:
  Type in the time and/or date of your absence: This information is played to your caller, providing you selected the *Absence information* setting for call forwarding to voice mail. You can also leave this input field blank.
- *Personal call routing*: Specify the phones on which a call is to be signalled (see chapter "Activating personal call routing", page 59).
  - *Keep settings as is*: Calls are routed according to your settings.
  - *Call routing ID <1...5>*: Your personal call routing number.
- *Call forwarding*: Specify where you want a call to be forwarded to (see chapter "Forwarding calls (Call forwarding)", page 49).
  - *Keep settings as is*: Calls are routed according to your settings.
  - *Call forwarding off*: any configured call forwarding operation is deleted.
  - *User*: a call is channelled to the defined forwarding destination.
  - *Forwarding to voice mail*: a call is forwarded to voice mail. The greeting actually played back depends on the selected voice mail greeting.
- *Voice mail greeting*: Activate the greeting you want.
  - *Keep settings as is*: your currently defined greeting is used.
  - *Absence information*: your caller is given an absence information (as well as time and date, if this has been configured as such in the presence profile). This setting is not available in the *Available* presence profile. More information can be found in the chapter "Absence information", page 49.
  - *Standard greeting*: the global greeting is played back to your caller.
  - *Personal greeting*: If you renamed your personal greeting, your greeting name is displayed here. Your caller obtains one of the personal greetings.
    The time and date are never given in the global greeting and personal greetings.

Open presence profile:
Press the navigation key to the right or the *Menu* softkey.

Settings

Scroll to *Settings* and press the *Select* softkey.

Presence

Scroll to *Presence* and press the *Select* softkey.
Or:
Press the function key for *Presence menu* (storing function key see the chapter "Storing a function on a key - function key", page 90).
➔Available presence profiles are displayed.

Edit

To change the presence profile:

1. Scroll to the presence profile you want and press the *Edit* softkey.
2. Select the setting you want and press the *Edit* softkey.
3. Make the setting you want and confirm with the *Ok* softkey.

➔Presence profile is changed.
Note:
After you have changed and saved the active presence profile you have to temporarily select another presence profile and then reactivate the presence profile you want in order to have the settings applied.

Configuring keys

This section explains how to assign phone numbers and functions to a configurable key.

Available keys

You can select the following keys for configuration purposes:

- **Softkeys:** You can configure 2 of the 3 softkeys; the key assignment is retrievable in the idle position only.
- **Side keys:** You can configure the 3 side keys; the key assignment is retrievable in the idle position only.
- **Hotkey:** You can store up to 6 call numbers or functions under the hotkey; the key assignment is retrievable at any time.

You can assign each key with a specific action type so you can trigger a particular action by simply pressing that key. Choice available:

- *Number key*: To store the phone number;
- *Function key*: Activate/deactivate or execute a function.

Store a phone number under a key – number key

You want to retrieve a frequently used phone number with a single keystroke rather than enter it digit by digit.

On each softkey you can store one call number and name, and on each side key you can store two call numbers and the associated names. You can store up to 6 call numbers under the hotkey. The key automatically becomes a number key.

The system administrator can disable any possibility of modifying the configuration of a key that has already been configured.

<long>

Keep the key you want pressed down for approx. 2 seconds.
Or:
The keys are also available via the menu: *Menu* > *Settings* > *Keys* > *Softkeys*/*Hotkeys*/*Side keys*.

New

Creating a new key assignment:

1. Press the *New* softkey and select *Number key*.
2. Enter the name and the number and confirm with the *Save* softkey.

➔Key assignment is stored.

Modify

Modify a key assignment:

1. Press the *Modify* softkey.
2. Make the changes and confirm with the *Save* softkey.

➔Key assignment is stored.

Delete

Deleting a key assignment:
Press the *Delete* softkey.
➔Key assignment is deleted.

Storing a function on a key - function key

You want to retrieve a frequently used function - for example "call forwarding on no reply" - using a single keystroke rather than having to enter it by hand. Usually you assign the function so that you:

- activate the function with the first keystroke,
- and deactivate the command again with a second keystroke.

Storing a function under a key (from a predefined selection of functions):

<long>

Keep the key you want pressed down for approx. 2 seconds.
Or:
The keys are also available via the menu: *Menu* > *Settings* > *Keys* > *Softkeys*/*Hotkeys*/*Side keys*.

New

Creating a new key assignment:

1. Press the *New* softkey and select *Function key*.
2. Select the function and the setting you want and confirm with the *Save* softkey.

➔Key assignment is stored.

Modify

Modify a key assignment:

1. Press the *Modify* softkey.
2. Make the changes and confirm with the *Save* softkey.

➔The key assignment is now stored.

Delete

Deleting a key assignment:
Press the *Delete* softkey.
➔Key assignment is deleted.

Notes:

- The selection of functions can be found in the chapter "Function selection for configurable key", page 91.
- In addition to the large number of predefined functions you can also write your own function (see chapter "Function commands, function codes", page 94).

Function selection for configurable key

This section contains a list of all the functions you can store under a configurable key via the menu. Contact your system administrator for more information.

More information on how to store functions under a configurable key using function commands and function code can be found in chapter "Formulating functions", page 94.

Function	Description
Call Forwarding	With this function you forward incoming calls directly to a different destination. For further information refer to chapter "Forwarding calls (Call forwarding)", page 49.
Call forwarding if busy	With this function you forward incoming calls directly to a different destination if you are busy. For further information refer to chapter "Forwarding calls (Call forwarding)", page 49.
Call Forwarding on No Reply	With this function you forward incoming calls you receive on your phone to another destination. For further information refer to chapter "Forwarding a Call on No Reply (CFNR)", page 50.
Switch group x	This function lets you route calls and functions via switch groups. Each switch group has three switching positions. The default position is 1.

Function	Description
Control output	You can control external electric equipment or installations using control outputs. For example you can use your phone to open and close electric gates or to switch the lights on or off throughout a building.
Welcome announcement	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again.
Protection	This function protects you against Call Waiting and Announcement. For further information refer to chapter "Activating protection against call types", page 84.
Remote maintenance	This function lets you set remote maintenance access to your phone on a one-off basis of permanently.
MCID	This function lets you track and record a malicious call. For further information refer to chapter "Tracking a malicious call", page 59.
Agent	The call routing of calls in the queue can be controlled using an agent.
User group	In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
Home alone	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.
Free configurable	You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a key. For further information refer to chapter "Formulating functions", page 94.
CLIR	This function lets you prevent your call number from being displayed to the caller. For further information refer to chapter "Suppressing your call number from your called party's terminal display", page 58.
Deflect	This function lets you deflect an incoming call to another user. For further information refer to chapter "Deflect a call during the ringing phase", page 39.
Park	With this function you put your call partner on hold without using a phone line as a result. For further information refer to chapter "Parking a call partner", page 45.
Do not disturb	With this function incoming calls are automatically forwarded to a specific destination. For further information refer to chapter "Activating protection against call types", page 84.

Function	Description
Voice mail greeting	This function allows you to activate/deactivate the greeting you want. For further information refer to chapter "Managing personal greeting", page 87.
Ring alone	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept). For further information refer to chapter "Activating ring alone", page 60.
Personal call routing	This function lets you specify where incoming calls are routed to (as part of the one-number user concept). For further information refer to chapter "Activating personal call routing", page 59.
Personal call routing menu	Menu for selecting the personal call routing. For further information refer to chapter "Activating personal call routing", page 59.
Fast take (Pick up a Call)	You can take an incoming call or an active call from another phone to your phone. *Fast Take* must be enabled. Contact your system administrator for more information.
Presence menu	Menu for selecting a presence profile. For further information refer to chapter "Presence state", page 47.
Presence profile	This function allows you to activate/deactivate a presence profile. For further information refer to chapter "Presence state", page 47.
Call recording	This function allows you to record an active call. The recordings are stored in your individual e-mailbox only. For further information refer to chapter "Recording a call", page 46.
Direct response	This function allows you to set up a call connection to a patient in hands-free mode. For further information refer to chapter "Direct response", page 66.
PIN call	Independently of the phone, you can, for a fee, make external calls. The credit may be limited For further information refer to chapter "PIN telephony", page 65.
PIN call rebook	You can charge the charges and call information of your outgoing and incoming calls to certain projects . For further information refer to chapter "PIN telephony", page 65.

Formulating functions

This section explains how to express and execute an individual function, for example call forwarding, using function commands and function codes.

Function commands, function codes

You can use the predefined selection to allocate functions to a configurable key (see chapter "Storing a function on a key - function key", page 90). You can also write your own functions using function commands and function codes (select *Free configurable* function). The function commands are listed here; the function codes can be found in the User's Guide User Guide Function Codes on the Mitel DocFinder.

You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number.

The following function commands are available:	
"I"	Seize line
"H"	Seize line in hands-free mode
"X"	Disconnect
"P"	Pause 1 second before the next operation
"N"	Use the phone number entered in call preparation
"."	Control key function (up-circuit system)
"Z"	Activate/deactivate DTMF mode
"R"	Use the phone number last dialled
"Y"	Disconnect and reseize the line

Other formulation examples:	
"IR"	Seize line ("I"), Dial phone number last dialled ("R")
"I201"	Seize line ("I") and dial phone number 201
"I*21201X"	Seize line ("I"), activate call forwarding unconditional ("*21") to phone number 201, disconnect ("X")

Formulating a function code and storing it under a key (example: “Activate presence status”):

<long>

Keep the key you want pressed down for approx. 2 seconds.

Or:

The keys are also available via the menu: *Menu* > *Settings* > *Keys* > *Softkeys*/*Hotkeys*/*Side keys*.

Free configurable

1. *Function key* > select function*Free configurable*.
2. Type in a name: e.g. “Absent” or use a standard name.
3. Type in the first number: I*27118002311#.
   I = Seize line
   *27 = function code for activate presence status
   1 = presence profile 1 (absent)
   1800 / 2311 = time and date until which you are absent
4. Type in the second number: I#27.
   I = Seize line
   #27 = function code for deactivate presence status
5. Press the *Save* softkey.
   ➔Key assignment is stored.

Notes:

- Text mode has to be activated before you can enter function commands.
- Functions that are not available via the menu can be activated using function codes (see User Guide Function Codes on the Mitel DocFinder).
- You can only activate certain function codes if the same function cannot be obtained via the menu.
- The availability of certain function code may be restricted depending on the system and software version.

Installation and first-time operation

These sections explain the setup options available with your phone.

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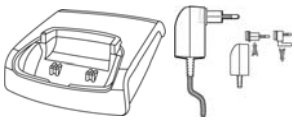
Options 97
Connecting a cordless phone 98
Battery 99
Carry strap 101
USB and external charging socket 101
microSD card 102
Logging your phone on 102

Equipment provided

Cordless phone

Standard battery

Charging unit and plug-in power supply unit with country-specific adapters



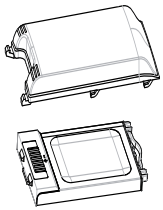
Quick User's Guide and safety information

Screwed-on belt

Options

Carry strap

Power battery
Power battery cover



Connecting a cordless phone

Connecting the charging unit

The phone can be operated without modifying the charging unit.

1. Plug the cable connector into the socket on the underside of the charging unit.
2. Feed the cable through the strain relief provided.
3. Plug the plug-in power adapter into an available socket outlet.

Note:
The plug designs vary from country to country.

Power supply / Plug-in power supply unit

The power supply unit is rated for 100 V to 240 V AC (50-60 Hz). It is supplied with four interchangeable adapters, which means it can be used more or less worldwide. Where necessary, fit the standard adapter head for your country to the power supply unit. As the plug-in power supply unit comes in two variants, the assembly differs slightly:

- Variant 1: Set the switch on the power supply unit to OPEN and slide the existing adapter head upwards and out. Next fit the new adapter head to the power supply unit and lock it into place using the switch (LOCK).
- Variant 2: First remove any adapter head that may already be fitted by pressing OPEN. Next fit the new adapter head onto the power supply unit at a slight angle with the end marked TOP at the top. Press it down until it clicks into place.

Note:
The charging unit and plug-in power supply vary from country to country.

Software

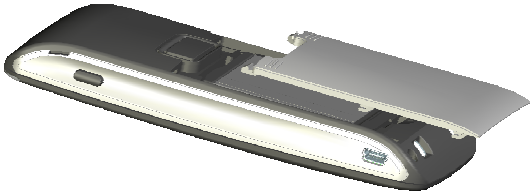
New phone software can simply be updated during operation using automatic firmware updates, reducing maintenance costs as a result.

Battery

Take also note of the safety information on handling the battery set out in chapter "Dealing with batteries", page 7.

Inserting the standard battery

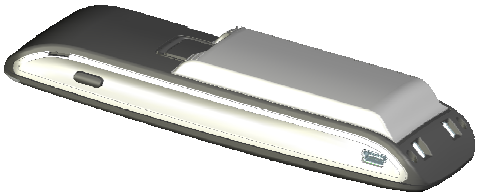
1. Push the battery cover downwards until it is released from the lock, then take it off.
2. Insert the battery with the contacts downwards.
3. Replace the battery cover and push it upwards until it locks.



Inserting the power battery

The power battery has a larger capacity and is available as an option. Its design is thicker, which means a larger battery cover is required, protruding by approx.6 mm on the back of the phone.

1. If necessary, remove the fitted clamp.
2. Fit the battery cover as described for the standard battery.



Charging the battery

The batteries are supplied uncharged. To charge the batteries, place the phone in the charging unit.

It is only after the battery has been charged for the first time that your phone is ready for use, that calls can be answered and that you can make calls from the phone.

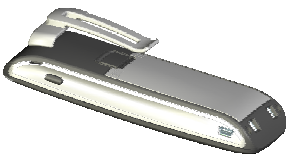
Notes:
- It takes several charging cycles before a new battery reaches full capacity.
- The technical data can be found in the chapter "Technical data", page 106.
- The descriptions of the display symbols can be found in the chapter "Display symbols", page 18.
- Poor radio links (sizeable distance to the system's radio station) will reduce the phone's standby and talk times. The standby and talk times are also reduced by high loud-speaker or ring tone volumes, frequently used keypad and display backlighting, and activated vibra alarms and Bluetooth mode.

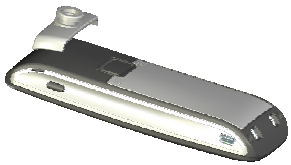
Carry clip or swivel clip

Fitting / removing the carry clip or swivel clip

The carry clip supplied with the phone is placed on the two openings at the top end of the phone and pressed in until it snaps into place. To remove the carry clip, press the small recesses on the edge of the strap and gently pull the strap apart.

The phone can also be equipped with a swivel clip accessory. The holding clip is also placed on the two openings at the top end of the phone and pressed in until it snaps into place. Next slide the clip onto the prominent button. To release the phone from the clip, press the upper button.

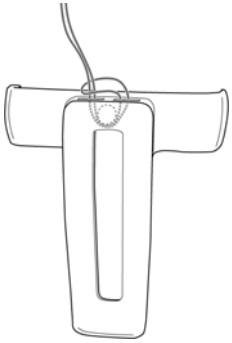




Carry strap

Securing the carry strap

The top part of the carry clip has two openings. You can feed the bottom end of the carry strap through these openings (detach the carry clip first before fitting the strap). Carry straps are optionally available.



USB and external charging socket

Mini USB connection

There is a mini USB socket (2.0) in the bottom right-hand corner. You can use it as a connection socket for a USB charging unit, to recharge the phone for example. However the charging process is slower than when the phone is charged in the charging unit.

Use a screened USB cable only.

microSD card

This section provides a brief overview on how to use the microSD card. Contact your system administrator for more information.

Information on the microSD card

Under the battery inside the phone there is a recess for an optional microSD card. This special microSD card stores the phone's login data for your communication system and the main local device data in your settings menu (display, profiles, alarm configuration). This ensures that, in the event of a device defect, normal operations can resume in the shortest time and without having to log in again, simply by transferring the card to the replacement device. Conventional microSD cards cannot be used.

Note:
Do not use the microSD card on other devices (e.g. camera) to make sure the card is not accidentally reformatted and there is sufficient storage space available.
Once it has been deleted or formatted, the card can no longer be used in your phone.
Ask your system administrator from which device hardware/software release the microSD card is supported.

Logging your phone on

Registering your phone on the system

Your system administrator has to prepare the system before you can log on your phone.

Your phone can be operated on a maximum of 4 different communication systems. To do so, it must be registered on each system. As a rule your phone is registered with the communication system by your system administrator. Contact your system administrator for more information.

Once the phone is registered with one or more communication systems, you can make and receive phone calls (see also chapter "Managing communication systems", page 82).

Registration

A registration is stored on the phone for each communication system with which your phone is registered. A registration entry contains, among others, a system name (e.g. A,B,C).

If your phone is registered with several systems, the name of the active system is shown on the display.

Further information

The following sections contain more useful information about your phone.

Troubleshooting 104
Communication system and software versions. 105
Technical data 106

Troubleshooting

This section contains a few tips on how to operate your phone if you encounter any problems.

Malfunctions

Display reads: "System overload"
At the moment no connection can be set up via the current system base. The phone is trying to set up a better radio connection with the same or a different system base. This message appears in standby mode only.

Display reads: "No system"
You have moved out of the coverage area; the radio connection is interrupted. Move closer to a radio station.

Leaving the coverage area
You are outside the coverage range. You can set the phone so that you receive a warning signal if you leave the coverage area (see chapter "Activating range alarm and system busy beep", page 72).

Display is working, but connection is not possible
Your phone may be locked. Unlock your phone (see chapter "Locking/unlocking the keypad", page 70).

Freely configurable keys cannot be configured
The configuration may be locked. Unlock your phone (see chapter "Unlocking your phone", page 72).
The key for a reconfiguration may be locked in the system. Contact your system administrator for more information.

Display brightness insufficient
The setting for the display's brightness is unsuitable. Change the setting (see chapter "Setting the display", page 74).

Impaired sound quality during hands-free operation
The sound quality can be affected if the volume is too loud – turn down the volume. If the sound quality fluctuates, contact your system administrator.

Phone calls can be made, but no names are displayed; the key configuration is missing, and the phone does not respond to function commands
Restricted mode following a software update without update licence.

Note:
For all other messages, faults and questions you may have, contact your system administrator.

Communication system and software versions

You want to activate a feature described in these Instructions but the system will not let you.

Some communication systems or software versions do not support all the features. The corresponding text sections are identified by a letter inside square brackets [a]. The list below indicates which system versions support the relevant features. Contact your system administrator for more information.

	R1.2	R2.0	R3.0					
[a]	X	X	X					
[b]		X	X					
[c]			X					
[d]								

Technical data

Operation

Standards	DECT, GAP
DECT encryption	supported
Frequency range	1880 MHz to 1900 MHz
Transmitted power	10 mW (average power per channel)
Range	• up to 300 m outdoors • up to 50 m in indoors

Interfaces

Headset	2.5 mm jack and Bluetooth
PC	Mini-USB
Card	microSD card

Battery charge and usage times

Battery capacity	Standard battery: 850 mAh lithium ion Power battery Llithium ion
Operating time, talk time	Standard battery: up to 12 hours Power battery: up to 24 hours
Operating time, standby	Standard battery: up to 100 hours Power battery: up to 200 hours
Charging time in the charging unit	2 hours for fully charged state

Ambient conditions

Operating temperature	5 C° to 40°C
Storage temperature	-5 C° to +45°C
Class of protection	IP 50 (dust-proof)
Drop resistance	1.7 m on concrete without damage
Noise	Ambient noise filter for loud environments
Hands-free	Half-duplex hands-free operation

Dimensions, weight and surface finish

Cordless phone with battery	145 x 49 x 22.5 mm 130 g
Charging unit without plug-in power supply	Length x Width x Depth: 76 x 75 x 24 mm 40 g
Power supply	ID: 23-00-1061-00 or 23-00-1089-00 ID: 23-00-1089-00
Surface finish (sides and front)	Silicone treated

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CE

MITEL SCHWEIZ AG, SOLOTHURN

hereby declares that the MiVoice Office 400 products

- conform to the basic requirements and other relevant stipulations of Directive 1999/5/EC.
- are manufactured in conformity with RoHS according to 2011/65/EU.

The product-specific declarations of conformity can be found on the Mitel document portal: www.mitel.com/docfinder.

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Powering connections
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