

MITEL

# 3300 IP Communications Platform

User Guide Addendum For  
Manufactured Discontinued Phones



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User Guide Addendum for Discontinued Phones  
July 2009

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**IMPORTANT! This telephone is NOT suitable for direct connection to the public-switched telephone network. Connect the telephone to a Mitel Networks system only.**

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# ABOUT THIS ADDENDUM

This addendum describes how to use new 3300 ICP phone features on sets that are no longer manufactured by Mitel Networks. When 3300 ICP system software is released, instructions on how to use the new phone features are provided in this addendum.

## MCD Release 4.0 Phone Features

### Personal Ring Groups

Personal Ring Groups (PRG) are an association of two or more devices for a single user under a common Directory Number (DN). The devices ring simultaneously (Ring All) when called. The typical scenario is a person's desktop phone and cell phone twinned together, where the desk phone is considered the prime extension, which is referred to as the pilot number or prime member. Other group members are referred to as non-prime members.

PRGs provide functionality that is similar to Ring Groups and Hunt Groups, but for a single user. In contrast to Ring Groups, PRGs support Ring All, but not Cascade Ringing and support a maximum of 8 as opposed to 32 members.

PRG programming includes a One Busy/All Busy option that can be turned on or off as required.

The new Handoff feature for PRGs allows a call to be pushed or pulled from one group member to another.

#### Any Multi-Line Display Phone

To use Handoff to Push an in-progress call to the PRG:

- Press the **Handoff** key.

To Pull an in-progress call from another member of the PRG:

1. Lift the handset (optional if the device supports hands free operation).
2. Press the **Handoff** key.

## Group Presence

Group Presence allows members of call groups ( Hunt, ACD, Ring, and Personal Ring) to make themselves absent or present in a group. Only members who are present in a group are offered calls to that group.

If you are in a Personal Ring group (see Handoff – Personal Ring Groups), Group Presence lets you choose which device in the group you want to use to receive calls by making it 'Present' and the others 'Absent.'

You can also change the presence status of other users if allowed by your system administrator.

Users belonging to multiple groups can control their presence in each group separately through the use of feature keys (one for each group), or by dialing a feature access code (FAC) followed by the group number.

To join a group:

1. Lift the handset.
2. Do one of the following:
  - Press the Group Presence feature key to join the group associated with the key.
  - Dial the Group Presence - Join Group feature access code followed by the group directory number.

The LED associated with the key is steady lit when the member is present and off when absent.

To leave a group:

1. Lift the handset.
2. Do one of the following:
  - Press the Group Presence feature key to join the group associated with the key.
  - Dial the Group Presence - Leave Group feature access code followed by the group directory number.

The LED associated with the key is steady lit when the member is present and off when absent.

To change another group member's presence status:

1. Lift the handset.
2. Dial the Group Presence - Join Group Third Party or Group Presence - Leave Group Third Party .
3. Dial the directory number of the group member.
4. Dial the group directory number.

To change the presence status of another Personal Ring Group member using a feature key:

- Press the Personal Ring Group Presence feature key.

The LED associated with the key is steady lit when the member is present and off when absent.

# Release 9.0 UR1 Phone Features

## Direct Voice Call

Direct Voice Call feature allows you to establish a two-way handsfree call at another extension whether or not it has Handsfree Answerback or Auto-Answer turned on. Only extensions programmed by the system administrator to receive Direct Voice Calls can be called using this feature.

To make a Direct Voice Call:

1. Lift handset.
2. Dial the Direct Voice Call feature access code.
3. Dial the extension you want.
4. Speak to called party.

# Release 9.0 Phone Features

## Phone Lock

Phone Lock prevents access to the features on a phone, with the following exceptions:

- unlocking the set via a user PIN
- Hot Desk Login and Logout support, and
- Emergency Call Notification support.

Phone Lock has no effect on incoming calls but restricts outgoing calls, with the following exceptions:

- calls to emergency trunk routes, and
- local operators.

Most keys on the device are disabled, except for the dial pad and volume keys. The following access and keys are disabled:

- Superkey access
- Applications access
- Settings shutter (exception: remains active on the 5235 IP Phone)
- Softkeys

- feature access keys
- feature access codes, and
- account codes

Note: Softkeys will be displayed but disabled, except the hot desking softkeys will remain enabled, if the COS option "Hot Desk Login Accept" is enabled. The Phone Lock, Hot Desk login, and Emergency Notification feature access keys will still be available. Superkey will provide Emergency Notification if it is pending.

The set cannot be reconfigured using Superkey or Settings, and private user information, such as Call History, Messages, speed calls, and last number redial are not accessible.

The set can receive calls on the prime line that can only be answered by going off-hook. All line appearances will continue to receive calls as usual when a set is locked. Line keys cannot be pressed to answer calls. Again, the only way to answer a call is to physically go off-hook. The normal incoming call processing information is displayed, when there is incoming call.

If the call is on a non-prime line, the "Ringing Line Select" COS option must also be enabled to answer the calls. Calls are answered from oldest to newest by going off-hook. Otherwise, the call cannot be answered.

When incoming call is answered, soft keys are not presented. The audible ringing is provided (if configured) for calls to line appearances regardless of whether the user has the ability to answer the call.

The set informs the user of the locked status through the display. Interrupted dial tone is provided for display, non-display, and analog sets. SIP sets do not provide any indication of the locked status.

**5001 IP, 5005 IP, 5010 IP, 5020 IP, 5140 IP, 5201 IP, 5205 IP, 5207 IP, 5215 IP, 5215 Dual Mode, 5220 IP, 5220 Dual Mode, 5230 IP, 5235 IP, and 5240 IP**

Before locking a set, ensure that

- the set is in the idle state (there should not be any ongoing call)
- you do not have any calls on hold or on consultation-hold on any line appearance
- you are not in headset mode

To activate Phone Lock:

- Press the Phone Lock feature key or enter the Phone Lock Feature Access code.

To de-activate Phone Lock:

- Press the Phone Lock feature key or enter the Phone Unlock Feature Access code.
- Enter your user PIN to unlock the set.

**Note:** If a user PIN has not been assigned, enter # when prompted for the PIN to unlock the phone.

## User PIN

A Personal Identification Number (PIN) allows a user to access features that require a PIN, for example, to log into a set such as a hot desk user or generic SIP user.

It can also be used to de-activate the Phone Lock feature. PINs must be from 0 to 8 digits in length. Only digits (0 to 9) are permitted. The default PIN is blank (length zero).

Users will have one generic PIN that can be used for any required features.

The User PIN initially has a zero length, allowing a user, for example, to unlock a phone using a blank PIN for Phone Lock. Setting the User PIN on the set requires the PIN to have at least one digit.

See the procedures below for changing a User PIN.

### **5215 IP Phone, 5215 IP Phone (Dual Mode), 5220 IP Phone, and 5220 IP Phone (Dual Mode):**

To change the User PIN:

1. Press SuperKey.
2. Press **No** until "Set User PIN?" appears.
3. Press \* or the **Yes** softkey or the **User PIN** softkey.
4. At the prompt "Enter Old PIN", enter your old User PIN.
5. Press **Enter**.
6. At the prompt "Enter new PIN", enter your new PIN (can be 1-8 digits in length, consisting only of the digits 0-9, inclusive). Use the left arrow key to correct mistakes.
7. Press **Enter**.
8. At the prompt to verify the PIN, re-enter your new PIN again. The set confirms successful or failed completion.
9. Press **Superkey** to end the Superkey session.

## 5235 IP Phone

To change the User PIN:

1. Press **Superkey**.
2. Press **More** until User PIN appears.
3. Press **User PIN**.
4. Enter your old User PIN.
5. Press **Enter**. Use the left arrow, **Start Over** or **Backup** keys to correct mistakes.
6. At the prompt "Enter new PIN", enter your new PIN (can be 1-8 digits in length, consisting only of the digits 0-9, inclusive). Use the left arrow key, Start Over or Backup keys to correct mistakes.
7. Press # or **Enter**.
8. At the prompt "Verify New PIN, Enter Again", enter the same PIN as in step 6 above. The set confirms successful or failed completion.



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