MIVOICE OFFICE 400

MITEL 600 SIP-DECT PHONES

USER GUIDE

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Welcome...

Welcome to the user guide for the Mitel 612 SIP-DECT / Mitel 622 SIP-DECT / Mitel 632 SIP-DECT / Mitel 650 SIP-DECT cordless phones for MiVoice Office 400 communication systems.

This user 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 webpages www.mitel.com or our Mitel DocFinder.

Your phone can be operated on different communication systems. This user guide sets out the telephone with its functions on the Mitel SIP-DECT system on the MiVoice Office 400 communication system. Other user guides are available for operation on other communication systems. If you are unsure whether you have the correct User's Guide for your application, please check with your system administrator.

Mitel SIP-DECT is a communication system which consists of radio stations (also known as RFPs) and is controlled via an OpenMobilityManager (OMM). Communication occurs according to the Session Initiation Protocol (SIP) and serves the call control online.

Notes:

- Not all listed functions are available by default. Contact your system administrator to learn more about the available features and services in the MiVoice Office 400 communication system.
- Your system administrator has the option to individually set some of the phone's features. In this case your default values will differ from the default values described in this user guide.
- Some functions are offered both from the MiVoice Office 400 communication system and locally from your Mitel SIP-DECT phone. Since the MiVoice Office 400 communication system does not fully support the local functions, we recommend that you always take your configuration from your system administrator or, where possible, from the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).

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.

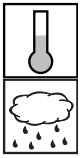
Protect your hearing
Receiver: Do not hold the cordless phone up against your ear in hands-free operation and during ringing tone, as the volume is then very high. The default setting for ringing loudness meets regulatory requirements. It is recommended the default setting is retained.
Headset: In order to avoid possible hearing damage, do not use the headset at high volumes for long periods. This can lead to loss of hearing. Always set to a medium volume.

Power supply
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.

Note: The device will be inoperable when mains power of the communication system fails.

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.
- Please also observe the information in chapter "State of charge", page 15.

When putting your cordless phone into operation

- Only use the battery pack supplied by the manufacturer.
- 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.

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Information about the MiVoice Office 400 communication system

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 which telephone(s) incoming calls shall be routed to (see chapter "Activating personal call routing", page 40).

More benefits of the one number user concept:

- With Ring Alone, you can specify the phone on which a call is to be acoustically signalled (see "Activating personal call routing", page 40).
- 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.
- All call lists and contacts saved in the MiVoice Office 400 communication system are available on all your phones and are automatically synchronised.
- An announcement is indicated on all phones that support announcements.
- Fast take (*88) allows you to take a call from one phone on another.

MiVoice Office 400 Self Service Portal

The Self Service Portal a web-based application for phones on an MiVoice Office 400 communication system. The Self Service Portal helps you configure and adapt your personal settings of your Mitel SIP-DECT cordless phone, i.e. the display language or the personal call routing, directly and autonomously on your PC.

As soon as you have received an user account for the Self Service Portal from your system administrator and after you have logged in, you are taken to the home page with the overview of all your phones. Refer to the Self Service Portal online help for further information on a specific topic.

Contact your system administrator to obtain access to the Self Service Portal.

Keys, display and menu guidance

The sections below provide an overview of which keys and sockets are available on your phone and how to use them.

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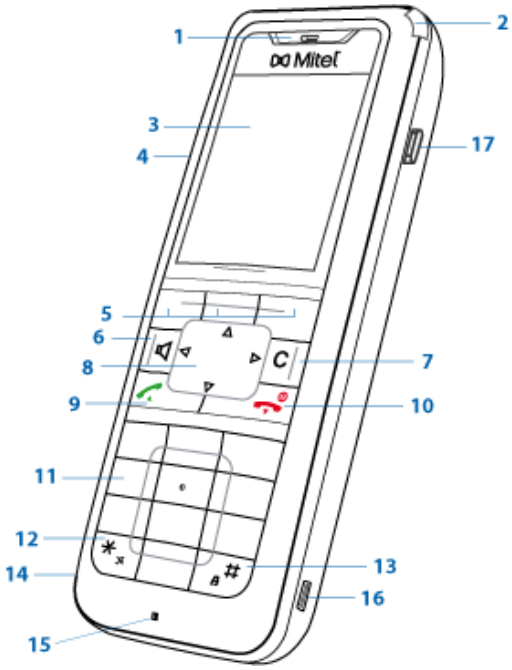
Key designations and sockets



Note: The image of the phone corresponds to the Mitel 622 SIP-DECT.

No.	Key		Press	In the state...	Description
1		**Loudspeaker**			
2		**LED indicator**			3-coloured LED as per table in "LED overview", page 21
3		**Display**			TFT colour display
4		**Side keys +/- (Mitel 612 SIP-DECT only)**	short	Idle state or in a connection	Call up configured function or set volume
4		**Side keys +/- (nicht Mitel 612 SIP-DECT)**	short	Idle state or in a connection	Call up configured function or set volume

No.	Key		Press	In the state...	Description
		Middle side key	short	Idle state, in a connection	Call up configured function
		All side keys	long	Idle state	Configure key
5		**Left softkey**	short	• Idle state • Menu	• Call up redial list • Executes displayed function above key.
			long	Idle state	Configure key
		Middle softkey	short	• Idle state • Menu	• Call up configured function • Executes displayed function above key.
			long	Idle state	Configure key
		Right softkey	short	• Idle state • Menu	• Call up complete menu • Executes displayed function above key.
			long	Idle state	Call up system menu
6		**Loudspeaker key**	short	• Idle state • In a connection • List	• Establish a connection • Activate/deactivate open listening • Establish a connection with selected entry
7		**Correction key**	short	• Menu • List • Editor	• Back one menu level • Delete selected entry[1)] • Delete the last character
			long	• Menu • List • Editor	• Back to idle state • Delete all entries in list[1)] • Delete all characters
8		**Navigation key**	up, short	• Idle state, in a connection • Menu, list, editor	• Call up configured function • Navigation

No.	Key		Press	In the state...	Description
			right, short	• Idle state • Menu • List • Editor	• Call up configured function • Forward one menu level • Call up detailed information • Navigate cursor
			right, long	• Idle state • Editor	• Configure key • Navigate cursor to the end of the line
			down, short	• Idle state, in a connection • Menu, list, editor	• Call up configured function • Navigation
			left, short	• Idle state • In a connection • Menu • Editor	• Call up configured function • Call up configured function • Back one menu level • Navigate cursor
			left, long	• Idle state • Editor	• Configure key • Navigate cursor to the end of the line
9		**Call key**	short	• Idle state • List	• Establish a connection • Establish a connection to the selected call number
			long	Idle state	Call up redial list
10		**End key**	short	• Idle state • In a connection • Menu, list • Editor	• Call up the switch off menu • Ending a call • Back to idle state • Exit editor without changes.
			long	all states	Activate/deactivate phone

No.	Key		Press	In the state...	Description
11	0 9	**Key block**	short	• Idle state • Editor	• Enters digits • Enter characters as per table in "Enter digits and characters", page 20
	1	**Key 1**	long	Idle state	Voice message, playing
	2 9	**Key 2 to key 9**	long	Idle state	Select speed dial target
12	*	**Asterisk key**	short	• Idle state • Editor	• Enter * • Switch between upper/lower case and number/letter entry
			long	• Idle state • for incoming call	• Activate/deactivate ring tone (permanent) • Activate/deactivate ring tone (one-off)
13	#	**Hash key**	short	• Idle state • Editor	• Enter # • Enter characters as per table in "Enter digits and characters", page 20
			long	Idle state	Locking the keypad
14		**Headset connection**			Headset connection via a cable
15		**Microphone**			
16		**USB connection (not Mitel 612 SIP-DECT)**			
17		**Hotkey (not Mitel 612 SIP-DECT)**	short	all states	Call up VIP list
			long	Idle state	Configure key
18		**SOS key (Mitel 632 SIP-DECT only)**	Short or long	• Idle state • With locked keypad	Pre-configured emergency number is selected

[1] not in phone book

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)
	Battery charging

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.
- When the battery capacity is almost exhausted, a series of warning beeps sounds. This warning can be disabled, see chapter "Setting the audio properties", page 47. If you are making a call, you have approximately five minutes' talk time left before the handset switches itself off.
- The following settings can run down the battery sooner:
  - Phone switched off,
  - poor radio connections (system radio station far away),
  - high loudspeaker or ring tone volume,
  - frequent activation of key and display backlighting,
  - Bluetooth operation and
  - an activated vibration alarm

	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).
	Connection status, info
	• Call forwarding activated • Call Forwarding on No Reply activated
	In a connection
	New voice messages
	New text messages/voice messages (in the server menu)
	Read text messages/voice messages (in the server menu)
	Ring tone deactivated
	Headset mode activated
	Loudspeaker/hands-free mode activated
	Microphone deactivated
	Bluetooth headset ready for use
	Active Bluetooth connection
	Keypad locked
	Phone locked
	Alarm sensor activated (Mitel 632 SIP-DECT only)
	Call filter active
	microSD card integrated (not for Mitel 612 SIP-DECT)
	Alarm clock
	Appointment call

	Connection status, info
	Activated profile
	Hi-Q (Mitel 650 SIP-DECT only)
	Device menu
	Save
	• Device menu • Options
	Information
	Settings
	Navigation menu
	Presence state
	Available (default)
	Meeting
	Busy
	Absent
	Not available

Note: The display symbols for the function key are shown in "Overview of available functions", page 67.

Using your phone

The majority of the keys and functions are clarified in the key legend. Learn about other overviews and help screens here.

Overview of the system menu

Your telephone offers you two different menus.

MiVoice Office 400 system menu (server menu):

The MiVoice Office 400 system menu (server menu) is connected to the communication server via OpenMobilityManager by your system administrator and contains the following MiVoice Office 400-specific menu entries as well as context-dependent functions which you can use during a call. More information about these menu entries can be found in the corresponding sections of this user's guide.

MiVoice Office 400 system menu

1. *Voice mail*
2. *Forwarding*
3. *Presence*
4. *Personal call routing*
5. *Information*
6. *Callback* (depends on context)
7. *Take* (depends on context)

Access to the MiVoice Office 400 system menu (server menu) is available using:

- the function key or
- via *Menu* ( ) > *System menu* > *Server menu*.

Local system menu:

The local system menu contains more settings. More information about these functions can be found in the corresponding chapters of this User's Guide. Access is available using the *Menu* () function key.

Using the softkeys / hotkey / side keys / navigation key

Softkeys: The softkeys are the keys that are automatically configured with context-dependentfunctions by the MiVoice Office 400 communications system. The functions are displayed above the softkey.

Hotkey: The hotkey[1)] is a free configurable key for 1 to 6 call numbers (VIP list) or for a function. To find out how to configure the hotkey, please see "Configuring keys", page 66. To find out how to make phone calls with the hotkey, refer to the chapter "Dialling with a configurable key (VIP list)", page 28.

Side keys: You can allocate various functions to the side keys. To find out how to make phone calls with the hotkey, refer to the chapter "Configuring keys", page 66.

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.
- A menu can have multiple submenus. Press the suggested softkey or the right-hand navigation key in order to reach the submenu or the selection of possible editing options, or to perform the action.
- You can also allocate 4 different functions to the navigation key itself ( ). To find out how to configure the navigation key, refer to the chapter "Configuring keys", page 66. More information about the navigation key can also be found in the legend ("Navigation key", page 12).

1) not available Mitel 612 SIP-DECT

Enter digits and characters

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

Note: The number of characters may vary depending on the language selected.

	Upper case	Lower case
1	? ! 1 - + * / = & ( ) % ¿ ¡	? ! 1 - + * / = & ( ) % ¿ ¡
2	A B C 2 Ä Å À Á Ã Æ Ç	a b c 2 ä å à á ã æ ç
3	D E F 3 È É Ê Ë	d e f 3 è é ê ë
4	G H I 4 Π Σ Í Ì Î Ï	g h i 4 π ı í ì î ï
5	J K L 5	j k l 5
6	M N O 6 Ñ Ö Ò Ó Ô Õ Ø	m n o 6 ñ ö ò ó ô õ ø
7	P Q R S 7 ß Ş	p q r s 7 ß ş
8	T U V 8 Ü Ù Ú Û	t u v 8 ü ù ú û
9	W X Y Z 9	w x y z 9
0	<Space> , . ↵ 0: ; _ ” ‘ ^ ~	
*	Switching between digit and character input and upper/lower case.	Long keystroke: Entry of *
#	# @ € $ £ ¥ § < > { | } [\ ]	

In text mode, you can switch between digit and character input as well as upper/lower case with the help of the asterisk key.

You can use the Correction key to correct an incorrect character.

You can use the End key to cancel without saving or, in the menu, return to the idle state.

LED overview

The message LED indicates various events or operating statuses by means of various colours and illumination states. You can switch the LED on or off yourself for certain events (see "Setting the display and LED indicator", page 44).

	State	Description
	Lit	• Battery fully charged (if telephone is connected to the charging unit) • Hands-free mode activated
	Flashes fast	Incoming call
	Flashes slowly	• Standby display • Phone is inside the system's service area • Telephone not connected to the charging unit
	Flashes fast	• Phone is outside the system's service area • No-movement, man-down and escape alarm activated (Mitel 632 SIP-DECT only) • Alarm call, message
	Flashes slowly	• New entries in the info area • Alarm clock, appointment
	Lit	Battery charging
	Flashes slowly	• Standby display • Phone is inside the system's service area • Telephone not connected to the charging unit • Battery capacity below 60%
	Flashes alternately	The phone is switched off and is being charged in the charging unit

Phoning

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

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Initiating calls 25

Using functions before/while in a call 31

Organising absences from the desk 36

Voice messages 38

Functions for special situations 39

Functions with OpenCount 41

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Making calls

This section explains how to set your calls.

Answering, ending or rejecting a call

Answering calls: The phone rings and the message LED and line key LED flash. If the caller's phone number is received, it is shown on the display. If the phone number is stored in the private contacts or in the MiVoice Office 400 communication system, the display shows the corresponding name.

Open listening mode: With the open listening mode function, the loudspeaker is activated in addition to the handset so that other people in the room can listen to the call.

Rejecting calls: As long as you have not picked up a call, you can reject it during the ringing phase.

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

Answering the call:
Press the Call key.

Open listening during a call:
Activate: Press the loudspeaker key; is displayed.
Deactivate: Press the Loudspeaker key a second time.

Ending a call:
Press the End key.

Rejecting the call:
Press the End key or the *Reject* softkey during the ringing phase.
→The connection is rejected and, depending on the system configuration, the caller either hears the busy tone or is forwarded to a preconfigured destination.

Deactivating acoustic call signalling:
Press the softkey during the ringing phase.

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. 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.

Answering/ending a call in hands-free mode:
Answer: Press the loudspeaker key; is displayed.
End: Press the End key.

Hands-free during a call:
Activate: Press the loudspeaker key; is displayed.
Deactivate: Press the loudspeaker key a second time.

Ending a conversation in hands-free mode:
Press the End key.

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 off and on during a call, regardless of whether you are using the handset, headset or hands-free system.

Switching the microphone on and off during a call:
Activate: Press the softkey , is displayed.
Deactivate: Press the softkey .

Making a call using a headset (corded or Bluetooth)

To make a phone call with the headset.

You can choose between a corded headset and a Bluetooth headset (not available for Mitel 612 SIP-DECT). All the headset mode configuration possibilities can be found in "Using a headset (corded or Bluetooth)", page 50. For more information, please refer to your headset user's guide.

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

If you lose radio contact with the telephone during a call with a Bluetooth headset, a message will appear on the display. You can select whether you want to continue the call on the telephone or end the call.

Note: If you have configured Bluetooth on a function key (not softkey), the following functions and setting are available when you press the button:

- In idle state: BluetoothCall up menu.
- During a call: Switch connection between headset and telephone.
- During a call: If you have lost radio contact with a Bluetooth headset, you can re-establish the connection by turning the headset off and back on again once you are back in radio range.

Answering a call with the headset:
Press the Call button on the telephone or headset.
➔The call is provided on your headset.

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

Ending a call:
Press the End button on the telephone or headset.

Initiating calls

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

Dialling with the phone number

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

Dialling with the phone number:
Enter a phone number in call preparation.
➔You can use the Correction key to delete any incorrect character.

Press the Call key.
➔The user is called.

Dialling from the phone book/private contacts

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

Your phone is connected to a communication server in the SIP-DECT series via MiVoice Office 400. The following phone books are available for selection:

List	Description
Central directory	Your system administrator integrates the system phone book in the communication server via OpenMobilityManager. The system phone book is available via *Menu* > *Phone books* or the down key.
Personal directory	You can integrate a local phone book (personal directory) into your telephone. The local phone book is available via *Menu* > *Phone books* or the down key.
Note:	The local phone book is only available on this phone. If you are deregistered as user from the SIP-DECT system by your system administrator, this local phone book is deleted.
Private contacts	Your system administrator integrates your private contacts in the communication server via OpenMobilityManager. This means that these private contacts are not saved locally on the telephone but rather are saved on the communication server. Private contacts are available via the navigation key up.
VIP list	The VIP list is a call number list of your six most frequently used contacts and is saved on a configurable key. For further information, please see "Using the softkeys / hotkey / side keys / navigation key", page 19 and "Dialling with a configurable key (VIP list)", page 28.

Dialling from the system phone book:

1. Press the navigation key up.
2. Select the phone book and press the *Ok* softkey.

1. Enter the required name and press the *Ok* softkey.
2. Select the required user from the list.

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

Dialling from private contacts:
Press the navigation key down.

1. Enter the required name and press the *Ok* softkey.
2. Select the required user from the list.

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

Dialling from the call list/redial list

You want to call a user from the call list or the redial list. The following lists are available for selection:

	List	Description
	Call list:	
	• *Unanswered calls*	List of calls missed in your absence.
	• *Answered calls*	List of calls answered.
	Redial list	List of calls made.

Your phone automatically saves the user's call number and name in one of the MiVoice Office 400 communication system. You can call users back using one of these call lists. The individual call lists each contain a maximum of 30 entries.

Under the one number user concept (see "One number user concept", page 8), you can also operate corded system phones alongside your cordless phone. For corded system phones, the call list and the redial list are managed by the system and sent to the phones. For your cordless phone there are separate lists which are managed in the cordless phone. You can specify in the List access menu ("Managing list access", page 61) whether you want to use the local list or the system list (PBX).

Dialling from the call list of unanswered calls/answered calls:
Press the function key for *Call list*.
➔The list of unanswered (➡) / answered (✓) calls is displayed.

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

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

Note: The call list is available via: *Menu* > *Info* > *Caller list*.

Dialling from the redial list:
Press and hold down the function key for *Redial list* or call key.
➔List of the last entries dialled is displayed.

To scroll through the list, press the navigation key downwards.

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

Note: The local redial list is available via: *Menu* > *Info* > *Redial list*.

Dialling with a configurable key (VIP list)

You want to call someone whose phone number is saved to a configurable key in the VIP list.

To find out how to configure the VIP list, refer to "Configuring keys", page 66.

Dialling from the VIP list:

1. Press the function key for .
2. Select the required entry from the VIP list

Press the Call key.
➔The connection is set up.

Activating another Mitel phone for making calls

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

You can activate another Mitel 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, your private contacts are 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.

Activating for business calls:

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 is now enabled; the internal/external user is called.

Note: The default PIN setting ‘0000’ is not accepted (for more information on the PIN, see "Changing the user PIN", page 57.

Activating for private calls:

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.

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

Note: The default PIN setting ‘0000’ is not accepted (for more information on the PIN, see "Changing the user PIN", page 57.

Private call with PIN

You want to make a private call on your phone or on another Mitel 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.

Private call with PIN:

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 (for more information on the PIN, see "Changing the user PIN", page 57.

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/deactivating call waiting", page 55). Ask your system administrator whether the call waiting function is enabled on the system.

Call waiting:
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.

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: More information is available in "Enquiry and brokering during a call", page 33 / "Making a conference call", page 34.

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

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.

Using functions before/while in a call

This section explains the special features provided by your phone before you make a (second) call or while you are in a call.

Putting a call partner on hold

You want to briefly interrupt the active call.

You can put the call party on hold and then take them back again on the same phone.

Hold callback: You can specify after how long you want to be reminded of a held call or whether you would like to switch the function off.

Putting a call partner on hold (you are in a connection):
Press the function key for *Menu* (⋙).

Scroll to *Hold* and press the *Ok* softkey.
➔Your call party is put on hold.

Take back the call party:
Press the function key for *Menu* (»).

Scroll to *Retrieve* and press the *Ok* softkey.
➔You are now back through to your call party.

Setting hold callback:
Press the function key for *Menu* (»).

Scroll to *System menu* and press the *Ok* softkey.

1. Scroll to *Hold callback* and press the *Ok* softkey.
2. Select the time you want and confirm with the *Ok* softkey

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.

User busy: If the party called is busy, you can activate an automatic call-back. 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.

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

Notes:

- You can activate only one callback at a time.
- An unanswered callback request will automatically be cancelled by the system after about 30 minutes.

To activate callback:
You called someone and hear the busy tone or the ring-back tone. Press the function key for *Menu* (»).

Scroll to *Callback* and confirm with the *Ok* softkey.
➔Depending on the communication system, you may hear the acknowledgement tone.

To answer the callback request

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

You cannot automatically answer a callback request on your phone. You can either enter the call number manually or use a CTI client, for example the Mitel OfficeSuite.

Enquiry and brokering 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.

Enquiry: 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.

Brokering: 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 as often as you like. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.

Setting up an enquiry call (you are in a connection):
Press the function key for *Menu* (⋙).

Scroll to *Brokering* and press the *Ok* softkey.

Enter the enquiry call party's phone number and confirm with the *Ok* softkey. You can also find the call number of the user you want in the phone book or in a call list with the ⋙ softkey.
➔Enquiry call party is called; first call party is on hold.

Note: If the other user does not answer, you can cancel the enquiry call with the ⋙ > *Drop* softkey and take back the first call by answering the callback.

Ending enquiry and retrieving a waiting call party:

1. Press the function key *Menu* (⋙) > *Drop*.
   ➔A callback makes you aware of the waiting call party.
2. Press the Call key.
   ➔You are now back through to your original call partner.

Brokering (switching back and forth between two call partners):
Press the R or function key for *Menu* (») > *Brokering* .
➔Your call party changes. The other call party is put on hold.

End brokering and retrieve a waiting call partner:

1. Press the function key *Menu* (») > *Drop*.
   ➔A callback makes you aware of the waiting call party.
2. Press the Call key.
   ➔You are now back through to your original call partner.

Making a conference call

You want to make a conference call.

In a conference call, you can connect three call partners. From a call/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. You can hold a conference call with internal and external users.

Notes:

- SIP-DECT conferences must be enabled by your system administrator in the communication system.
- If you have a user account for the Self Service Portal, you can create conference rooms there (see "MiVoice Office 400 Self Service Portal", page 9).

Setting up a conference (you are connected):
Press the function key for *Menu* (»).

Scroll to *Brokering* and press the *Ok* softkey.

Enter the enquiry call party's phone number and confirm with the *Ok* softkey.
You can also find the call number of the user you want in the phone book or in a call list with the function key for *Menu*.
➔Enquiry call party is called; first call party is on hold.

Note: If the other user does not answer, you can cancel the enquiry call with the function key for *Menu* > *Drop* and take back the first call by answering the callback.

Setting up a conference (you are connected):
Press the function key for *Menu* (»).

Press the function key for *3 party*.
➔The call party on hold is now included in the call.

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

Transferring a call

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

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

Call transfer (you are in a connection):
Press the function key for *Menu* (»).

Scroll to *Connect* and press the *Ok* softkey.

Enter the second call party's phone number and confirm with the *Ok* softkey.
You can also find the call number of the user you want in the phone book or in a call list with the function key for *Menu*.
➔Both call partners are immediately connected with one another.

Take (pick up own call)

You want to transfer a call from one phone to another without interrupting the connection (for example, from a desk phone to a cordless phone).

The take function can be used to transfer calls between your phones.
Requirement: You are in the one number user concept (see "One number user concept", page 8).

Picking up own call (you are connected to another Mitel phone:
Mitel SIP-DECT phone: Press the function key for *Server menu* (»).

Scroll to *Take* and press the *Ok* softkey.
➔After a brief moment, you will be connected to the caller on the other phone.

Activating do not disturb

You do not want to receive any calls for the time being.

With the do not disturb function, you can stop calls being made to you if you are busy in a call or are not otherwise able to take any calls. Your phone does not ring and is set to busy for incoming calls. You incoming calls are automatically forwarded to a call forwarding destination configured by your system administrator.

You system administrator must activate this function in the MiVoice Office 400 communication system.

This function has to be saved to a function key with Self Service Portal (see "Configuring or deleting a key assignment", page 67).

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 to quickly set your personal presence state and hence to route the incoming calls to the destination you want.

Controlling presence status

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

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

Notes:

- Connected CTI applications can affect your presence status. Contact your system administrator for more information.
- You can configure presence either with the help of function codes (see user's guide “User Guide Function Codes” on the Mitel DocFinder) or in Self Service Portal (see "MiVoice Office 400 Self Service Portal", page 9).

To activate the presence profile:
Press the function key for *Server menu* ( ).

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

Select the presence profile you want and press the *Ok* softkey.
➔Presence profile is activated.

Note: The presence profiles are also available in the menu: *Menu* > *Presence*.

To deactivate the presence profile:
Press the function key for *Server menu* ( ).

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

Select the *Available* presence profile and press the *Ok* softkey.

Call forwarding

You want to leave your desk. Calls for you are to be forwarded to a different destination (e.g. an internal/external user, your voice mail).

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

Notes:

- Call forwarding applies to all connected phones in the one number user concept (see "One number user concept", page 8).
- Only one call forwarding type is possible at a time.
- You can specify in theSelf Service Portal whether you want the same or a different forwarding destination for external and internal calls. The call number of the external call forwarding destination is then always shown on your phone display unless the external forwarding destination is *Call forwarding off*.

The following call forwarding options are available for selection:

Call Forwarding Unconditional	Description
No call forwarding (*Call forwarding off*)	No CFU is carried out.
Always call forwarding, CFU (*Always (CFU)*)	Incoming calls are automatically forwarded to another destination.
Call forwarding if busy, CFB (*If busy (CFB)*)	Incoming calls are forwarded directly to a different destination if you are busy.
Call Forwarding on No Reply	Incoming calls are automatically 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.

The following destinations are available for selection:

Destination	Description
User	Incoming calls are forwarded to an internal user or a call number.
Voice mail	Incoming calls are forwarded to your voice mail, providing it has been set up by your system administrator. You can use the global greeting or your own greeting. For further information on voice mail, please refer to "Configuring voice mail", page 64 or the “User Guide Voice Mail Systems” user's guide on the Mitel DocFinder.

Activate call forwarding:
Press the function key for *Server menu* ( ).

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

Select the call forwarding type you want and confirm with the*Ok* softkey.

Select or enter the forwarding destination you want and confirm with the *Ok* softkey.

Deactivate call forwarding:
Call forwarding unconditional can be deactivated via: *Server menu* > Forwarding > *Forwarding off*.

Voice messages

In this section, you will learn how to play new voice messages.

Editing options for voice message

Your display indicates new events and the message LED is slowly flashing red.

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). Please note: if you delete this e-mail notification, you also delete the voice message from your phone. Contact your system administrator for more information.

For more information on voice mail, please refer to chapter "Configuring voice mail", page 64.

Playing a new voice message:
Press the function key for *Server menu* ( ).

1. Scroll to *Voice mail* and press the *Ok* softkey.
2. Select the voice message you want and press the *Ok* softkey.
3. Scroll to *Play* and press the *Ok* softkey.
4. Press the *Ok* softkey to select a displayed voice mail number.

➔The voice message is played.

Note: The local voice mail menu is available via: *Menu* > *Info* > *Voice box*.

Deleting voice messages:
Press the function key for *Server menu* ( ).

1. Scroll to *Voice mail* and press the *Ok* softkey.
2. Select the voice message you want and press the *Ok* softkey.
3. Scroll to *Delete* and press the *Ok* softkey.

➔The voice message is deleted.

Accessing detailed voice message information:
Press the function key for *Server menu* ( ).

Scroll to *Voice mail* and press the *Ok* softkey.
Select the voice message you want and press the *Ok* softkey.
Scroll to *Detail* and press the *Ok* softkey.
➔Detailed information on the voice message is displayed.

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 "Overview of available functions", page 67.

Acknowledging an appointment/alarm

You have set an appointment call (appointment or alarm) (see "Setting time/alarms", Seite 54).

For an appointment call, the set ring tone is turned on for 1 minute and the corresponding text with the or symbol appears on the display. The LED is flashing red.

If the ring tone is switched off then there is no acoustic indication of an appointment call which has been set. You can snooze an expired appointment call which is signalled with breaks of 5 minutes each.

Notes:

- If you have call forwarding activated, the appointment call is not forwarded to the new destination.
- If you are in call, the appointment call is made as soon as you end the call.

Confirming an appointment call:
Stopping: Press the *Stop* softkey.
Snoozing: Press the *Pause* softkey.
➔The appointment call is ended or snoozed for 5 minutes.

Activating personal call routing

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

You can specify the phone on which a call is signalled with personal call routing.

Your system administrator has set you up multiple phones with the same phone number in the one number user concept (see "One number user concept", page 8). The system administrator has also assigned you permission to configure routing in the Self Service Portal. This allows you to set up 5 routings in the Self Service Portal for a range of situations ("Office", "Home Office", "On the road").

You can only answer a call on phones on which the call is signalled. If you have not configured a call routing, the default setting (all phones are ringing) is used as standard.

Activating personal call routing:
Press the function key for *Server menu* ().

Scroll to *Pers. routing* and press the *Ok* softkey.

Select the call routing type you want and confirm with the *Ok* softkey.

Activating ring alone

You want to specify the phone on which an incoming call is signalled acoustically.

If your system administrator has set up one phone number with several phones (see "One number user concept", page 8), you can use Ring Alone to define on which phone a call is to be signalled acoustically. As soon as you activate Ring Alone on one phone, the ring 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.

This function must be saved to a configurable function key with Self Service Portal (see "Configuring or deleting a key assignment", page 67).

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.

Activating/deactivating ring alone
Press the function key for *Ring Alone on/off*.
➔The function is activated/deactivated.

Functions with OpenCount

OpenCount is a software package used for call logging management in 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 an OpenCount is integrated in your Mitel communication system, the following additional features are also available on your phone.

PIN telephony

PIN telephony 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 guides on our website (www.mitel.com) or contact our system administrator.

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.

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 "Changing the user PIN", page 57 or use 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 the display

This section explains how to set display properties.

Setting the display and LED indicator

You can adapt the display to suit your personal requirements with the following settings:

Display	Description
Language	Selecting the display language (see chapter "Selecting the language", page 54).
Font settings	Selecting font size.
Colour schemes	Selecting background colour.
Menu structure:	Select structure display.
• *Default*	Factory default menu arrangement.
• *Simple*	Display usually limiting menu items to 7 entries. This means less browsing to find each feature.
• *Icon*	Display showing the most frequently used features in the top menu level with icons. Other features are saved in lower levels with *Expert menus*.
Notes:	• This user's guide describes the default menu structure. • The mobile handset will automatically carry out a restart following changes to the menu structure.
Brightness	Selecting display brightness.

Backlight	Description
Display	Setting a time during which the full display backlighting remains switched on (*10-240 seconds*).
• *Display dimming*	Setting for whether/how long the display backlight remains dimly lit even if the phone is in the idle state or is connected to the charging unit (*Light off*, *1 minute - 4 hours*).
• *In charger*	Setting for whether/how long the display backlight remains on even if the phone is in the idle state or is connected to the charging unit (*Light off*, *1-240 seconds*).

Backlight	Description
• *Conversation*	Setting for whether/how/how long the display backlight remains on during a call connection (*Light off*, *Light on*, *Light dimmed*, *10-240 seconds*). With light off, the display is not lit during a call. You can temporarily turn the backlight on by pressing one of the three softkeys below the display.
• *Info message*	Setting for how long the display backlight remains on while an info message is read (*No change*, *Light dimmed*, *5-240 seconds*).
• *Text message*	Setting for how long the display backlight remains on while a text message is written (*No change*, *Light dimmed*, *5-240 seconds*).
• *Job*	Setting for how long the display backlight remains on while a job is written (*No change*, *Light dimmed*, *5-240 seconds*).
• *SOS alarm*	Setting for how long the display backlight remains on upon when an SOS alarm is output (*Light dimmed*, *30-360 seconds*).
Keypad	Sets a time during which the full keypad backlighting remains switched on after a key is pressed.
• *Incoming call*	Sets whether the keypad backlighting is switched on for an incoming call.
• *Appointment/alarm clock*	Sets whether the keypad backlighting is switched on for appointment/alarm clock
• *Out of charger*	Sets whether the keypad backlighting is switched on when the phone is removed from the charging unit.
• *SOS alarm*	Sets whether the keypad backlighting is switched on when an SOS alarm is output.

LED display	Description
LED display:	The message LED indicates various events or operating statuses with the help of various colours and illumination states. You can switch the LED on or off yourself for the following events: A complete overview of the LED colours can be found in "LED overview", page 21.
• *Operational*	LED slowly flashes green or orange when the phone is in the idle state.
• *Incoming call*	LED quickly flashes green or orange for an incoming call.

LED display	Description
• *Out of range*	LED quickly flashes red if the phone is outside the system's range.
• *Charge indication*	LED lit orange when the battery is charging and changes to green when the battery is fully charged.
• *Info*	LED slowly flashes red if there are new entries available in the info area.
• *Text messages*	LED slowly flashes red if there are new text messages.
• *Hands-free*	LED shines green if the loudspeaker is activated.
• *Appointment*	LED slowly flashes red to indicate a set appointment.
• *Alarm clock*	LED slowly flashes red to indicate a set alarm time.

Selecting display settings:
Press the function key for *Menu* (»).

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

1. Scroll to *Display* and press the *Ok* softkey.
2. Scroll to the display setting you want and press the *Ok* softkey.
3. Select the display setting you want and confirm with the 💾 softkey.

Select illumination settings:
Press the function key *Menu* (»).

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

1. Scroll to *Illumination* and press the *Ok* softkey.
2. Scroll to *Display* or *Keypad* and press the *Ok* softkey.
3. Select the illumination setting you want and confirm with the 💾 softkey.
4. Press the 🛠 function key if required and select the required setting

Selecting the LED display:
Press the function key for *Menu* (»).

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

1. Scroll to *LED display* and press the *Ok* softkey.
2. Scroll to the feature you want and activate/deactivate the setting with the *Change* softkey.

Configuring audio

This section explains how to set audio properties.

Setting volume during a call

Setting the sound volume during a call (Mitel 612 SIP-DECT only):
Press side keys.
Or: Press horizontal navigation keys.
Note: If these keys have been assigned functions that differ from the factory default, you will have to hold down the keys to access the volume settings. You can then change the volume by briefly pressing the keys.

Setting the sound volume during a call:
Press the top/bottom side keys.
Or: Press horizontal navigation keys.
Note: If these keys have been assigned functions that differ from the factory default, you will have to hold down the keys to access the volume settings. You can then change the volume by briefly pressing the keys.

Setting the audio properties

You want to adjust the audio settings for your actual situation.

You can set the volume, melody and other settings according to your personal preferences:

Audio	Description
Volume	Select the volume setting (*Off*, *Increasing*, *Setting 1-7*) for: • *Handset*, *Hands-free*, *Headset (cable)* • *Internal call* / *External call* • *Unknown number* / *Callback* / *Recall* • *VIP call* / *Special call* / *SOS call* • *Alarm clock* / *Appointment* • *Normal message* / *Urgent message* / *Alarm message*

Audio	Description
Melodies	Selecting ring melody for: • *Internal call* / *External call* • *Unknown number* / *Callback* / *Recall* • *VIP call* / *Special call* / *SOS call* • *Alarm clock* / *Appointment* • *Normal message* / *Urgent message* / *Alarm message* To listen to all the ring melodies, use the softkey.
Ringer setttings:	Set call signalling for:
• *Play once*	Ring melody is only played once.
• *Silent charging*	No calls are signalled acoustically as long as the phone is connected to the charging unit. Calls are entered in the call list. Silent charging does not apply for charging via the USB connection.
• *Ringer*	Activate/deactivate call signalling by means of the ring tone. is displayed when activated.
• *Vibracall* (not Mitel 612 SIP-DECT)	Activate/deactivate call signalling by means of vibration.
• *Corded headset*	Call signalling additionally in the headset.
• *Noise detection*	Your phone automatically increases the ringing volume in noisy surroundings.
Attention tones:	Set attention tones for:
• *Key click*	Each key press is confirmed.
• *Confirm tones*	Each successful/unsuccessful setting is confirmed.
• *End of menu*	Reaching the end of a menu list is confirmed.
• *Battering warning tone*	Battery nearly empty triggers a warning.
• *Coverage warning*	Warning if your phone threatens to drop the radio connection range.
• *Alarm warning* (Mitel 632 SIP-DECT only)	The phone is in the idle state and you leave the radio range: The phone warns you by means of a continuous ringing. After acknowledging this continuous ringing, it will be again triggered after approx. one minute.
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).

Audio	Description
Notes:	• You can select signalling for all attention tones with the 🛠 softkey: audio or vibration. • To listen to call signalling, use the 🔊 softkey.

Configuring audio properties:
Press the function key for *Menu*(⋙).

Scroll to *Audio* and press the *Ok* softkey.

Scroll to the required setting and press the *Change* or *Ok* softkey.
Confirm the change with the 💾 softkey.

Configuring and activating an audio profile

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

You can set up five different audio profiles which allow you to adapt the phone to any given work situation. All your phone's ring properties are stored in the audio profiles. An audio profile comprises a set of ringing and phone settings, which you can specify individually for each audio profile.

Four audio profiles are predefined: *Normal*, *Headset*, *Meeting* and *Loud*. You can also set up a fifth audio profile. The name of the active audio profile is shown on the display in the idle state. If you do not select an audio profile than the setting you have selected will apply. You can set the following audio profile properties:

Audio profile	Description
Profile name	Enter the profile name.
Ringer volume	Set ringer volume 1-7 or increasing ringer.
Ring tone settings	Select ring tone settings.
Attention tones	Each key press is confirmed.
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). We recommend that you create a "Loud environment" profile.
LED display	Select settings for LED display.

Configuring an audio profile:

1. Press the function key for *Profile* .
2. Scroll to the audio profile you want and press the softkey.
3. Scroll to the setting you want and confirm your choice of setting with the *Change* or *Ok* softkey.

Creating a new audio profile:

1. Press the function key for *Profile* .
2. Scroll to a blank profile and press the softkey.
3. Scroll to the setting you want and confirm your choice of setting with the *Change* or *Ok* softkey.

Renaming an audio profile:

1. Press the function key for *Profile* .
2. Scroll to the audio profile you want and press the softkey.
3. Enter the new name under *Profile name* and confirm with the *Ok* softkey.

Activating an audio profile:

1. Press the function key for *Profile* .
2. Scroll to the audio profile you want and confirm the selection with the softkey.

Note: The audio profiles are also available via the menu: *Menu* > *Profiles* > *Settings* > Audio profile.

Using a headset (corded or Bluetooth)

You want to make your calls using a headset.

You can choose between a corded headset and a Bluetooth headset. Please note that a corded headset and a Bluetooth headset cannot be activated at the same time. A subscribed and reachable Bluetooth headset ( ) takes priority over a headset connected via a cable at the same time ( ).

Note:

- Read the safety information if you are phoning using a headset (see "Safety information", page 3).
- To find out how to make phone calls with the headset, refer to the chapter "Making a call using a headset (corded or Bluetooth)", page 24.

Headset	Description
Corded headset	Your phone has a headset port on the lower left side. Headset operation is automatically activated as soon as you plug a corded headset in.
Note:	The opening of the headset connection is closed with a captive cover on the Mitel 632 SIP-DECT. If the headset is not in use, please close the opening so the phone can be used in accordance with its protection class. Remove the cover by pulling it at the top edge of the housing. Never pull it at the bottom edge.
Bluetooth headset (not Mitel 612 SIP-DECT)	Your phone also has a Bluetooth interface (2.0) for operating corresponding headsets. Only audio data can be transmitted via the Bluetooth interface with a headset. You can subscribe a maximum of one Bluetooth headset.

Activating/deactivating Bluetooth mode:
Press the function key for *Menu* (»).

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

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

Scroll to *BT status* and activate/deactivate Bluetooth with the *Change* softkey.

Subscribe new Bluetooth headset:
Press the function key for *Menu* (»).

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

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

1. Scroll to *Subscribe headset* and press the *Ok* softkey.
2. Press the *New* softkey. Turn on the headset which is to be subscribed and put it in subscribe mode.
   ➔The phone searches for the headset automatically.
3. As soon as the search is successful, press the *Ok* softkey and enter the Bluetooth PIN.
   ➔Pairing was successful.

Renaming Bluetooth headset:
Renaming Bluetooth headset: Press the » function key > *Edit* softkey and enter the new name.

Removing Bluetooth headset:
Press the function key for *Menu* (»).

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

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

1. Scroll to *Subscribe headset* and press the *Ok* softkey.
2. Press the function key for *Menu* (»).
3. Scroll to *Delete* and press the *Ok* softkey.
4. Respond to the safety prompt with the *Yes* softkey.

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 key pressed for approx. 2 seconds and answer *Yes* to the safety prompt.
Or: Function is also available via the menu: End key > *Switch off*.

Notes:
- When the phone is switched off, incoming calls are stored in the call list.
- If a phone which is switched off is connected to the charging unit, it remains switched off but is still charged. The LED flashing alternately red/green indicates that it is charging. For technical reasons, the switched off telephone may be switched on when it is connected to the charging unit if it is removed before the red/green flashing LED is displayed.

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

Note: If you cordless phone cannot find a system, the display shows "No system". You can switch to an available system using *Menu* > *System* > *New system* (see "Managing communication systems", page 57).

Locking/unlocking the keypad

You can lock the keypad against unintentional actuation. The keypad is automatically unlocked when you receive a call.

Locking the keypad:
Keep the hash key pressed down for approx. 2 seconds.
➔Keypad is locked; is displayed.
Or: Function is also available via the menu: End key > *Key lock*.

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

Locking/unlocking the phone

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

You can lock your phone with a PIN consisting of two to eight digits. You can change it via the menu (see "Changing the user PIN", page 57) or with 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.

Lock the phone:
Press the function key for *Menu* ( ).

Scroll to *Security* and press the *Ok* softkey.

Enter the PIN and press the *Ok* softkey.

Activate the *Phone lock* with the *Change* softkey.
➔The phone is now locked; is displayed.

Unlocking the phone:

1. Press the softkey.
2. Enter the PIN and press the *Ok* softkey.

➔The phone is unlocked.

Logging a cordless phone on/off

More information is available in "Managing communication systems", page 57 and from your system administrator.

General settings

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

Selecting the language

You wish to select a different user language for your display.

In order for both the local user language and the user language for the MiVoice Office 400 communication system to be changed, configure the language settings for your phone via the Self Service Portal. For more information about the Self Service Portal, please refer to chapter "MiVoice Office 400 Self Service Portal", page 9.

The choice of languages depends on which languages your system administrator has uploaded. If your desired language is not available, ask your system administrator whether other languages are available.

Setting time/alarms

You want to set an appointment call (appointment or alarm clock).

For an appointment call, the set ring tone is turned on for 1 minute and the corresponding text with the or symbol appears on the display. The LED is flashing red.

If the ring tone is switched off then there is no acoustic indication of an appointment call which has been set. You can snooze an expired appointment call which is signalled with breaks of 5 minutes each.

Notes:

- If you have call forwarding activated, the appointment call is not forwarded to the new destination.
- If you are in call, the appointment call is made as soon as you end the call.

The following configuration options are available for selection for an appointment call:

Setting	Description
Appointment	Displays the list of appointments. Up to three appointments can be input and activated.
Alarm clock	Displays the list of alarms. Up to three alarms can be input and activated.
Timer	Configuration options for a countdown timer (max. 23 hours and 59 minutes). The actual time remaining until signalling (with beep tone which increases in volume) is displayed. The ring tone for the timer cannot be changed.
Format settings	Configuration options for the date and time display format.
Date/time	Access date and time.

Setting time/alarms
Press the function key for *Menu* (»).

Scroll to *Time/alarms* and press the *Ok* softkey.

Scroll to the setting you want and access the entries with the *Ok* softkey.

Activating/deactivating call waiting

You are on a call and do not want to be disturbed.

The call waiting function allows another user to indicate by means of a call waiting tone and call number/name that they want to speak to you. You can either answer or reject this second call (see chapter "Answering call waiting", page 30).

Activating/deactivating call waiting:
Press the function key for *Menu* (»).

Scroll to *System menu* and press the *Ok* softkey.

1. Scroll to *Call waiting* and press the *Ok* softkey.
2. Select allow call waiting (*On*) or not allowed (*Off*) and confirm with the *Ok* softkey.

Resetting settings

You want to reset certain settings on your phone.

You can delete all entries in a list or reset the setting for a function:

Setting	Description
Personal directory	Your private phone book entries are deleted following a safety prompt.
VIP list	The VIP list is deleted.
Call filter	The call filter settings are deleted following a safety prompt.
Inbox/text message	If text messages are available on your MiVoice Office 400 communication system, you can delete the inbox list even without having first marked all messages as read (not possible in the inbox list itself).
Jobs	If text messages are available on your MiVoice Office 400 communication system, you can delete the jobs list even without having first marked all jobs as read (not possible in the jobs list itself).
New info	The list with new information is cleared following a safety prompt.
All lists	All lists (call list, redial list, call filter) are deleted following a safety prompt.
Profiles	Your profiles are deleted following a safety prompt.
User settings	All user settings (e.g. language, display settings) are reset to their factory defaults following a safety prompt.
All	The telephone is reset to its factory defaults following a safety prompt. This does not affect phone access to the communication system or the PIN.

Resetting settings:

Press the function key for *Menu* (»).

Scroll to *Security* and press the *Ok* softkey.

Enter the PIN and press the *Ok* softkey.

Scroll to *Reset* and press the *Ok* softkey.

1. Select the list you want and press the *Ok* softkey.
2. Respond to the safety prompt with the *Yes* softkey.

Changing the user PIN

You can change the PIN with which you lock/unlock your phone to protect your phone settings (for more information on locking/unlocking your phone, see "Locking/unlocking the phone", page 53).

The default digit combination is "0000". You can select any 2 to 8-digit combination for your new PIN. The PIN on your phone is changed using the Self Service Portal. For more information on the Self Service Portal, please see "MiVoice Office 400 Self Service Portal", page 9.

Notes:

- The PIN that you have changed locally on your phone cannot be displayed or overwritten over the Self Service Portal.
- If you change your user PIN in the Self Service Portal, it will be valid for all your phones in the one number user concept (see "One number user concept", page 8).

Managing communication systems

This menu allows you to specify the active communication 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.

Logging in to a new communication system:
Press the function key for *Menu* ().

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

1. Scroll to *<New system>* and press the *Ok* softkey.
2. Enter access code, call number and PIN (the access code is provided by your system administrator) and follow the instructions on the phone.
   ➔The phone will search for available communication systems.

Changing communication system:
Press the function key for *Menu* (⋙).

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

1. Scroll to *Subscription* and press the *Change* softkey.
2. Select the communication system you want and confirm with the *Ok* softkey.

Logging out of the communication system:
Press the function key for *Menu* (⋙).

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

1. Scroll to *Subscription* and press the *Change* softkey.
2. Select the communication system you want and confirm with the *Ok* softkey.

Retrieving information on your phone

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

Calling up info:
Press the function key for *Server menu*.

Scroll to *Information* and press the *Ok* softkey.
➔System information is displayed.

Configuring menu settings

The device features of your phone are set out in the following sections.

Using the Info menu

You can access the latest events in the Info menu

Setting	Description
Caller list	Displays the entries in the call list. If there is an entry in the phone book for a call number then the corresponding name is displayed.
Voice box	Displays new messages in the voice box.

Setting	Description
Text messages	Displays new text messages.
Jobs	Displays the current jobs.
Redial list	Displays the entries in the redial list. If there is an entry in the phone book for a call number then the corresponding name is displayed.

Using the Info menu:
Press the function key for *Menu* (»).

Scroll to *Info* and press the *Ok* softkey.

Scroll to the list you want and access the entries with the *Ok* softkey.

Activating/deactivating active functions

The active functions menu is a quick introduction to a few selected menu points.

Setting	Description
Bluetooth	Turning the Bluetooth function on/off and setting it (not Mitel 612 SIP-DECT, see "Using a headset (corded or Bluetooth)", page 50).
Man-down alarm, no-movement alarm, escape alarm	Turning the alarm sensor on/off and setting it (Mitel 632 SIP-DECT only).
Call filter	Access to the filter settings (see chapter "Setting call filters", page 60).
Profile	Quick changes between different profiles (see "Controlling presence status", page 36).
Alarm clock	You can set three different alarm times (see chapter "Acknowledging an appointment/alarm", page 39).
Appointment	You can set three different appointments (see "Acknowledging an appointment/alarm", page 39).

Activating/deactivating active functions:
Press the function key for *Menu* (⋙).

Scroll to *Active functions* and press the *Ok* softkey.

Select the required setting and activate/deactivate the function.

Setting call filters

You want to block your call number for certain calls.

You can approve or block incoming calls via the call filter. You can specify the call numbers and the filter status in the call filter menu. The call numbers list may contain 10 entries.

Call filter	Description
Status:	You can change the filter mode.
• *Accept list*	Only those calls which are specified in the call number list are signalled.
• *Block list*	All calls are signalled except those for which the call number is included in the call number list. These calls are rejected.
• *Filter off*	The call filter is switched off.
List of numbers:	Displays the entries in the call number list.
• *New entry*	Enter the name and call number.
• *Number unknown*	Anonymous calls (without call number transmission) are blocked or signalled when active.

Setting call filters:
Press the function key for *Menu* (⋙).

Scroll to *Call filter* and press the *Ok* softkey.

Scroll to the desired setting and edit the entries.

Managing list access

The call list and/or redial list are usually managed on your phone (setting: *Local*) organised. If a list is also administered on the MiVoice Office 400 communication system (setting: *PBX*) then you can select which list you want to display. If *Automatic* is selected then the phone always takes the list from the MiVoice Office 400 communication system PBX. If this list is not available, the selection automatically remains at local.

The PBX list selection is therefore useful if you operate your cordless phone in parallel with corded telephones. It means that all phones have access to the same list, and changes are visible on all phones.

Setting	Description
Redial list	*Automatic* *Local* *PBX*
Caller list	*Automatic* *Local* *PBX*

The editing options for the individual list entries (add, delete, etc.) are only available in the local lists.

Managing list access:
Press the function key for *Menu* (»»).

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

Scroll to *List access* and press the *Ok* softkey.

Scroll to the list you want and access the entries with the *Ok* softkey.

Configuring device options

You can configure the following settings in the device options menu:

Setting	Description
Silent charging	No calls are signalled acoustically as long as the phone is connected to the charging unit. Calls are entered in the call list. Silent charging does not apply for charging via the USB connection.

Setting	Description
Auto. key lock	The keyboard is locked automatically without key presses after 10-240 seconds (PIN-protected, if activated).
Auto answer (charger)	The phone automatically picks up the call when you take it from the charging unit without you having to press the call button, for example.
Auto answer (call):	The phone automatically picks up a call without you having to press a key or take it from the charging unit. Only activate this function when your workflow requires it since it is possible that a caller could listen in unnoticed. For safety, automatic call acceptance is prefaced with 3 attention tones and indicated by a quickly blinking green LED during the connection. The function is useful if you need to be informed immediately about important things (e.g. in on-call service). You can set the following options via the 🛠 function key:
• *Time*	You can set the period after which automatic call acceptance should occur (0-20 seconds). **Note:** If your phone supports the text message and/or paging features, no value below 3 seconds should be set.
• *Mode*	You can set the voice connection mode here.
• *Microphone*	The call can automatically be answered with or without the microphone switched on. The microphone can also be switched on with the softkey after the call.
• *LED display*	Activate/deactivate LED indications during a call.
• *Attention tone*	The attention tone at the beginning of automatic call acceptance can be activated/deactivated.
Auto speed dial	Pressing and holding a speed dial key dials this speed dial target immediately.

Configuring device options:
Press the function key for *Menu* (⋙).

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

Scroll to *Device options* and press the *Ok* softkey.

Scroll to the setting you want and activate/deactivate the setting with the *Change* softkey.

Note: Press the 🛠 function key if required and select the required settings.

Phone books

This section explains what phone books are available to you for selection and how to manage your private contacts.

Selection of phone books

Your phone is connected to a communication server in the SIP-DECT series via MiVoice Office 400. The following phone books are available for selection:

List	Description
Central directory	Your system administrator integrates the system phone book in the communication server via OpenMobilityManager. The system phone book is available via *Menu* > *Phone books* or the down key.
Personal directory	You can integrate a local phone book (personal directory) into your telephone. The local phone book is available via *Menu* > *Phone books* or the down key. **Note:** The local phone book is only available on this phone. If you are deregistered as user from the SIP-DECTsystem by your system administrator, this local phone book is deleted.
Private contacts	Your system administrator integrates your private contacts in the communication server via OpenMobilityManager. This means that these private contacts are not saved locally on the telephone but rather are saved on the communication server. Private contacts are available via the navigation key up.
VIP list	Displays the entries in the call number list.

Managing your private contacts

You want to store new contacts.

You cannot create new contacts directly on your SIP-DECT cordless phone (except in your private local phone book). Instead, you use one of the following options:

- If, alongside your Mitel SIP-DECT cordless phone, you have another MiVoice Office 400 system phone, you can use this phone to create new contacts.
- If your communication system is synchronised with external directories (e. g. Microsoft Microsoft), you can use this directory to create new contacts.
- Ask your system administrator to create new contacts using a suitable system configuration tool (e.g. WebAdmin).

Configuring voice mail

This section explains how to set your voice mail.

Managing personal voice mail greeting

In line with the system configuration, you have the option of recording up to 3 different greetings (e. g. for absences or holidays). 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 mode).

If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. For further information on voice mail refer to your system administrator or the User Guide Voice Mail Systems on the Mitel DocFinder.

You can configure the voice mail either with the help of function codes (see User Guide Function Codes user's guide on the Mitel DocFinder) or in the Self Service Portal (see "MiVoice Office 400 Self Service Portal", page 9).

The following options are available for further editing of your voice mail greetings:

Menu	Description
Record	Record voice mail greeting.
Select	Activating the voice mail greeting.
Edit	Renaming the voice mail greeting.
Mode:	Selecting the mode:
• *Recording allowed*	Caller can leave a message.
• *Recording not allowed*	Caller cannot leave a message.
Play	Play voice mail greeting

Renaming the voice mail greeting:
Press the function key for *Server menu* ( ).

1. Scroll to *Voice mail* and press the *Ok* softkey.
2. Scroll to *Settings* and press the *Ok* softkey.
3. Select the greeting you want and press the *Ok* softkey.
4. Scroll to *Edit* and press the *Ok* softkey.
5. Enter name and confirm with the *Ok* softkey.

Recording voice mail greetings:
Press the function key for *Server menu* ( ).

1. Scroll to *Voice mail* and press the *Ok* softkey.
2. Scroll to *Settings* and press the *Ok* softkey.
3. Select the greeting you want and press the *Ok* softkey.
4. Scroll to *Record* and press the *Ok* softkey.
5. Press the *Ok* softkey to select a displayed voice mail number.
6. As soon as the signal stops, read out your personal greeting text.
7. End recording with the *Ok* softkey.

Playing voice mail greetings:
Press the function key for *Server menu* ( ).

1. Scroll to *Voice mail* and press the *Ok* softkey.
2. Scroll to *Settings* and press the *Ok* softkey.
3. Select the greeting you want and press the *Ok* softkey.
4. Scroll to *Play* and press the *Ok* softkey.
5. Press the *Ok* softkey to select a displayed voice mail number.
6. You can check your personal greeting text and re-record it if necessary.

Activating the voice mail greeting:
Press the function key for *Server menu* ( ).

1. Scroll to *Voice mail* and press the *Ok* softkey.
2. Scroll to *Settings* and press the *Ok* softkey.
3. Select the greeting you want and press the *Ok* softkey.
4. Scroll to *Select* and press the *Ok* softkey.
5. Select the greeting you want and confirm with the *Ok* softkey.

Selecting the mode:
Press the function key for *Server menu* ( ).

1. Scroll to *Voice mail* and press the *Ok* softkey.
2. Scroll to *Settings* and press the *Ok* softkey.
3. Select the greeting you want and press the *Ok* softkey.
4. Scroll to *Mode* and press the *Ok* softkey.
5. Select the mode you want and confirm with the *Ok* softkey.

Configuring presence profile

Configuration of the presence profile is not available via Menu.

You can configure the presence profile either with the help of function codes (see "User Guide Function Codes" user's guide on the Mitel DocFinder) or in the Self Service Portal (see "MiVoice Office 400 Self Service Portal", page 9).

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:

Key	Description
Softkeys	You can configure 2 of the 3 softkeys; the key assignment is retrievable in the idle position only.
Side keys	You can configured 2[1)] or 3 side keys; the key assignment is retrievable in the idle position only.

Key	Description
Navigation key	You can configure the navigation keys; the key assignment is retrievable in the idle position only.
Hotkey (not Mitel 612 SIP-DECT)	You can save up to 6 call numbers or a function to the hotkey; the key assignment is retrievable at any time.
SOS key	You cannot configure the SOS key yourself. The number for triggering an alarm is stored by your system administrator; the key assignment is retrievable at any time, even when the keypad is locked.

[1)] Mitel 612 SIP-DECT only

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

Key	Description
Number key	Store call number (VIP list)
Function key	Activate/deactivate or execute a function.

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

Configuring or deleting a key assignment

You want to assign a call number or function to a configurable key or to clear the key assignment.

Keys must be configured by your system administrator or by you Self Service Portal (see "MiVoice Office 400 Self Service Portal", page 9). An overview of the available functions can be found under "Overview of available functions", page 67.

Note: A key that you have configured locally on your phone cannot be displayed or overwritten over the Self Service Portal.

Overview of available functions

This section contains a list of all the functions you can store under a configurable key via the Self Service Portal. Please note that the selection of functions depends on the selected phone and its authorisation level.

More information on how to save functions to a configurable key using function commands and a function code can be found in the online help for Self Service Portal (see "MiVoice Office 400 Self Service Portal", page 8).

Successful configuration of a key over the Self Service Portal is briefly displayed on your phone.

	Function	Description
	Activated features	Direct access to the local list of activated features.
	Alarm call	This function is not supported on the MiVoice Office 400 communication system R4.0.
	Alarm sensor	This function is not supported on the MiVoice Office 400 communication system R4.0.
	Call filters: Menu	Direct access to the local call filter menu.
	Call filters: Status	Direct access to the local call filter status menu.
	Call list: Menu	Call list of answered/unanswered call numbers.
	Call list: Redial list	Call list for dialled call numbers.
	Do not disturb (forwarding)	Your phone does not ring and is set to busy for incoming calls. Incoming calls are automatically forwarded to a destination that has been configured by your system administrator.
	Call forwarding menu	Direct access to the call forwarding menu.
	Presence menu	Direct access to the presence menu.
	Applications	Direct access to the local menu for the XML applications defined in the communication system.
	Job list	Direct access to the local job list.
	Bluetooth on/on/off	Bluetooth on/off (not Mitel 612 SIP-DECT).
	Bluetooth settings	Direct access to the local Bluetooth menu (not Mitel 612 SIP-DECT).
	Data management	This function is not supported on the MiVoice Office 400 communication system R4.0.

	Function	Description
	Freely 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.
	HiQ on/off	This function is not supported on the MiVoice Office 400 communication system R4.0.
	Info menu	Direct access to the local info menu with new entries in the call list or text message list.
	Information	Direct access to the information display of the MiVoice Office 400 communication system.
	Volume menu	Direct access to the local volume menu.
	Empty	The key assignment is configured with an empty function. This prevents the key from being overwritten by subsequent key assignments.
	Light on/off	Activate/deactivate display backlighting.
	Local default	Key remains the local default for this phone.
	Location alarm	Triggers an emergency alarm.
	Location menu	This function is not supported on the MiVoice Office 400 communication system R4.0.
	Menu	Direct access to the local menu.
	Name lookup	Direct access to your local phone book.
	Navigation menu	Direct access to the functions saved to the navigation keys.
	New info	Direct access to the local list of new messages or calls.
	OMM call forwarding	This function is not supported on the MiVoice Office 400 communication system R4.0.
	Personal call routing menu	Direct access to the call routing menu.
	Power off	Direct access to the local power off menu.
	Profiles	Direct access to the selection of audio profiles.

	Function	Description
	Request a callback	Requests a callback if the party called is busy or unavailable.
	Ring tone on/off	Activates/deactivates ring tone for an incoming call.
	Shock recognition	Activates/deactivates display shock recognition feature.
	Server menu	Direct access to the server menu of the MiVoice Office 400 communication system.
	SOS call: with confirmation	The key is assigned as the emergency call key. The call number is dialled (after a safety prompt).
	SOS call: immediately	The key is assigned as the emergency call key. The call number is dialled (without a safety prompt).
	System menu	Direct access to the local system menu.
	Take (pick up own call)	Takes a call from one of your phones on another phone within the one number user concept.
	Key configuration	This function is not supported on the MiVoice Office 400 communication system R4.0.
	Key lock	Activates the local key lock.
	Phone lock on/off	Activate/deactivate phone lock. Outgoing calls are not allowed; incoming calls can be taken.
	Phone book: local	Direct access to your local phone book. Contacts in the local phone book are only saved on the phone and not in the communication system.
	Phone book: System	Direct access to the *Directory Lookup system menu* . Contacts in the system phone book are integrated in the MiVoice Office 400 communication server.
	Appointment	Direct access to local appointment settings.
	Text message: Output	Local outbox list of text messages.
	Text message: Inbox	Local inbox list of text messages.
	Text message: Send	Direct access to the local menu to write and send a new text message.
	Text message: Predefined	Direct access to the locally predefined text messages.
	Text messages	Direct access to the local text message menu.

	Function	Description
	Timer	Direct access to the local timer display.
	Version	Direct access to the local phone version display.
	Directories	Direct access to the directories.
	VIP list	Direct access to the VIP list.
	Voice Mail	Immediately triggers a call to Voice Mail
	Voice Mail: Inbox	Direct access to your local voice messages.
	Prefix dialling	Direct access to the local prefix dialling display.
	Alarm clock	Direct access to the alarm clock settings.
	Time/alarm menu	Direct access to the local time/alarm menu.
	Access code for feature	This function is not supported on the MiVoice Office 400 communication system R4.0.

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 74

Product information 74

Data protection. 76

Limited Warranty (Australia only) 76

Technical data

Operation	
DECT encryption	supported
Frequency range	1880 MHz up 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 • Bluetooth (not Mitel 612 SIP-DECT)
PC	Mini-USB (not Mitel 612 SIP-DECT)
Card	microSD card (not Mitel 612 SIP-DECT)

Battery charge and usage times	
Battery capacity	850 mAh lithium ion
Operating time, talk time	up to 12 hours
Operating time, standby	up to 110 hours
Charging time in the charging unit	2.5 hours for fully charged state
Charging time with UBS charging unit	5 hours for fully charged state
Battery compartment	screwed (only Mitel 632 SIP-DECT)

Ambient conditions	
Operating temperature	5 °C to 40 °C
Storage temperature	-5 °C to +45 °C
Drop resistance	• 1.5 m on concrete without damage (only Mitel 612 SIP-DECT) • 1.7 m on concrete without damage (only Mitel 622 SIP-DECT, Mitel 650 SIP-DECT) • 2.0 m on concrete without damage (only Mitel 632 SIP-DECT)
Noise	Ambient noise filter for loud environments
Hands-free	Half-duplex hands-free operation

Dimensions, weight and surface finish

Cordless phone with battery	Length x Width x Depth / Weight: • 135 x 49 x 22.5 mm / 120 g (only Mitel 612 SIP-DECT, Mitel 622 SIP-DECT) • 135 x 53 x 22.5 mm / 125 g (only Mitel 632 SIP-DECT) • 145 x 49 x 22.5 mm / 130 g (only Mitel 650 SIP-DECT)
Charging unit without plug-in power supply	Length x Width x Depth / Weight: 76 x 75 x 24 mm / 40 g
Power supply	ID: 23-00-1089-00
Surface finish (sides and front)	Silicone treated

Safety information

The safety information can be found in the chapter "Safety information", page 3.

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 output and expansion capacity, a comprehensive 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).

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 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

This exclusion of liability is not valid for Australia. For more information about exclusion of liability in Australia refer to chapter "Limited Warranty (Australia only)", page 76.

All parts and components of the MiVoice Office 400 communication solution are manufactured in accordance with ISO 9001 quality guidelines. 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, Mitelis 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 following limity warranty agreement is valid for 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.

Limitation of liability

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:

Mitel South Pacific Pty Ltd ("Mitel")
Level 1, 219 Castlereagh Street
Sydney, NSW2000, Australia
Phone: +61 2 9023 9500

Note:

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.

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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.

Mitel
Powering connections

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