

MITEL

SX-200 | Integrated
Communications Platform

ONS/ANALOG TELEPHONE
USER GUIDE

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

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PREFACE

This guide is for users with single line telephones. It explains how to use the telephone and the features of the telephone system. System features are the special functions your telephone can access in addition to making and receiving calls, such as transferring a call or putting a caller on hold. Your phone may provide other system-independent features which are not described in this guide. Consult the documentation supplied by the manufacturer of the phone for information about such features.

ABOUT FEATURE ACCESS CODES

Use of some features requires dialing access codes. The codes are variable and may be different than those in this guide. Ask your Administrator for a list of codes you should use.

CALL BASICS

Making and Answering Calls

To make a call:

1. Lift the handset.
2. Dial number.

Your system may require that you dial a line access code (usually "9") followed by the telephone number for an outside call.

To answer a call:

- Lift the handset.

Hold

To place a call on System Hold:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the Call Hold access code (**21**).

To retrieve a call on Hold:

1. Lift the handset.
2. Dial the Call Hold - Retrieve access code (**22**).

To retrieve a call on Hold from another extension:

1. Lift the handset.
2. Dial the Call Hold - Remote Retrieve access code (**23**).

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Dial the Last Number Redial access code (**30**).

Speed Call - Personal

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial the Personal Speed Call - Invoke access code (**52**).
3. Enter an index number between **00** and **33**

To store a personal Speed Call number:

1. Lift the handset.
2. Dial the Personal Speed Call - Store access code (**51**).
3. Dial an index number between **00** and **99**.
4. Enter "9" or other digit(s) used to access an outside line (if required) followed by enter the telephone number.
5. Hang up.

USING FEATURES

Account Codes

To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press **#**.

To enter an Account Code during a call:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial Account Code access code (**01**).
3. Dial the Account Code digits.
4. Press **#**.
5. Press **FLASH** or quickly press and release the hookswitch.

Callback - Busy

To request a Callback when you reach a busy extension:

1. Dial the Callback - Busy access code (**7**).
2. Hang up.

To answer a Callback:

- Lift the handset.

Callback - No Answer

To request a Callback when you reach an unanswered extension:

1. Dial the Callback - No Answer access code (**43**).
2. Hang up.

To answer a Callback:

- Lift the handset.

Call Forward

To program and activate Call Forward:

1. Lift the handset.
2. Dial one of the following Call Forward access codes:
 - To redirect all calls, dial the Call Forwarding - All Calls access code (**03**).
 - To redirect internal calls, dial the Call Forwarding - Internal Only access code (**04**).
 - To redirect external calls, dial the Call Forwarding - External Only access code (**05**).
 - To redirect all calls to your extension from another extension, dial the Call Forwarding - I'm Here access code (**06**).
 - To cancel Call Forwarding - I'm Here from, dial the Call Forwarding - Cancel I'm Here access code (**07**).
3. Dial the destination number.
4. Hang up.

To cancel all Call Forward types:

1. Lift the handset.
2. Dial the same Call Forward access code you had used to activate the feature; for example, if you had programmed Call Forwarding - All Calls, dial (**03**).
3. Hang up without dialing a destination number.

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial the Call Park - Remote access code (**62**).
3. Dial the Console ID and the Hold Slot number.

Call Pickup

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

1. Lift the handset.
2. Dial the Dialed Call Pickup access code (**08**).

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

1. Lift the handset.
2. Dial the Directed Call Pickup access code (**09**).
3. Dial the number of the ringing extension.

Do Not Disturb

To activate Do Not Disturb:

1. Lift the handset.
2. Dial the Do Not Disturb access code (**10**).
3. Hang up.

To deactivate Do Not Disturb:

1. Lift the handset.
2. Dial the Do Not Disturb access code (**10**) again.
3. Hang up.

Executive Busy Override

To use Executive Busy Override when you encounter busy tone:

- Dial the Executive Busy Override access code (**8**).

Paging - Default Zones

To use Paging for your default zone:

1. Lift the handset.
2. Dial the Paging Access To Default Zone(s) access code (**12**).
3. Make the announcement.

Paging - Specific Zones

To use Paging for a specific zone:

1. Lift the handset.
2. Dial the Paging Access To Specific Zones access code (**13**).
3. Dial the Paging zone number.
4. Make the announcement.

Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are on an outside call.

To flash a trunk while talking on an outside call:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the Flash Over Trunk access code (**46**) or the Double Flash Over Trunk access code **53**.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

Clear All Features

The Clear All Features function allows you to disable all features currently activated.

To clear features:

1. Lift the handset.
2. Dial the Clear All Features access code (**25**).
3. Hang up.

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 not on the phone, you hear busy tone.
3. Press **Trans/Conf** to form a three-party conference with the user and the other party.
-OR-
Hang up to end the monitoring session.

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



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