

MITEL

# 5010 | IP Phone

USER GUIDE

 **MITEL** | it's about **YOU**



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# ABOUT YOUR PHONE

The 5010 IP Phone has eight fixed-function keys ( **SUPERKEY, MESSAGE, HOLD, CANCEL, TRANSFER/CONFERENCE, REDIAL, ▲** and **▼** ) and seven personal keys with built-in status indicators. The personal key on the bottom left is always your Prime Line; the remaining personal keys can be programmed as:

- Feature keys (for example, **Swap** ). You can program feature keys from your phone. Your administrator can also program feature keys.
- Speed Call keys. You can program speed call keys from your phone.
- Line Appearances. Only the administrator can program line appearances.

Your telephone also features display-assisted selection of features, on-hook dialing, and a large Message Indicator.

**Note:** When using the **SuperKey**, press **Cancel** to back up one menu level.

## **IMPORTANT NOTE FOR HEADSET USERS:**

Headsets with a feature control switch that are approved for use with the 5010 IP phone must be installed in the dedicated headset jack (the jack nearest the front of the set). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation.

### *Telephone status indicators*

<b>When line is</b>	<b>the indicator is</b>
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your set	Flashing rapidly
On hold at another set	Flashing slow on/fast off

# TIPS FOR YOUR COMFORT AND SAFETY

## Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

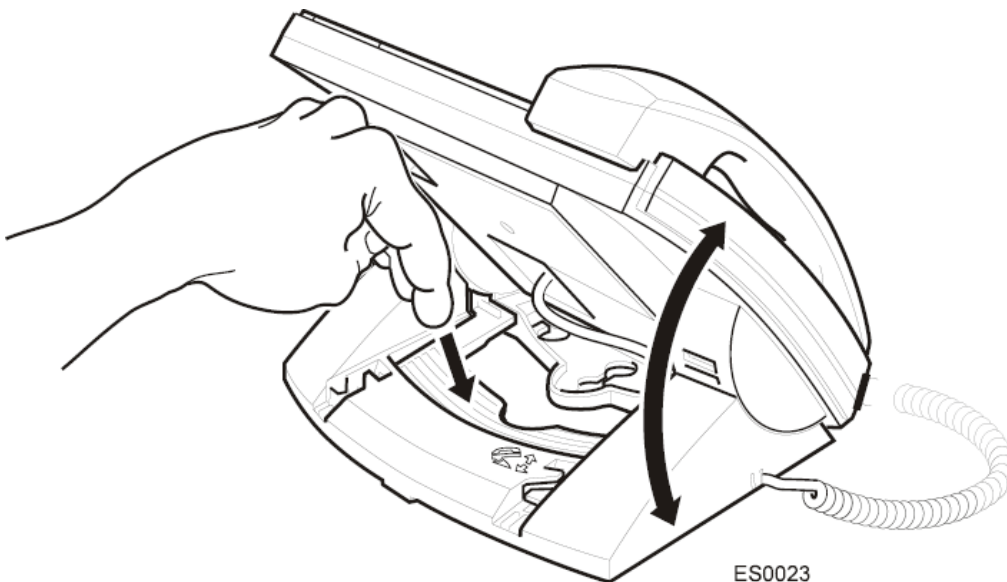
## Protect your hearing

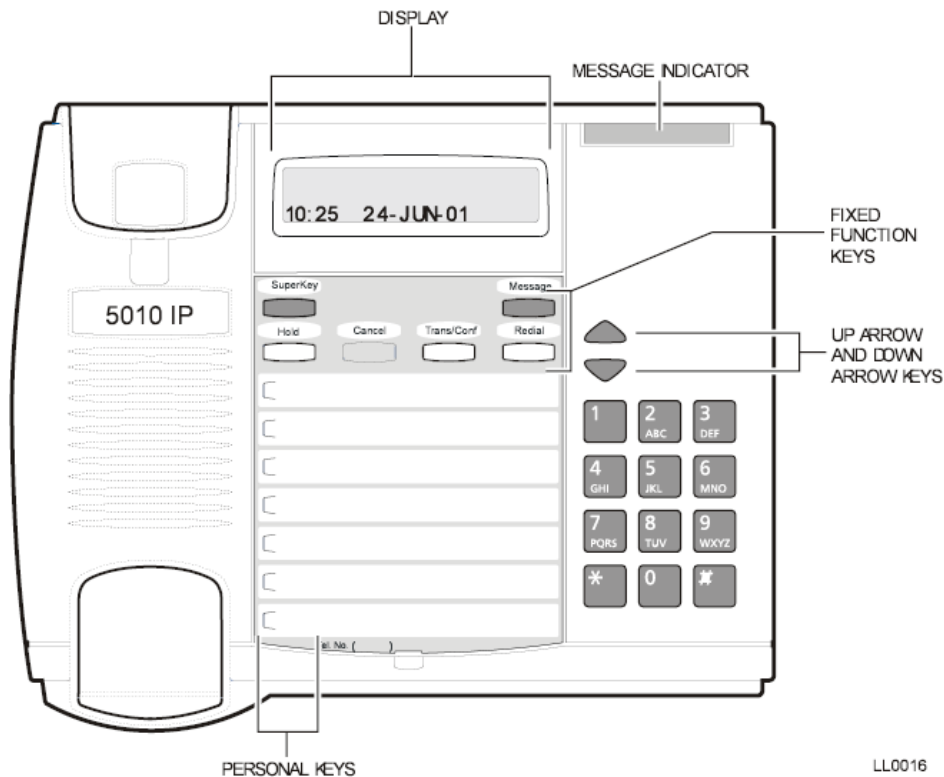
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

## Adjusting the viewing angle

The stand built into your phone tilts to give you a better view of the keys to tilt your telephone for better viewing!

1. Press the tilt-release paddle on the telephone base
2. Tilt your telephone to the desired angle
3. Release the tilt-release paddle





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## Changing Handsets

Your 5010 IP phone is compatible with several specialty handsets. To remove the handset shipped with your set from the handset cord:

1. Bend a paper clip to produce approximately 4 cm (1.5 in.) of straight wire.
2. On the handset, locate the plastic groove leading into the handset jack. The groove is on the side of the jack that is closest to the handset microphone.
3. Slide the end of the wire into the handset jack along the groove until it stops underneath the handset cord clip.
4. While gently pulling on the handset cord, use the wire to pry the clip upward. The cord will separate from the handset.
5. Store the original handset in a safe place.

# CUSTOMIZING YOUR PHONE

## Ringer Control

*To adjust the Ringer Volume while the set is ringing:*

- Press ▲ or ▼.

*To adjust the Ringer Pitch while the set is idle:*

1. Press **SUPERKEY**.
2. Press # until "Ringer Adjust?" appears.
3. Press \*.
4. Press \*.
5. Press ▲ or ▼.
6. Press #.
7. Press **SUPERKEY**.

## Handset Receiver Volume Control

*To adjust the Handset Receiver Volume when you are using the handset:*

- Press ▲ or ▼.

## Speaker Volume Control

*To adjust the Speaker Volume when making an on-hook call or when listening to background music:*

- Press ▲ or ▼.

## Display Contrast Control

*To adjust the Display Contrast while your set is idle:*

- Press ▲ or ▼.

## Feature Keys

*To display information about a key:*

1. Press **SUPERKEY**.
2. Press a personal key.
3. Press **SUPERKEY**.

*To program a feature key:*

1. Dial **47**.
2. Press an unused personal key.
3. Dial the feature code for the desired feature key.
4. Press **CANCEL**.

<b>Feature Code</b>	<b>Feature Key</b>
01	Call Forward
02	Account Code
03	Do Not Disturb
04	Auto Answer
05	Music
06	Direct Page
07	Paging - PA
08	Pickup
09	Campon
10	Callback
11	Swap
12	Privacy Release
13	Intrude
14	Night Answer
15	Forward Call
18	Release
19	Single Flash
20	Double Flash
21	Headset Mode
22	Headset Mute
23	Call Park
24	System Park
25	Call Forward Always Toggle
26	Call Forward Busy Toggle
27	Call Forward No Answer Toggle
28	Call Forward Busy/No Answer Toggle

## **Language Change**

*To change the display language:*

1. Press **SUPERKEY**.
2. Press **#** until "Language?" appears.
3. Press **\***.
4. Press **\***.
5. Press **#** until the desired language appears.
6. Press **\***.

# MAKING AND ANSWERING CALLS

If your telephone system operates as a PBX, the Prime Line can be used for both incoming and outgoing calls. Outgoing calls require dialing a line access code (usually "9") followed by the telephone number.

In a key telephone system (KTS), the Prime Line is used for internal (Intercom) calls only. Outgoing calls require the use of Line keys.

## Make a Call - PBX

1. Lift the handset.
2. Dial the extension number or a line access code (usually "9") and the telephone number for an outside call.  
-OR-  
Press a Speed Call key.

## Make an External Call - KTS

1. Lift the handset.
2. Press a Line key.
3. Dial the telephone number.  
-OR-  
Press a Speed Call key.  
-OR-  
Press **REDIAL**.

## Make an Intercom Call - KTS

An Intercom call is a call between two extensions, which either pages or rings the called extension.

*To switch between a ringing intercom call to a paged intercom call:*

1. Make a call.
2. Do one of the following while listening to ringback tone:
  - Press the **Direct Page** feature key.
  - Dial **48**.

## **Answer a Call**

- Lift the handset.  
-OR-  
Press the flashing Line Appearance key and lift the handset.

## **Redial**

*To redial the last number that you manually dialed:*

1. Lift the handset.
2. Press **REDIAL**.

## Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

*To dial a stored Speed Call number:*

1. Lift the handset.
2. Press a Speed Call key.

*To store a Speed Call number:*

1. Press **SUPERKEY**.
2. Press **#** until "Personal Keys?" appears.
3. Press **\***.
4. Press a personal key that isn't a line key.
5. Press **\***.
6. Do one of the following:
  - To store a new number, enter "9" or other digit(s) used to access an outside line (if required) followed by enter the telephone number. Press **HOLD** between digits to create a one-second pause during dialing - press **HOLD** more than once to lengthen the pause).
  - To enter the last number dialed, press **REDIAL**.
7. Press the personal key again.
8. Do one of the following:
  - To make the number private, press **\***.
  - To keep the number visible, press **#**.
9. Press **SUPERKEY**.

## **Speed Call - Personal**

*To dial a stored personal Speed Call number:*

1. Lift the handset.
2. Dial **52**.
3. Enter an index number between **1** and **5**.

*To store a personal Speed Call number:*

1. Lift the handset.
2. Dial **51**.
3. Enter an index number between **1** and **5**.
4. Enter "9" or other digit(s) used to access an outside line (if required) followed by enter the telephone number.  
Press **HOLD** between digits to create a one-second pause during dialing - press **HOLD** more than once to lengthen the pause).
5. Hang up.

## **On-Hook Dialing**

*To dial without lifting the handset:*

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Lift the handset.

*To put the call back on speaker:*

1. Press **Hold**.
2. Replace the handset.
3. Press the flashing Line key.  
The call is now on speaker.

## **Auto-Answer**

*To enable or disable Auto-Answer when you are using a headset:*

- Press the **Auto-Answer** feature key.

*To terminate a call:*

- Press **CANCEL**.  
-OR-  
Wait for the caller to hang up.

## **CALL HANDLING**

### **Hold**

*To place a call on Hold:*

- Press **HOLD**.

*To retrieve a call from Hold:*

1. Lift the handset.
2. Press the flashing line key.

*To retrieve a call from Hold at another station:*

1. Press the flashing line key.  
-OR-  
2. Dial **23** and the number of the station that placed the call on Hold.

## Hold and Page

The Hold and Page feature allows you to put a call on hold and page without having to use a feature key or code. You can also page after parking a call; see Call Park - Specific Orbit.

*To place a call on hold and page:*

1. Press the red **HOLD** key twice.
2. Make the page.

*To place a call on hold and not page:*

1. Press the red **HOLD** key.
2. Press any key except for the red **HOLD** key. The call is on hold.

## Transfer

*To Transfer an active call:*

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. Do one of the following:
  - To complete the Transfer, hang up.
  - To announce the Transfer, wait for an answer, consult, and hang up.
  - To cancel the Transfer, press **CANCEL**.

*To transfer an active call during headset operation:*

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. To complete the Transfer, press the **Release** feature key.

## Conference

*To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:*

1. Press **TRANS/CONF**.
2. Dial the number of the next party
3. Wait for an answer.
4. Press **TRANS/CONF**.

*To leave a Conference:*

- Hang up.

## Swap

*To call another party when you are in an established two-party call:*

1. Press **TRANS/CONF**.
2. Dial the number.

*To alternate between the two parties:*

- Press **Swap/Trade**.

## Call Forward

Call Forward lets you redirect incoming calls to an alternate number. "External Calls?" redirects your incoming external calls only; "Internal Calls?" redirects your incoming internal calls only. If you want to redirect both external and internal calls, you must program each separately.

"Always Forward?" redirects all incoming calls regardless of the state of your telephone. "When No Answer?" redirects calls after several rings if you don't answer. "When Set's Busy?" redirects calls when your telephone is busy. "Busy/No Answer?" redirects calls when your telephone is busy or when you don't answer.

**Note:** For information about "I'm Here?", see Call Forward - I'm Here.

*To program Call Forward:*

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Do one of the following:
  - To program external forwarding, press **\***.
  - To program internal forwarding, press **#** and press **\***.
5. Press **#** until the type of Call Forward appears.
6. Press **\***.
7. Dial the destination number.
8. Press **▼**.

*To turn Call Forward on and off (once it has been programmed):*

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Press **\***.
5. Press **#**.

## Call Forward (Enhanced)

Call Forward lets you redirect incoming calls to an alternate number. "External Calls?" redirects your incoming external calls only; "Internal Calls?" redirects your incoming internal calls only. If you want to redirect both external and internal calls, you must program each separately.

"Always Forward?" redirects all incoming calls regardless of the state of your telephone. "When No Answer?" redirects calls after several rings if you don't answer. "When Set's Busy?" redirects calls when your telephone is busy. "Busy/No Answer?" redirects calls when your telephone is busy or when you don't answer.

**Note:** For information about the I'm Here? softkey, see Call Forward - I'm Here.

### *To program Call Forward:*

1. Press **SUPERKEY**.
2. Press the **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Do one of the following:
  - To program external forwarding, press **\***.
  - To program internal forwarding, press **#**.An asterisk next to External Calls? or Internal Calls? indicates that at least one type of call forwarding is turned on.
5. Press **\*** to program Call Forward Always or the **Next** softkey to program another type of call forward.
6. Dial the destination number.
7. Press **▼**.
8. Continue programming other types of Call Forward or press **SUPERKEY** to leave programming mode.

*To turn Call Forward on and off (once it has been programmed):*

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Do one of the following:
  - For external forwarding, press the **\*** softkey.
  - For internal forwarding, press the **#**.
5. Do one of the following:
  - To turn Call Forward Always on or off, press **\***, and then **#**.
  - To turn another type of Call Forward on or off, press the **Next** softkey until you reach the desired display, and then press **\*** followed by **#**.
6. Continue turning other types of Call Forward on or off or press **SUPERKEY** to leave programming mode.

## Call Forward (No Internal/External Split)

Call Forward lets you redirect incoming calls to an alternate number. "Always Forward?" redirects all incoming calls regardless of the state of your telephone. "When No Answer?" redirects calls after several rings if you don't answer. "When Set's Busy?" redirects calls when your telephone is busy. "Busy/No Answer?" redirects calls when your telephone is busy or when you don't answer.

**Note:** For information about "I'm Here?", see Call Forward - I'm Here.

*To program Call Forward:*

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Press **\***.
5. If a number is already programmed, press **\***.
6. Press **#** until the type of Call Forward appears.
7. Press **\***.
8. Dial the destination number.
9. Press **▼**.

*To turn Call Forward on and off (once it has been programmed):*

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Press **\***.
5. Press **#**.

## Call Forward (No Internal/External Split - Enhanced)

Call Forward lets you redirect incoming calls to an alternate number. "Always Forward?" redirects all incoming calls regardless of the state of your telephone. "When No Answer?" redirects calls after several rings if you don't answer. "When Set's Busy?" redirects calls when your telephone is busy. "Busy/No Answer?" redirects calls when your telephone is busy or when you don't answer.

**Note:** For information about "I'm Here?", see Call Forward - I'm Here.

*To program Call Forward:*

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Press **\*** to program Call Forward Always or **#** to program another type of call forward.  
An asterisk next to the Call Forward destination indicates that call forwarding is turned on.
5. Press **\***.
6. Dial the destination number.
7. Press **▼**.
8. Continue turning other types of Call Forward on or off or press **SUPERKEY** to leave programming mode.

*To turn Call Forward on and off (once it has been programmed):*

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Press **#** until the Call Forward type you want to turn on or off appear.
5. Press **\***.
6. Press **#**.
7. Continue with other types of Call Forward or press **SUPERKEY** to leave programming mode.

## Call Forward - I'm Here

*To forward calls from a remote station to your current location:*

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Press **#** until "I'm Here?" appears.
5. Press **\***.
6. Dial the remote extension number.
7. Press **▼**.

*To cancel Call Forward - I'm Here from the station that set the remote forwarding:*

1. Lift the handset.
2. Dial **07**.
3. Dial the extension of the remote station.
4. Hang up.

*To cancel Call Forward - I'm Here from the station that was forwarded:*

1. Press **SUPERKEY**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. If "External Calls?\*" appears, do the following:
  - a. Press **\*** twice.
  - b. Press **#**.
  - c. Press **#** until "Internal Calls?\*" appears.
  - d. Press **\*** twice.
  - e. Press **#**.
5. If "External Calls?\*" does not appear, do the following:
  - a. Press **\*** twice.
  - b. Press **#**.

## Call Forward - Forced

*To force an incoming call to be forwarded:*

- Press the **Forward Call** feature key.

*To immediately transfer to another extension's No Answer forwarding destination when making a call:*

- Press the **Forward Call** feature key when it lights.

## Call Forward - Toggle

This feature is useful if you want call forwarding in effect for Busy and No Answer conditions most of the time, but need to override it with Call Forward Always occasionally--for example, when you're using a second phone such as a SUPERSET 4090 cordless phone. Instead of changing the call forward programming on your main phone to turn Call Forward Always on and off, you can program a key to do it.

You can also program keys to turn Call Forward Busy, No Answer or Busy/No Answer on and off.

*To toggle call forward:*

- Press the programmed feature key: **Forward Always, Forward Busy, Forward No Ans, or Forward Busy/NA.**

For information on programming a feature key, see "Feature Keys" elsewhere in this guide.

**Note:** You may also program a **Forward All** key to enable and disable all call forward types that have a destination programmed.

## **Messaging - Advisory**

*To turn Messaging - Advisory on:*

1. Press **SUPERKEY**.
2. Press **\***.
3. Press **#** until the desired message appears.
4. Press **\***.

*To turn Messaging - Advisory off:*

1. Press **SUPERKEY**.
2. Press **\***.
3. Press **\***.

## **Messaging - Callback**

*To leave a Callback Message on a telephone when you hear busy or ringback tone:*

- Press **MESSAGE**.

*To respond to a Message Waiting condition on your telephone:*

1. Lift the handset.
2. Press **MESSAGE**.
3. Dial **3**.

A call is placed to the message sender (voice mail system or extension user) that left the oldest message.

*To view information about the messages before responding:*

1. Press **MESSAGE**.
2. Do one of the following.
  - To call the message sender, press **#**.
  - To erase the message, press **\***.
  - To view the next message, press **Message**.

# USING ADVANCED FEATURES

## Account Codes

*To enter an Account Code at the start of a call:*

1. Press the **Account Code** feature key.
2. Enter the account code.
3. Press **#**.
4. Dial the telephone number.

## Callback

*To request a Callback when you reach a busy or unanswered telephone:*

- Press the **Callback** feature key.

*To answer a Callback:*

- Lift the handset.

## Call Park

*To park a call that is on your prime line (Line 1 key):*

- Press the **Call Park** feature key.  
-OR-  
Press **TRANS/CONF** and then dial **33**.

The call is parked and you receive dial tone on your prime line.

*To retrieve a parked call from your phone while your phone is idle, or while you are off-hook and hearing dial tone:*

- Press the **Call Park** feature key.  
-OR-  
Dial **22**.

*To retrieve a parked call while you are on a call on your prime line:*

- Press the **Call Park** feature key.  
-OR-  
Press **TRANS/CONF** and then dial **22**.

You are connected to the parked call and the caller that was on your prime line is parked.

*To retrieve a parked call from another phone:*

1. Lift the handset.
2. Dial **23**.
3. Dial the prime line number (extension number) of the phone that parked the call.

**Note:** If the phone has both a parked call and a call on hold, dialing the Remote Hold Retrieve access code will retrieve the parked call.

## Call Park - System

This feature allows you to park a call from any line on your telephone not just the prime line. The number of calls you can park is limited only by the number available system park "orbits."

*To park a call in system orbit:*

1. Press the lit **System Park** feature key.
2. Do either of the following:
  - Hang up
  - Press a line key to answer a call, retrieve a call or hold, or get dial tone.

*To return to the caller if all the system orbits are busy:*

- Press **CANCEL** to return to the caller.

*To retrieve a call parked on a system orbit from any extension:*

- While listening to dial tone, dial **57** followed by the park orbit number.

## Call Park - Specific Orbit

This feature allows you to park a call in a specific orbit by entering a two-digit orbit number or by pressing a feature key assigned to a specific orbit number.

*To park a call in a specific orbit:*

1. Press the **System Park** feature key.
2. Enter a two-digit Orbit Number (01-25).  
If the selected orbit already has a parked call, press **CANCEL** to return to the caller, and then repeat steps 1 and 2 but select a different orbit.

*To retrieve a call parked in a specific orbit:*

- While listening to dial tone, dial **57** followed by the park orbit number.

*To park a call in a specific orbit using an Orbit # feature key:*

- Press a free (unlit) **Orbit #** feature key. (See "Feature Key" for instructions on programming a feature key.)

Once a call is parked, you can press the same **Orbit #** to initiate a page.

*To retrieve a call parked using an Orbit # feature key:*

- Press the flashing **Orbit #** feature key.

## Call Pickup

*To answer a call that is ringing at another station in your Pickup Group:*

1. Lift the handset.
2. Press the **Pickup** feature key.

*To answer a call that is ringing at a station not in your Pickup Group:*

1. Lift the handset.
2. Dial **09**.
3. Dial the number of the ringing station.

## Call Park - Destination Phone

Call Park - Destination Phone allows you to park an answered call on another phone. If a parked call is not retrieved after a specified length of time, a reminder occurs.

*To park an active call on another phone:*

1. Press **TRANS/CONF** to get dial tone.
2. Dial **62**, and then dial the extension of the destination phone.  
If the call is parked successfully, dial tone, busy tone or a page occurs. If the call is not parked, reorder tone occurs.

*To retrieve a call parked on another phone:*

- Do one of the following:
  - Press the flashing **Call Park** feature key.
  - Dial **22**.

## Campon

*To campon to a busy station:*

- Press the **Campon** feature key.

*To retrieve a call when you hear Campon tone:*

- Press the **Swap/Trade** feature key.

## Do Not Disturb

*To activate and deactivate Do Not Disturb:*

- Press the **Do Not Disturb** feature key. The key flashes to indicate that Do Not Disturb is active.

## Override (Intrude)

*To use Override when you encounter busy or DND tone:*

- Press the **Intrude** feature key.

## Paging - PA

*To use Paging:*

1. Lift the handset.
2. Do one of the following:
  - To page the default zone, press the **PA Page** feature key.
  - To page a specific zone, dial **09** followed by the zone number (0-9).
3. Make the announcement.

## Paging - Direct

*To page an extension that has Whisper Announce or Off-Hook Voice Announce enabled:*

1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Dial the extension number.
4. Page the called party.

*To answer a Direct Page:*

- Lift the handset.

## Paging - All Set

*To page all telephones simultaneously through their speakers:*

1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Press **\***.
4. Page the called party.

*To answer an All Set Page:*

1. Lift the handset.
2. Dial **49**.

## Paging - Group

*To page all telephones in a paging group simultaneously through their speakers:*

1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Press **#**.
4. Page the called parties.

*To respond to a Group Page:*

1. Lift the handset.
2. Dial **49**.

## Handset Mute

*To mute your handset's microphone during a call:*

- Press the **Handset Mute** feature key.

*To restore handset microphone operation:*

- Press the **Handset Mute** feature key again.

## Direct Station Select/Busy Lamp Field (DSS/BLF)

Your phone may have keys programmed to place calls to other extensions and to show the status (idle, busy or DND) of those extensions.

*To call the DSS/BLF extension:*

- Press the **DSS/BLF** key.

*To transfer a call to DSS/BLF extension (without Secretarial option):*

1. Press the **DSS/BLF** key.
2. Press the **Release** key.

*To transfer a call to a station (with Secretarial option):*

- Press the **DSS/BLF** key.

## **DSS/BLF/Call Pickup**

Your phone may have keys programmed to show the status (idle, busy, ringing, call on hold) of another destination and to retrieve calls ringing or on hold at the destination.

*To retrieve a call ringing at the DSS/BLF destination:*

- Press the slowly flashing **DSS/BLF** key.

*To retrieve a call on hold at the DSS/BLF destination:*

- Press the rapidly flashing **DSS/BLF** key.

## **Direct Page/BLF**

Your phone may have keys programmed to show the busy/idle status of another extension and to page the extension.

*To page a DP/BLF extension:*

- Press the **DP/BLF** key.

You can page when the DP/BLF extension is idle (key dark) or busy (key steadily lit).

## **DSS/BLF/Direct Page/Call Pickup**

Your phone may have keys that show the status (idle, busy, ringing, or call on hold) of another extension. Depending on the programming of the key, pressing it will either call the extension if it is idle, or retrieve a call ringing or on hold at the extension, or page the extension.

*To pick up a call ringing at the DSS/BLF extension:*

- Press the slowly flashing **DSS/BLF** key.

*To retrieve a call on hold at the DSS/BLF extension:*

- Press the rapidly flashing **DSS/BLF** key.

*To page a DSS/BLF extension:*

- Press the dark or steadily lit **DSS/BLF** key.

## Headset Operation

*To enable Headset Operation on telephones that are not programmed for full-time headset mode:*

- Press the **Headset** feature key.

*To answer a call (when Auto Answer is disabled):*

- Press the flashing line key.

*To hang up:*

- Press **CANCEL**.

## Headset Operation (Headset with Feature Control Switch)

**IMPORTANT NOTE:** Headsets with a feature control switch that are approved for use with the 5010 IP phone must be installed in the dedicated headset jack (the jack nearest the front of the phone). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation. If handset operation is required for an extended period of time, you should press the Headset feature key to return the telephone to handset mode.

*To answer a call:*

- Press the flashing Line Appearance key  
-OR-  
Quickly press and release the headset's feature control switch.

*To mute the headset microphone:*

- Press and hold the headset's feature control switch.

*To hang up:*

- Press **CANCEL**.  
-OR-  
Quickly press and release the headset's feature control switch.

## **Music**

*To turn Music on and off when the phone is idle:*

- Press the **Music** feature key.

## **Park and Page**

With Park and Page, you can park a call and initiate a page all in one step. Park and Page options include

- Park and Page Set: After a call is parked, the system performs an all-set page.
- Park and Page Group: After a call is parked, the system pages your Paging Group.
- Park and Page: After a call is parked, you must enter the extension or Page Group number.
- Park and PA Page: After a call is parked, the you must enter a Paging Zone number (0-9).

See "Programming a Feature Key" for information on assigning this feature to a Personal Key.

*To park a call and page a call:*

1. Answer or make a call.
2. Perform one of the following:
  - To page all phones and the PA, press **Park & Page Sets**.  
-OR-  
Press **TRANS/CONF**, dial **63** and dial \*.
  - To page all phones in a group and the PA, press **Park & Page Grp**.  
-OR-  
Press **TRANS/CONF**, dial **63** and press #.
  - To page an extension number, press **Park & Page** and dial the extension.  
-OR-  
Press **TRANS/CONF**, dial **63** and dial the extension.
  - To page all phones in a specified group and the PA, press **Park & Page** and dial the two-digit Page Group Number.  
-OR-  
Press **TRANS/CONF**, dial **63** and dial the two-digit Page Group Number, then #.
  - To park a call in orbit and perform a PA Page to any or all nine Paging Zones, press **Park & PA Page** and dial the Paging Zone number (0 for all zones, 1-9 for a specific zone).  
-OR-  
Press **TRANS/CONF**, dial **64** and dial the Paging Zone number (0 for all zones, 1-9 for a specific zone)

**Note:** To Park and Page call using speed call keys, press **TRANS/CONF** to get dial tone before pressing a speed call key programmed with the Park and Page access codes plus the digits for the required paging option (for example, an extension number to page a single phone or \* to page all phones plus PA paging).

## Record a Call

This feature uses your voice mail system to record your telephone conversations.

**Note:** You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your system administrator.

*To start recording while on a 2-party call:*

- Press the **Record Call** key. (See Feature Keys elsewhere in this guide for instructions on programming a **Record Call** key to your phone.)

**Note:** Your system may be programmed to automatically begin recording external calls when you or the other answers.

*To stop and save a recording:*

- Press the **Record Call** key.

Putting the call on hold saves the recording; taking the call off hold starts a new recording. Depending on system programming, hanging up, or pressing **TRANS/CONF** or a **DSS** key, may also save the recording.

*To stop and erase a recording:*

- Press the **Cancel** softkey.

*To listen to a recording:*

1. Lift the handset.
2. Press the **Record Call** key. A call is place to your voice mail system.
3. Follow the prompts to retrieve the recording.

## Reminder

*To set or modify a timed reminder:*

1. Lift the handset.
2. Dial **32**.
3. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.  
You hear dial tone if the time is valid; reorder tone if it is invalid.

*To cancel a timed reminder:*

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Hang up.  
The reminder is cancelled.

*To acknowledge the reminder (indicated by five rings).*

- Lift the handset.

## Reminder - Multiple

*To set multiple reminders (up to three):*

1. Lift the handset.
2. Dial **32**.
3. Dial # followed by the number of the timer (#1, #2, or #3). To repeat the timer daily, dial \*.
4. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.  
You hear dial tone if the time is valid; reorder tone if it is invalid.
5. Repeat for each additional timer.

*To cancel the Timer 1 reminder:*

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Replace the handset.

The reminder is cancelled.

*To cancel multiple reminders:*

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Dial # followed by the timer number (#1, #2, or #3).
4. Dial 9999.
5. Replace the handset.

*To acknowledge the reminder (indicated by five rings).*

- Lift the handset.

## Phonebook

*To access the Phonebook:*

1. Press the **Phonebook** softkey or dial **65**.
2. Using the keypad, enter the name or extension of the person you wish to call.

**Note:** Only extensions that have a voice mailbox can be dialed using Phonebook.

## Call Monitoring

This feature allows you to monitor another extension user's phone conversation, either with or without the user's knowledge.

If your system is programmed to notify users that they are being monitored, they hear a beep when monitoring begins. Users that have a display telephone also see your name and extension number in the display for the duration of the call.

When monitoring a call, you can listen to the conversation but you can't speak to either party, and they can't hear you. However, you can join the conversation by forming a three-party conference

### **A few conditions:**

- The system may be programmed to disallow monitoring of any or all extensions.
- A user can only be monitored from one extension at a time. If you try to monitor someone who is already being monitored, you receive busy tone and BUSY appears in your display.
- If the user puts the caller on hold, transfers the call, or ends the call, you are disconnected and your monitoring session ends. Note that the system can be programmed to allow monitoring to continue while the call is on hold.
- While you are monitoring, you can't make or receive calls. Anyone who calls your telephone while you are monitoring receives busy tone. The caller can leave a callback, but is unable to camp on or override your monitoring session. If you want to place an outgoing call, you must first cancel your monitoring session.

*To monitor a a call:*

1. Lift the handset.
2. Dial **45** followed by the number of the extension you wish to monitor.  
If the user is on a call, INTRUDING followed by the user's extension number appears in your telephone display.  
If the user is not on the phone, you hear busy tone and the user's extension number followed by the words IS IDLE are shown in your telephone display.
3. Press **Trans/Conf** to form a three-party conference with the user and the other party.  
-OR-  
Press **Exit** to end the monitoring session.

**NOTE:** If you wish to continue monitoring after exiting the conference, you must set up the monitor again.

## **Door Opener**

Door Opener allows you to operate a third-party door opener. For example, when someone requires entry into a third-party building, a designated extension (or extensions) rings and on answering, the extension user can press a feature key or dial a feature access code to open the door.

*To use Door Opener:*

- Press **Door Opener** or press **66**.





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