

MITEL NETWORKS

# 5005 | IP Phone

USER GUIDE

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



### **Notice to Canadian Customers**

This Class B digital apparatus complies with Canadian standard ICES-003.

### **Notice to U.S. Customers**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC Rules.

The handset provided with this equipment is hearing aid compatible.

This equipment is not for connection to the telephone network or public coin phone service. It is only for use when connected to Mitel Networks systems.

**Note:** Changes or modifications not expressly approved by Mitel Networks Corporation may void the user's right to operate the equipment.

### **Notice to Customers in EU Countries**

#### DECLARATION OF CONFORMITY

We, Mitel Networks Ltd.

Of, Mitel Business Park, Portskewett, Monmouthshire, NP26 5YR, UK

Declare that for the hereinafter mentioned product the presumption of conformity with the applicable essential requirements of DIRECTIVE 1999/5/EC OF THE EUROPEAN PARLIAMENT (RTTE DIRECTIVE) AND OF THE COUNCIL is given.

Mitel Networks / 5005 IP Phone

Any unauthorized modification of the product voids this Declaration.

For a copy of the original signed Declaration of Conformity (in full conformance with EN45014), please contact the Regulatory Approvals Manager at the above address.

Complies with EN55022, EN55024, EN60950.

# Contents

<b>ABOUT THE 5005 IP PHONE</b>	<b>1</b>
<b>USING YOUR PHONE</b>	<b>5</b>
Making and Answering Calls	5
Account Codes	6
Alarm Calls	7
Answer External Call	7
Answer Next Call	7
Auto Answer	8
Automatic Hold	8
Call Forwarding	9
Call Back When Free	10
Call Park	10
Call Park Pick-up	11
Call Transfer	11
Calling Line Identification Blocking	11
Calls For	12
Directed Call Pick-up	12
Direct Station Selection/Busy Lamp Field (DSS/BLF)	13
Do Not Disturb	13
DTMF (Dual Tone Multi-Frequency) Tone Dialing	14
Emergency 9-1-1 Calls	14
Exclusive Hold	15
Extension Group	16
Extension Paging	16
External Call Waiting Tone	17
Follow Me	17
Follow Me (I'm Here)	18
Group Call Pick-up	18
Group Listen	19
Immediate Call Forwarding	19
Intrude	20
Key Click Control	21
Last Call Duration Display	21
Last Number Redial	21
Line Keys	21
Loudspeaker Paging	22
Messaging	22
Message Waiting	23
Night Service Pick-up	24

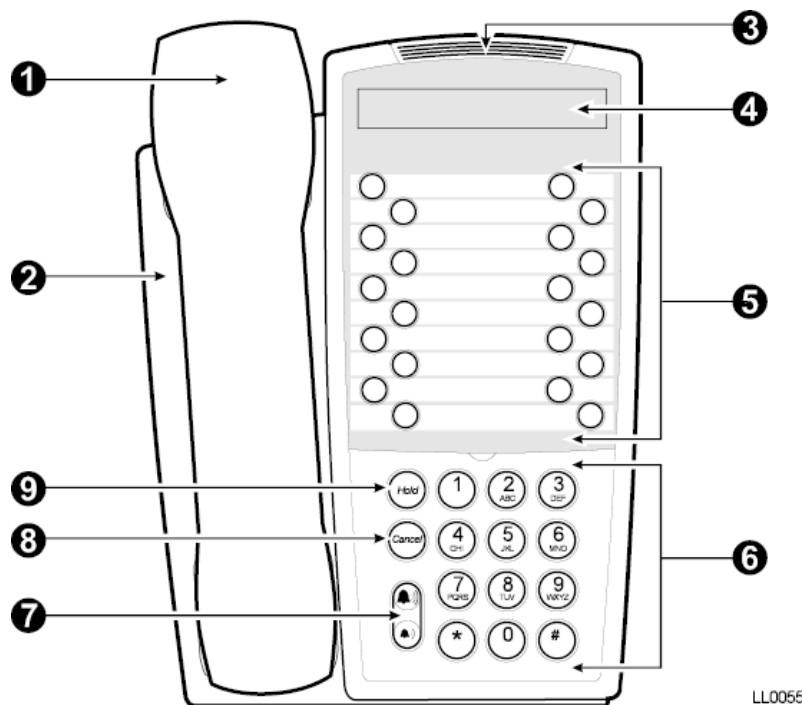
PIN (Personal Identification Number) Codes	24
Recall on Lines	25
Re-establish	25
Reverted Calls	25
Remote Call Forward	26
Ringer On/Off	26
Selective Ringer	27
Store	27
Swap	28
System Speed Call Numbers	28
System Hold	28
Three-Party Conference	29
Who Am I?	29
<b>FEATURE ACCESS CODES</b>	<b>30</b>

# ABOUT THE 5005 IP PHONE

The Mitel Networks 5005 IP Phone is a digital telephone that connects directly to a 10/100BaseT Ethernet network. It is supported by the Mitel Networks 3100 Integrated Communications Platform (ICP) Release 3.1 and later software.

The phone has five fixed-function keys ( **HOLD**, **CANCEL**, **REDIAL**, **MESSAGE**, **TRANS/CONF** ) and 15 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, Speed Call, or Line Appearance keys.

The 5005 IP phone has three fixed-function keys along with a Volume Up/Down key and a standard numeric keypad. The fixed-function keys are **MESSAGE**, **HOLD** and **REDIAL**.



LL005E

1. Handset
2. Speaker
3. Message Waiting Indicator
4. Display Screen
5. Programmable Function Keys
6. Numeric Keypad
7. Volume Control
8. Cancel Key
9. Hold Key

## Telephone Status Indicators

### Situation:

Line is idle  
Line is ringing  
Message waiting/Voicemail

### The message waiting indicator is:

Off  
Flashing rapidly  
Flashing slowly

## About Feature Access Codes

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

## 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. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

### Adjusting the ringer volume

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

- Press the Volume control button.

### Adjusting the handset receiver volume

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

- Press the Volume control button.

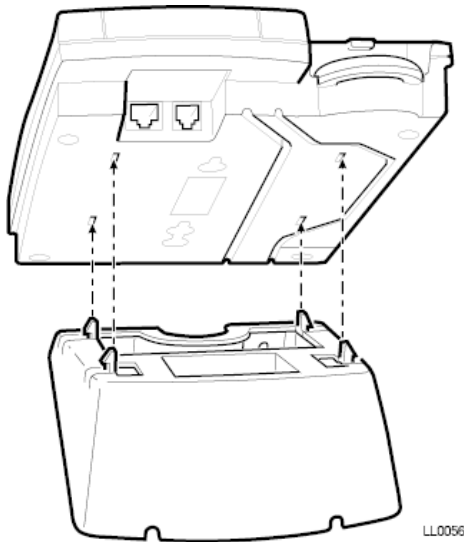
### Adjusting the display contrast

*To adjust the contrast level of the display screen while the phone is not in use:*

- Press the Volume control button.

### Attaching the Desktop Stand

To tilt the 5005 IP phone towards you, it can be mounted on a stand as illustrated below.



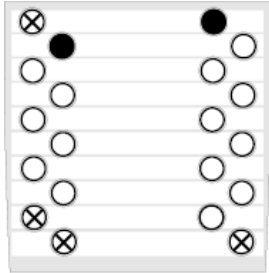
## Programming the Feature Keys

Programming the feature keys on your 5005 IP phone is done either directly on your phone using the PROGRAM key or on your computer using the Desktop Tool.

For more information on using the Desktop Tool, please contact your System Administrator.

### Programming a Personal Key from your Phone

Unmarked keys in the image below can be programmed with both features and Speed Dials. Keys marked with an X be programmed; black keys can be programmed with features only. It is also possible to program Speed Dials to the dialpad keys.



*To program a feature under a programmable key:*

**Note:** If the key you want to program already has a feature assigned to it, you must clear the feature from the key before assigning it another.

1. Press the **PROGRAM** key.
2. Press the programmable key that is to be programmed.
3. Dial the code for the feature (see *Feature Codes*).
4. Dial a parameter if required.
5. Press the **PROGRAM** key to signify the end of programming.

*To program a speed dial key:*

1. Press the **PROGRAM** key.
2. Press the **REDIAL** key.
3. Press the programmable key that is to be programmed.
4. Dial the speed dial number.

*You can store numbers up to 25 digits in length.*

*A pause for dial tone can be inserted in the stored number digit string by pressing **Hold** at the appropriate point. This causes the system to wait for dial tone before dialing the remaining digits. If required, you can insert multiple pauses.*

5. Press the **PROGRAM** to exit programming mode.

*To clear a programmed feature from under a key:*

1. Press the **PROGRAM** key.
2. Press the programmable key that you want cleared.
3. Dial **603**.
4. Press the **PROGRAM** to exit programming mode.

To clear a speed dial key:

1. Press the **PROGRAM** key.
2. Press the **REDIAL** key.
3. Press the programmable key that you want cleared.
4. Press the **PROGRAM** to exit programming mode.

## Features Codes

To program a feature to a key you enter the feature's code and in some cases additional information such as an extension number. Whether additional information is optional or mandatory is indicated after the code.

Account Codes	<b>665</b> + account code (optional)
Alarm Calls	<b>668</b>
Alarm Call Cancel	<b>669</b>
Call Park Pick-up	<b>660</b>
Cancel Call Forward	<b>617</b>
Cancel Follow Me	<b>640</b>
Cancel Split Call Forward - External Calls	<b>630</b>
Cancel Split Call Forward - Internal Calls	<b>612</b>
Cancel Message Waiting	<b>628</b> + ext. # (optional)
Date Change	<b>656</b>
Directed Call Pick-up	<b>677</b>
Directed Message Waiting	<b>673</b>
Call Forward Always to an Extension	<b>611</b>
Call Forward Always to an Extension Group	<b>618</b>
Call Forward No Answer/Busy to an Extension	<b>620</b>
Call Forward No Answer/Busy to an Extension Group	<b>619</b>
Calling Line Identification Blocking	<b>676</b>
Do Not Disturb (DND)	<b>607</b>
Extension Paging	<b>644</b> + ext. # (optional)
External Call Waiting	<b>687</b> 687
Follow Me	<b>641</b> 622 + ext. # (optional)
Follow Me (I'm Here)	<b>642</b> 626 + ext. # (optional)
Group Call Pick-Up	<b>666</b>
Last Call Cost Display	<b>663</b>
Last Call Duration Display	<b>664</b>
Last Number Redial	<b>600</b>
Message Waiting	<b>643</b>
Night Service Pick-Up	<b>696</b>
PIN (Personal Identification Number) Codes	<b>678</b>
Recall on Lines	<b>602</b>
Remote Call Forward	<b>688</b>
Split Call Forward Always to an Extension - Internal Calls	<b>621</b>
Split Call Forward No Answer/Busy to an Extension - Internal Calls	<b>622</b>
Split Call Forward Always to an Extension Group - Internal Calls	<b>629</b>

Split Call Forward No Answer/Busy to an Extension Group - Internal Calls	<b>627</b>
Split Call Forward Always to an Extension - External Calls	<b>631</b>
Split Call Forward Always to an Extension Group - External Calls	<b>638</b>
Split Call Forward No Answer/Busy to an Extension - External Calls	<b>632</b>
Split Call Forward No Answer/Busy to an Extension Group - External Calls	<b>639</b>
Time Change	<b>655</b>
Who Am I? Indication	<b>675</b>

## USING YOUR PHONE

### Making and Answering Calls

*To make a call:*

1. Lift the handset.
2. Do one of the following:
  - For an internal call, dial the number.
  - For an external call, dial the out access digit (usually 9) followed the telephone number or press a feature key programmed for Speed Dialing.

**Notes:** To use a line other than the primary one assigned to the phone, press one of the **LINE** keys before you dial the number.

*To answer a call:*

- Lift the handset.

## Account Codes

An account code is a series of digits that you assign to your incoming or outgoing calls, usually for billing or accounting purposes. The code identifies the account in the call records that your system generates. You can program an **ACCOUNT CODE** key with or without specifying an account code. If you have an account code that you use on a regular basis, it may be easier to program it to the **ACCOUNT CODE** key; this saves you from having to dial the code every time you want to assign it to a call.

Account codes must be between three and twenty digits long and in the range 000-999999999999999999.

Code "000" is reserved for call privacy; using it stops the complete telephone number from appearing in the call records.

*To assign an account code to an outgoing call:*

1. Press the **ACCOUNT CODE** key or dial **665**.
2. Dial the account code (not necessary if the code is stored with the **ACCOUNT CODE** key).
3. Access a line and dial the external number.

### Allocating an Account Code to a Call in Progress

If you wish to change the account code associated with an incoming or outgoing call--perhaps a call has been transferred to you from a department with a different account code--you may assign a different account code while connected to the call. In this way numerous account codes can be associated with one call.

**Note:** You must have an **EXCLUSIVE HOLD** key programmed to your phone to use this feature.

*To assign an account code to a call in progress:*

1. While in conversation with another party, press the **EXCLUSIVE HOLD** key.
2. Press the **ACCOUNT CODE** key or dial the Account Code feature access code, 665.
3. Dial the account code (not necessary if the code is stored with the **ACCOUNT CODE** key).
4. Press the **EXCLUSIVE HOLD** key again. The caller is re-connected and the call assigned with the new account code.

## Alarm Calls

You can set up an alarm (wake-up or reminder) call to ring at your extension at a specified time. You must answer a ringing alarm call before you can continue with any other operation at your extension.

When you receive an alarm call, your extension rings for up to 60 seconds (default) or until you answer the call. If you do not answer the call within this time period, your extension rings again every two minutes (default); this process is repeated up to a maximum of ten times or until you answer your alarm call.

**Note:** An alarm call is not repeated on successive days, which means that you must set up the alarm call daily.

*To set up an Alarm Call from your extension:*

1. Dial **668**.
2. Dial the time using the 24-hour clock.  
*You hear dial tone indicating that the alarm is set.*

*To cancel an Alarm Call:*

- Dial **669**

## Answer External Call

If you want to answer external calls in the order that they arrive at your extension, you need to program an **ANSWER EXTERNAL** key. You answer the incoming call by pressing the flashing, pre-programmed **ANSWER EXTERNAL** key. Your **ANSWER EXTERNAL** key continues to flash until all incoming external calls have been answered.

*To answer external calls:*

- Press the flashing **ANSWER EXTERNAL** key.  
*The ANSWER EXTERNAL key continues to flash until all the incoming external calls have been answered.*

## Answer Next Call

This feature is similar to Answer External Call, except that it applies to ALL incoming internal and external calls. Answer Next Call allows you to answer calls in the order that they arrive at your extension with external calls receiving priority over internal calls. You answer the incoming call by pressing the flashing, pre-programmed ANSWER NEXT CALL key. The **ANSWER NEXT CALL** key continues to flash until you have answered all the calls.

**Note:** You can only answer incoming internal calls using this feature if the calling extension number is in your extension group. Contact your Administrator for a list of extensions in your extension group.

*To answer internal and external calls in the order that they are presented at your extension:*

- Press the flashing **ANSWER NEXT CALL** key.  
*The ANSWER NEXT CALL key continues to flash until all incoming calls have been answered.*

## Auto Answer

This feature, when activated, enables internal calls presented at your extension to be answered automatically, that is, you are connected to the caller without your extension ringing. Calls presented at your extension are announced by a single burst of ringing; then, the loudspeaker is activated and the call is answered automatically. To speak to the caller, pick up the handset.

You can automatically answer calls from a specific extension or from all extensions on the system.

### Notes:

1. Auto Answer can only be enabled to answer incoming internal calls.
2. You should de-activate Automatic Answer when you leave your desk.

*To activate/deactivate Auto Answer:*

- Press the **AUTO ANSWER** key.  
*When activated, the **ANSWER NEXT CALL** key lights solid red and Auto Answer is displayed on your display.*

## Automatic Hold

While in conversation with another party, this feature allows you to make or receive a call without placing the current call on hold first.

**Note:** Automatic Exclusive Hold can also be used to make a "fast transfer", that is, if you make a call to another extension user while in conversation with an established call and you replace your handset, the held party is transferred to the new call. For more information on transferring calls refer to *Call Transfer*.

## Outgoing Calls

*To place the current call on Automatic Exclusive Hold and make another call:*

- While in conversation with an established call, make another call.  
*The caller placed on hold hears silence, tone or music on hold. The call is held under **Trans/Conf**. Any associated **DSS/BLF** or **LINE** keys light solid red. You hear dial tone.*

*To return to the call placed on hold:*

- Press the **Cancel** key.

*To transfer the held party to the newly-called party:*

- While in conversation with the newly-called party, replace your handset.

## Incoming Calls

*To place the current call on Automatic System Hold and answer an incoming call:*

1. While in conversation with an established call, press the flashing key which is indicating the incoming call.
2. Handle the new call as usual.

*To return to the held call:*

- While your extension is idle, press the **Prime Line** key or if the call has an associated **DSS/BLF** or **LINE** key, press this key.

## Call Forwarding

Incoming calls to your extension can be forwarded in the following ways:

- Call Forward All - forwards all your calls to another destination (extension or extension group) without first ringing your extension.
- Call Forward No Answer or Busy - forwards your calls to another destination when you don't answer your phone or when you are on another call.
- Follow Me and Follow Me (I'm Here) - forwards your calls to another extension where you wish to take your calls. See **Follow Me** and **Follow Me (I'm Here)**.
- Remote Call Forward - forwards all your incoming calls to an external destination; for example, a cellular phone or your home number. See **Remote Call Forward**.
- Split Call Forward - forwards your incoming internal calls and external calls to different destinations.
- Immediate Call Forward - forwards, at the press of a key, the call that is currently ringing your extension. See *Immediate Call Forward*.

Each type of forwarding can be programmed under a personal key and invoked by pressing that key, or by dialing the appropriate feature access code.

**Note:** You can also forward your calls to voice mail, if available. The voice mail extension number that you forward your phone to is usually 232. Your administrator can tell you what the number is on your system.

*To program and activate Call Forward:*

1. Dial one of the following feature codes or press the corresponding feature key:
  - **611** - Call Forward Always to an Extension
  - **618** - Call Forward Always to an Extension Group
  - **620** - Call Forward No Answer/Busy to an Extension
  - **619** - Call Forward No Answer/Busy to an Extension Group
  - **621** - Split Call Forward Always to an Extension - Internal Calls
  - **622** - Split Call Forward No Answer/Busy to an Extension - Internal Calls
  - **629** - Split Call Forward Always to an Extension Group - Internal Calls
  - **627** - Split Call Forward No Answer/Busy to an Extension Group - Internal Calls
  - **631** - Split Call Forward Always to an Extension - External Calls
  - **638** - Split Call Forward Always to an Extension Group - External Calls
  - **632** - Split Call Forward No Answer/Busy to an Extension - External Calls
  - **639** - Split Call Forward No Answer/Busy to an Extension Group - External Calls
2. Dial the destination extension or extension group number.  
*Skip this step if you included the number in the feature key programming.*

When you lift your handset, you should hear an interrupted dial tone indicating that your calls are being forwarded. If you have a programmed key, the key lights solid red.

*To cancel Call Forward:*

Dial one of the following codes or press the feature key used to activate forwarding:

- 617** - cancel all forwarding
- 612** - cancel internal call forwarding
- 630** - cancel external call forwarding

*If you have a programmed key, the key extinguishes.*

## Call Back When Free

This feature allows you to request a call back after reaching a busy extension or busy external line. The system monitors the extension or line and calls you when it's free.

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

- While listening to ringing or busy tone, press the **CALL ME BACK** key.

*To answer a callback:*

- Lift the handset.

## Call Park

This feature allows you to answer an external call and place it in a type of hold which enables anyone on the system to retrieve it. You inform another extension user that a call is waiting to be answered on a specific line using the Extension Paging feature. The extension user picks up the call by dialing the Call Park Pick-up feature access code, followed by the specified line number.

Refer to *Call Park Pick-up* for more information on retrieving a parked call, and to *Extension Paging* for information on broadcasting to other extension users.

**Note:** You must have a **PARK** key programmed on your extension to use this feature. See *Programming the Feature Keys* for programming instructions.

*To park an incoming external call:*

1. After answering the call, press the **PARK** key.  
*If programmed, the **LINE** key flashes green with held cadence at your extension.*
2. Press the **EXTENSION PAGING** key (if programmed) or dial **644**, and then announce the call.  
*When the call is picked up, your **LINE** key lights solid red, if programmed.*  
*If the call is not picked up, press the flashing **LINE** key, if programmed, and speak to the caller.*

*To retrieve an unanswered parked call:*

- While your extension is idle, press the relevant **LINE** key, if programmed.  
*You are connected to the parked call.*

*Alternatively:*

1. Dial the Call Park Pick-up feature access code, **660**.
2. Dial the line number, using the two-digit format, for example, 01.  
*You are now connected to the parked call.*

## Call Park Pick-up

This feature allows you to pick-up an external call held on a specific line by another extension. An extension user broadcasts a message informing you that you have a call waiting to be answered and on which line the call is held.

**Note:** Your Administrator can set up the system so that a single-digit can be used to pick-up the call instead of using the three-digit access code.

*On receiving a broadcast message of a call waiting to be answered on a specific line for you:*

1. Press the **CALL PARK PICK-UP** feature key (if programmed) or dial **660**.
2. Dial the line number, using the two-digit format, for example, 01.  
*You are now connected to the caller.*

## Call Transfer

This feature allows you to move a call from your extension to another.

*To Transfer an active call:*

1. Press **HOLD**.
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.

**Note:** If the call is unanswered, it returns to your extension.

## Calling Line Identification Blocking

For each external call, you can control whether or not your phone number displays on the called party's phone.

*To block Calling Line Identification from displaying on the called party's phone:*

- Press the **CALL BLOCKING** key or dial **676**.  
*The **CALL BLOCKING** key toggles call blocking on and off; whereas, the access code only activates it, meaning the code must be dialed each time the feature is used.*
- Press a line key or dial the out access code.
- Dial the external number.

## Calls For

This feature identifies the extension number of a user who has forwarded calls to your extension. When a forwarded call is presented at your extension, the labeled **CALLS FOR** key flashes red, and your LCD temporarily displays who the call was originally intended for. Press the **CALLS FOR** key to answer the call (with the appropriate greeting). If a number of extension users forward their calls to you regularly, you can set up a **CALLS FOR** key for each extension.

If your extension is set up for Manager/Secretary operation and you have a programmed **CALLS FOR** key, the **CALLS FOR** key lights solid red when the Manager/Secretary is absent. If your extension is set up as a Secretary extension involved in one-to-one Manager/Secretary operation, and you have a **CALLS FOR** key programmed for your Manager, you can press this key to toggle the Manager's extension to the absent or present state.

**Note:** The **CALLS FOR** key should be labeled with the name or number of the forwarding extension.

*To answer a call forwarded from another extension:*

- Press the flashing **CALLS FOR** key.

## Directed Call Pick-up

This feature allows you to answer a call ringing at any extension in the system. If there is more than one call ringing, an external call will always be answered before an internal or reverted call.

*To answer a call that is ringing at another extension:*

Do one of the following:

- Press the **DIRECTED CALL PICK-UP** key (if programmed) or dial **677**, followed by the ringing extension's number.
- Dial the single-digit Directed Call Pick-up access code determined by your Administrator, followed by the ringing extension's number.

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

A **DSS/BLF** key allows you to call another extension (the 'target' extension) with a single key press. It also allows you to pick up calls to the target extension or retrieve calls on hold at the target extension.

The **DSS/BLF** key lights to indicate the status of the target extension.

Key Status	Explanation
Lit	The target extension is busy, off-hook, or has set Do Not Disturb.
Unlit	The target extension is idle.
Flashing with ringing cadence	The target extension is ringing and the call can be picked up by pressing the <b>DSS/BLF</b> key.
Flashing with held cadence	The target extension has placed a call on System Hold and the call can be picked up by pressing the <b>DSS/BLF</b> key.
Flashing with queued ringing cadence	The target extension is busy and has another call waiting, which can be picked up by pressing the <b>DSS/BLF</b> key.

*To call the target extension:*

1. Lift the handset.
2. Press the programmable key assigned to the DSS/BLF feature.

*To pick up a call at the target extension (indicated by a flashing DSS/BLF key):*

1. Lift the handset.
2. Press the flashing **DSS/BLF** key.

*To retrieve a call on hold at the target extension (indicated by a flashing DSS/BLF key):*

1. Lift the handset.
2. Press the flashing **DSS/BLF** key.

## Do Not Disturb

This feature disables your ringer. Extension users calling you hear busy tone, and a message similar to the following is displayed on their LCD (if they have one): EXT xxxx DND.

*To activate Do Not Disturb:*

- Press the **DO NOT DISTURB** key (if programmed) or dial **607**.  
*When you lift your handset you hear interrupted dial tone indicating that the feature is active.*

*To deactivate Do Not Disturb:*

- Press the **DO NOT DISTURB** key or dial **607**.

## DTMF (Dual Tone Multi-Frequency) Tone Dialing

If your system has loop disconnect signaling, you can still access services that require the use of dual tone multi-frequency tones, such as banking and voicemail systems.

Your Administrator can advise on the type of signaling in use on the system.

*To activate DTMF tones:*

1. Access a line.
2. Dial the external number to access the service you require.  
*You hear ringing tone and an indication of the system answering.*  
Press \*.  
*The signaling from your extension is now multi-frequency; all digits now dialed are received and acted upon by the called system.*  
When the call is finished, replace you handset.  
*The signaling is now reset to its original setting.*

## Emergency 9-1-1 Calls

You can contact 911 emergency services from any extension in the system that has access to an outside line.

*To make a 911 call:*

1. Access a line, either using the out access digit or press a **LINE** or **LINE GROUP** key.  
*You hear external dial tone.*
2. Dial 911.

## Exclusive Hold

If you do not have dedicated **LINE** or **DSS/BLF** keys programmed on your extension, this type of hold allows you to place a single party on hold using the **EXCLUSIVE HOLD** key. If you do have dedicated keys, you can place a number of parties on Exclusive Hold. The dedicated **LINE** or **DSS/BLF** key flashes green with held cadence indicating that a call is currently being held and can be retrieved by pressing this key.

**Note:** You must have an **EXCLUSIVE HOLD** key programmed on your extension to use this feature. See *Programming the Feature Keys* for programming instructions.

The following paragraphs describe how to use Exclusive Hold depending on what keys you have set up at your extension.

### Using Exclusive Hold if you do NOT have dedicated DSS/BLF or LINE keys.

*To place a call on hold to make an enquiry call or answer another call:*

- While in conversation with an established call, press the **EXCLUSIVE HOLD** key.  
*The current call is placed on hold, and the caller hears silence, tone or music on hold.  
The **EXCLUSIVE HOLD** key flashes green with held cadence.*

*To retrieve a call from hold:*

- Press the **EXCLUSIVE HOLD** key.  
*You are re-connected to the held party.*

### Using Exclusive Hold if you do HAVE dedicated DSS/BLF or LINE keys.

*To place a call on hold to make an enquiry call or answer another call:*

- While in conversation with an established call, press the **EXCLUSIVE HOLD** key.  
*The current call is placed on hold. The **DSS/BLF** or **LINE** key, flashes green with held cadence.*

*To retrieve a call from hold:*

- Press the flashing **DSS/BLF** or **LINE** key.  
*You are re-connected to the held party.*

## Extension Group

An **EXTENSION GROUP** key allows you to call an extension group with a single key press. Membership of an extension group is set up by your Administrator, and an extension group can be, for example, all members of the Sales Department. When an extension group is called, all extensions in the group ring until the call is answered.

Contact your Administrator for a list of extension group numbers.

The **EXTENSION GROUP** key light indicates the status of an extension group:

<b>Key Status</b>	<b>Explanation</b>
Lit	All extensions in the extension group are busy.
Unlit	At least one extension in the extension group is idle.
Flashing	Extension group is ringing.

**Note** : You cannot be a member of the extension group that you are attempting to program under a key.

*To call an extension group:*

1. Lift the handset.
2. Press the programmable key assigned to the **EXTENSION GROUP** feature.

## Extension Paging

This feature allows you to turn on the loudspeaker at another extension, or at a number of extensions, and broadcast a message to these extension users. You can use Extension paging to page

- another extension user;
- all extension users in an extension group;
- all extension users on the system.

*To page an extension or extension group:*

1. Lift the handset.
2. Press the **EXTENSION PAGING** key (if programmed) or dial **644**.
3. Do one of the following:
  - Dial \* to page all extensions.
  - Dial a specific extension or extension group number.
4. Make the announcement.

## External Call Waiting Tone

This feature enables or disables Call Waiting tone on your extension. When enabled, a short burst of tone is generated when an external call arrives at your extension and your extension is busy.

When Call Waiting tone is heard, you can leave the incoming call unanswered until you have finished the current call, or place the current call on hold and answer the new call.

*To enable Call Waiting tone:*

1. Dial **687**.
2. Press 1.  
*Replace your handset.*

*To disable Call Waiting tone:*

1. Dial **687**.
2. Press 0.
3. Replace your handset.

## Follow Me

This feature allows you to temporarily forward your calls to another extension before leaving to work at another desk; your calls follow you to the other desk. If you always forward your calls to the same extension.

If you do not dial a target extension number when setting up this feature, the feature is enabled but is not fully active, this means that another extension can "pull" calls from your extension at a later time by using the Follow Me (I'm Here) feature.

*To enable your calls to follow you to another extension:*

1. From your extension, **641**.
2. Dial the extension number where you wish to forward your calls.  
*When you lift your handset, you hear interrupted dial tone indicating that your calls are being forwarded.*

*To enable, but not activate, Follow Me from your usual extension:*

- Press the **FOLLOW ME** key (if programmed) or dial **641**.  
*Your calls are not forwarded until another extension invokes the Follow Me (I'm Here) feature.*

## Follow Me (I'm Here)

This feature enables you to "pull" calls from your usual extension to the extension at which you are currently working. You can use this feature to ensure that your calls continue to follow you when you are working at various desks within your office.

**Note:** A Follow Me (I'm Here) request is not allowed if the "pulled-from" extension does not have the Follow Me feature enabled or active.

*To enable Follow Me from your usual extension:*

- Press the **FOLLOW ME** key (if programmed) or dial **641**.

*To activate from a remote extension:*

1. Dial **642**.
2. Dial your extension number.  
*Your calls are forwarded to the new extension. When you move to another extension repeat the above steps and your calls will follow you.*

*To cancel from the remote extension:*

1. Dial **640**.
2. Dial your extension number.  
*Your calls are forwarded to the new extension. When you move to another extension repeat the above steps and your calls will follow you.*

*To cancel from your usual extension:*

- Dial **640**.

## Group Call Pick-up

A pick-up group is a group of extensions which, when one extension rings, other extension users in the group can pick up the call. If there is more than one call ringing, an external call will always be answered before an internal or reverted call.

**Note:** Your Administrator can set up the system so that a single-digit can be used to pick up the call instead of using the three-digit access code. Contact your Administrator for a list of single-digit access codes.

*To answer a call that is ringing at another extension in your pick-up group:*

1. Lift your handset.
2. Press the **GROUP CALL PICK-UP** key (if programmed) or dial **641**. Dial the single-digit access code, 8 (system default), or **666**  
*You are connected to the caller of the ringing extension.*

## Group Listen

During a handset call, this feature turns on your extension's loudspeaker to allow others nearby to listen to your current call while your handset microphone remains on allowing you to speak to the other person.

**Note:** You must have **GROUP LISTEN** programmed on your extension to use this feature. See *Programming the Feature Keys* for programming instructions.

*To activate your extension's loudspeaker during a call:*

- Press the **GROUP LISTEN** key.  
*Your **GROUP LISTEN** key lights solid red when your loudspeaker is enabled.*

*To de-activate your extension's loudspeaker:*

- Press the **GROUP LISTEN** key again.  
*Your **GROUP LISTEN** key light extinguishes.*

## Immediate Call Forwarding

With this feature, a single key press will forward all calls currently ringing at your extension to another internal destination, for example, voice mail. You specify the destination when programming the feature to a key.

**Note:** To use this feature, you must program it to a key using the Desktop Tool.

*While a call is ringing or when you hear Call Waiting tone during a call:*

- Press the **IMMEDIATE CALL FORWARD** key.  
*The **IMMEDIATE CALL FORWARD** key lights briefly and ringing stops. Continuous ringing indicates that forwarding is disallowed.*

## Intrude

This feature allows you to enter an established call and speak to the parties involved; your entry is announced by a warning tone that all parties can hear.

The availability of this feature depends on the "Intrude Priority" assigned to your extension. Check with your Administrator.

You cannot intrude on an extension which has:

- SUPER intrude priority;
- a higher intrude priority than allocated at your own extension;
- a Three-Party Conference call in progress;
- Do Not Disturb activated.

**Note:** A single-digit access code is required to use Intrude. Ask your Administrator for the code.

### Intruding on an Established Conversation

*You attempt to call extension "A", but "A" is in conversation with party "B" and you hear busy tone:*

- Dial the single-digit Intrude code.  
*Parties "A" and "B" hear a short warning tone before you are connected. During the intrusion all parties hear a warning tone.*

### Speaking privately to Party "A" or Party "B"

*After intruding into a conversation:*

1. Press the **INTRUDE** key (if programmed) or dial the single-digit Intrude code again.  
*You are reconnected to Party A only.*
2. Dial **INTRUDE** key or dial the code again to reconnect to Party B only.

**Note:** You use the **INTRUDE** key or the access code to reconnect to the two parties after the call has been "split"; however, if you wish to talk to both parties again, you must set up a three-party conference. Refer to *Three-Party Conference* for more information on this feature.

### Withdrawing from an intrusion

*To exit, leaving Parties "A" and "B" in private conversation:*

- Replace your handset.

*If you placed a call on Exclusive Hold before using the Intrude feature :*

- Press the **EXCLUSIVE HOLD** key or press the flashing **LINE** or **DSS/BLF** key.  
*Parties "A" and "B" are reconnected in a normal two-party conversation; you are reconnected to the held caller.*

*If a flashing key indicates that a call is incoming to your extension:*

- Press the flashing **LINE** or **DSS/BLF** key.  
*Parties "A" and "B" are reconnected in a normal two-party conversation; you are reconnected to the held caller.*

## Key Click Control

This feature enables you to silence the tone (click) you hear when you press a key on the keypad.

*To enable or disable key clicks:*

- While your extension is idle, dial **653** followed 1 to enable or 0 to disable the clicks.

## Last Call Duration Display

This feature enables the duration of the last external call that was made from your extension to be displayed on your extension.

*To display the duration of the last external call:*

- While your extension is idle, press the **CALL DURATION** key or dial **663**.  
*The duration of the last call is displayed in hours, minutes and seconds*

## Last Number Redial

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

1. Lift your handset.
2. Press **REDIAL** twice.

## Line Keys

The top-left programmable key on your phone is automatically assigned as a **LINE** key (referred to as either an 'Intercom' or 'Prime Line' key). Additional programmable keys can be set up to access other lines so that you can answer or make calls on multiple lines.

Programmable keys designated as **LINE** keys will indicate the status of a line with the key light as follows:

<b>Key Status</b>	<b>Explanation</b>
Lit	Line in use.
Unlit	The line is idle (or free).
Flashing with ringing cadence	An external call is ringing on this line.
Flashing with held cadence	A call on this line is currently on hold.

*To make a call using a line other than the primary one assigned to the phone:*

1. Lift your handset.
2. Press a line key that has been programmed to use another extension.
3. Dial the number.

## Loudspeaker Paging

This feature allows you to make an announcement via the loudspeaker system.

**Note:** Contact your Administrator to check that your extension has the correct permissions to make an announcement.

*To make an announcement via the loudspeaker system:*

1. Lift your handset.
2. Dial the Loudspeaker Paging extension number.
3. Make the announcement.

## Messaging

You can program your extension to display a message at a calling extension; the message remains on the calling extension's LCD for the duration of ringing and is cleared when the caller hangs up or you answer the call.

<b>Msg. No.</b>	<b>Message</b>
1	AWAY SICK
2	AWAY ON HOLIDAY
3	BACK TOMORROW / MONDAY ... SUNDAY
4	BACK AM/BY MIDDAY/11AM ... 1AM *
5	GONE TO LUNCH
6	BACK PM/BY 1PM, 2PM ... MIDNIGHT *
7	GONE HOME
8	PLEASE CALL BACK
9	BUSY IN MEETING
0	NO CALLS PLEASE
*	BACK SOON
#	AWAY ON BUSINESS

\* Repeated presses of this key steps through the available displays.

*To turn Messaging on:*

1. Press **PROGRAM** key.
2. Press the key on the numeric keypad corresponding to the appropriate message.
3. Press **PROGRAM** key.  
*The selected message is displayed on your extension.*

*To turn Messaging off:*

- Press **PROGRAM** key twice.

## Message Waiting

When you call another extension that doesn't answer or is busy, you can leave a message waiting indication to alert the user to return your call. The called extension user is informed of the message waiting by their Message Indicator flashing and their LCD (if they have one) displaying MESSAGE WAITING.

You can also leave a message waiting indication at another extension directly, that is, without dialing the extension number.

If you have left a message waiting indication at another user's extension and wish to cancel it, you can do so.

### Leaving a Message Waiting Indication

**Note:** You cannot leave a message waiting indicator at an extension which already has a message waiting from another extension user; you hear reorder tone.

*To leave a message waiting indication:*

- While listening to ringing or busy tone, press **MESSAGE**.

*To leave a message waiting indication at an extension without calling the extension:*

1. Lift your handset.
2. Dial **673**.
3. Enter the extension number of the target extension.

### Responding to a Message Waiting Indication

*If your extension's Message Indicator is flashing:*

1. Dial **643**.  
*If the message waiting indication is from another extension user, the originating extension of the message waiting indicator is called. If you have a message waiting indication from the Voicemail system, the Voicemail extension is called.*
2. Dial the code again to reconnect to Party B only.

**Note:** If you have two message waiting indications left at your extension, that is, one to call the Voicemail system and the other from another extension user, the Voicemail system is always called first.

### Canceling a Message Waiting Indication

**Note:** A message waiting indication can only be canceled from your extension.

*To cancel a Message Waiting indication:*

1. Lift your handset.
2. Dial **628**.
3. Dial the extension number of the called extension.

## Night Service Pick-up

The Night Service feature allows an Administrator to direct incoming external calls outside of normal working hours to one or more extensions. There are two Night Service groups available, and an extension can be included in either or both groups. When either of the Night Service modes is active, the Night Service Pick-up feature allows you to pick up external call that is ringing at another extension in your Night Service Pick-up group.

**Note:** Your Administrator can set up the system so that a single-digit can be used to pick-up the call instead of using the three-digit access code. Contact your Administrator for a list of single-digit access codes.

*To answer a call that is ringing at another extension in your Night Service Pick-up group:*

- Dial the Call Pick-up single-digit access code (system default ,8) or dial **696**  
*You are connected to the caller of the ringing extension.*

## PIN (Personal Identification Number) Codes

Your Administrator can assign a PIN (Personal Identification Number) code to you which, when invoked, prevents unauthorized users from making external calls from your extension, that is, it locks your extension. You can also use your PIN code at another extension to access features or make external calls that would not normally be available from this extension.

**Note:** You can still make internal calls and dial emergency numbers from a locked extension.

*To lock or unlock your extension:*

1. Lift your handset.
2. Dial **678**.
3. Dial your PIN code.
4. Replace your handset.

*To make an external call from another user's locked extension:*

1. Lift your handset.
2. Dial **678**.
3. Dial your PIN code.
4. Access a line and dial the required external number.
5. At the end of the call, replace your handset.  
*This extension remains unlocked for 60 seconds (default) allowing you to make further calls if required, after this time the extension returns to its locked state.*

## Recall on Lines

While in conversation with a called party at a remote site, you can make an enquiry call to another party on the remote site through the same line.

*While in conversation with the first called party at the remote site:*

1. Press the **RECALL** key (if programmed) to place the call on hold or press the **EXCLUSIVE HOLD** key, and then dial, **602**.
2. Dial the extension number of the second remote party.  
*You are already connected to the remote site and do not need to dial the line prefix.*
3. Speak to the second party.  
*While in conversation with the second party and you wish to leave the two called parties in conversation, replace your handset.*
4. When the enquiry call is complete, press the **RECALL** key again.  
*You are re-connected to the first party.*

## Re-establish

If a call you have transferred to another extension user is unanswered, the call returns to you to deal with. This feature allows you to re-attempt the transfer. When the returned call rings at your extension, the associated key flashes with red with rapid cadence and a message similar to the following is displayed: EXTN xxxx REVERTED.

This feature should be read in conjunction with *Reverted Calls*.

**Note:** You must have a **RE-ESTABLISH** key programmed on your extension to use this feature. See *Programming the Feature Keys* for programming instructions.

*To re-establish a returned call without speaking to the caller:*

- Press the **RE-ESTABLISH** key.  
*The RE-ESTABLISH key lights solid red.*

*To speak to the caller of the returned call and re-establish the call:*

1. Lift your handset.
2. Speak to the caller.  
*The RE-ESTABLISH key extinguishes.*
3. Press the **RE-ESTABLISH** key.
4. Replace your handset.

## Reverted Calls

If a call you have transferred to another extension user is unanswered, the call returns to you to deal with. When the reverted call rings at your extension, the associated key flashes red with rapid cadence and a message similar to the following is displayed: EXTN xxxx REVERTED.

*You can handle a reverted call in the following ways:*

- Press the flashing key and speak to the caller.  
*Or*
- Answer the call as described above and then dial another extension number and transfer the caller to this extension.  
*Or*
- Attempt to re-establish the call as described under *Re-establish*.

## Remote Call Forward

This feature allows you to forward your incoming calls to an external destination, for example, a cellular phone or your home number.

- This feature is not available at all extensions, please contact your Administrator if you require this feature.
- Invoking Remote Call Forward cancels any active internal call forwarding, and vice versa.

*To forward all your calls to an external destination:*

**Note:** You cannot forward your calls to an external destination if you are forwarding to an internal extension, or vice versa.

1. Press the **REMOTE CALL FORWARD** key or dial **688**.
2. Dial the external number (including the line access number) you wish to forward your calls to.  
*When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.*

*To forward your calls to the destination you dialed when you last used Remote Call Forward:*

1. Press the **REMOTE CALL FORWARD** key or dial **688**.
2. Press # to complete the digit sequence.  
*Pressing **Hold** during the sequence inserts a pause for dial tone.*

*To cancel Remote Call Forwarding:*

- Press the **REMOTE CALL FORWARD** key or dial **617**.

## Ringer On/Off

All incoming external calls that arrive at your extension under programmed personal keys ring to indicate the arrival of the call. This feature allows you to turn off your extension's Ringer. All external calls that arrive at your extension, under a programmed personal key, will be indicated by the key flashing. The keys affected by this feature are:

- **LINE** key;
- **LINE GROUP** key
- **ANSWER EXTERNAL** key
- **ANSWER NEXT CALL** key.

**Note:** You must have a **RINGER ON/OFF** key programmed on your extension to use this feature. See *Programming the Feature Keys* for programming instructions.

*To turn the Ringer off:*

- Press the **RINGER ON/OFF** key.  
The **RINGER ON/OFF** key lights solid red and **RINGER OFF** is displayed indicating that your extension does not ring when an external call arrives.  
Repeatedly pressing the **RINGER ON/OFF** key toggles between switching your extension's Ringer on and off.

## Selective Ringer

All incoming external calls that arrive at your extension under programmed personal keys ring to indicate the arrival of the call. This feature allows you to select which keys, programmed for incoming external calls, do not ring at your extension. When this feature is active, external calls incoming on the selected keys, do not ring, however the relevant line key flashes and your display indicates the incoming call.

**Note:** You must have a **SELECTIVE RINGER** key programmed on your extension to use this feature. See *Programming the Feature Keys* for programming instructions.

*To disable your extension's Ringer for selected incoming external calls:*

1. Press the **SELECTIVE RINGER** key.  
*The **SELECTIVE RINGER** key flashes indicating that you must press a **LINE** or **LINE GROUP** key.*
2. Press the **LINE** or **LINE GROUP** key(s) that you wish to silence.  
*The selected **LINE** or **LINE GROUP** keys light solid red, indicating selection, and extinguish after a few seconds.*
3. Press the **SELECTIVE RINGER** key again, or replace your handset.  
*The **SELECTIVE RINGER** key lights solid red indicating that the feature is active.*

**Note:** If you press the **SELECTIVE RINGER** key or replace your handset before the pre-defined time expires, you cancel the activation request.

*To resume normal operation:*

- Press the **SELECTIVE RINGER** key.  
*The key extinguishes; the feature is turned off.*

## Store

This feature allows you to place an external call on hold under a key and leave it on hold for a pre-defined time.

### Notes:

1. Only external calls may be held using this feature.
2. The number of **STORE** keys that you can have programmed at your extension is limited by the number of available personal keys to a maximum of thirty (30).
3. A stored call cannot be picked by another extension user and you cannot transfer the stored call to another extension.

*To store a call:*

- While in conversation with another party, press a **STORE** key.

*To retrieve a call that has been stored:*

- While your extension is idle, press the flashing **STORE** key.

## Swap

This feature enables you to place a call on hold, dial another number, talk to the second party and then alternate between the two parties by pressing the **SWAP** key. At no time during the use of this feature can the two parties converse with each other unless you hang up first. To keep the parties from conversing, ensure that one of them hangs up before you do.

**Note:** You must have a **SWAP** key programmed on your extension to use this feature. See *Programming the Feature Keys* for programming instructions.

*While in conversation with an established external call:*

1. Press the **EXCLUSIVE HOLD** button to place the established call on hold.
2. Replace the handset to free your prime line key (not necessary if you are using the handsfree option).
3. Lift the handset, and then dial the number of the party that you wish to consult.
4. Talk to the second party.
5. Return to the held call by pressing the **SWAP** key.  
*The second party is placed on hold.*
6. Press the **SWAP** key to alternate between the two parties.

## System Speed Call Numbers

Mitel Networks 3100 ICP provides a speed-dialing memory which can contain up to 1000 external numbers. An Administrator stores each number and assigns it a four-digit code that you can dial to call the stored number. System Speed Call numbers can only be set up and changed by an Administrator.

**Note:** Contact your Administrator for a list of System Speed Call numbers.

*To dial an external call using a System Speed Call number:*

1. Lift the handset.
2. Dial the required System Speed Call code.

## System Hold

With System Hold any extension user can pick up the held call if they have a **DSS/BLF** key programmed for the holding extension.

*To place a call on System Hold:*

- Press **HOLD** and replace the handset in the cradle.

*To retrieve a call from System Hold:*

1. Lift the handset.
2. Press the flashing **LINE** key associated with the call on hold.

## Three-Party Conference

This feature allows you to set up a conference call between three parties. The conference can consist of:

- three extension users;
- two extension users and an external calls;
- one extension user and two external calls

*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**.

**Note:** The digit "3" (or another digit as determined by the System Administrator) can also be used to set up a three-party conference; however, the conference can only include a single external call.

*To leave a Conference:*

- Hang up.

## Who Am I?

This feature displays the number of your extension on your LCD.

*To discover your current extension's number:*

- Dial the Who Am I? feature access code, **675**.  
*The following message is displayed: THIS IS EXT xxxx*  
*After five seconds the extension number is removed from the display, and dial tone is returned.*

# FEATURE ACCESS CODES

Clear Feature	603
Account Codes	665
Alarm Calls	668
Alarm Call Cancel	669
Call Park Pick-up	660
Cancel Call Forwarding/Divert	617
Cancel Follow Me	640
Cancel Split Call Forward/Divert - External Calls	630
Cancel Split Call Forward/Divert - Internal Calls	612
Cancel Message Waiting	628
Date Change	656
Directed Call Pick-up	677
Directed Message Waiting	673
Call Forward/Divert Always to an Extension	611
Call Forward/Divert Always to an Extension Group	618
Call Forward/Divert No Answer/Busy to an Extension	620
Call Forward/Divert No Answer/Busy to an Extension Group	619
Calling Line Identity Blocking	676
Do Not Disturb (DND)	607
Extension Paging	644
External Call Waiting Tone Control	687
Follow Me	641
Follow Me (I'm Here)	642
Group Call Pick-Up	666
Last Call Duration Display	663
Last Call Cost Display	664
Last Number Redial	600
Message Waiting	643
Night Service Pick-Up	696
PIN Codes	678
Recall on Lines	602
Remote Call Forward/External Divert	688
Split Call Forward/Divert Always to an Extension - Internal Calls	621
Split Call Forward/Divert No Answer/Busy to an Extension - Internal Calls	622
Split Call Forward/Divert Always to an Extension Group - Internal Calls	629
Split Call Forward/Divert No Answer/Busy to an Extension Group - Internal Calls	627

## FEATURE ACCESS CODES ( continued )

Split Call Forward/Divert Always to an Extension - External Calls	631
Split Call Forward/Divert Always to an Extension Group - External Calls	638
Split Call Forward/Divert No Answer/Busy to an Extension - External Calls	632
Split Call Forward/Divert No Answer/Busy to an Extension Group - External Calls	639
Time Change	655
Who Am I? Indication	675
Key Click Control	653





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