MITEL

Navigator

USER GUIDE (3300 ICP)

MITEL | it's about **YOU**

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Navigator User Guide (3300 ICP)
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About Your Phone

Mitel 3300® Integrated Communications Platform

The **Mitel Navigator** is a full-feature, dual port, dual mode telephone that provides voice communication over an IP network. It features a back-lit liquid crystal display (LCD) screen, three softkeys for display-assisted access to features, on-hook dialing and off-hook voice announce with handsfree answerback, and a large ring/message indicator. It also offers 24 programmable keys for Speed Dials and one-touch feature access. Ten fixed feature keys provide convenient access to features such as Conferencing, Redial, and many customizable user settings. The Navigator also features a Task Bar or application that allows you to configure your phone and make calls directly from your Personal Computer (PC). The Navigator can be used as an ACD Agent Phone.

The Navigator supports Mitel Call Control (MiNET) protocols and session initiated protocols (SIP).

Note: The **Navigator Task Bar** application is a necessary part of your Navigator phone. You must have the Navigator Task Bar application installed on your PC. The Navigator Task Bar is supported on Microsoft™ Windows 2000, 2000 Professional and XP operating systems. For more information about installing the Task Bar, refer to the *Navigator Installation Guide* shipped with your phone.

Note: There is also a feature enriched extension to the Navigator Task Bar application called the **Integrated Office Navigator**. The Integrated Office Navigator (ION) is designed to enhance the use of telephony features in the office environment by providing quick and easy access to them from the computer desktop. Integrated Office Navigator also allows automation of telephony, instant messaging, and multimedia features, allowing the user to be immediately attentive to incoming communications. This set of features will be provided via a tray icon and Telephony Toolbar application that will communicate with the Navigator. Additionally, with the Integrated Office Navigator, the Navigator Task Bar (NTB) is extended to display presence icons, as well have upgrades to the tray icon. The Intergrated Office Navigator is supported on Microsoft™ Windows XP operating systems and is compatible with a Navigator running in MiNET protocol. For more information about installing the ION, refer to the *Navigator Installation Guide* shipped with your phone.

For more key and feature information, see *Elements of Your Phone* on page 6.

Figure 1: Navigator
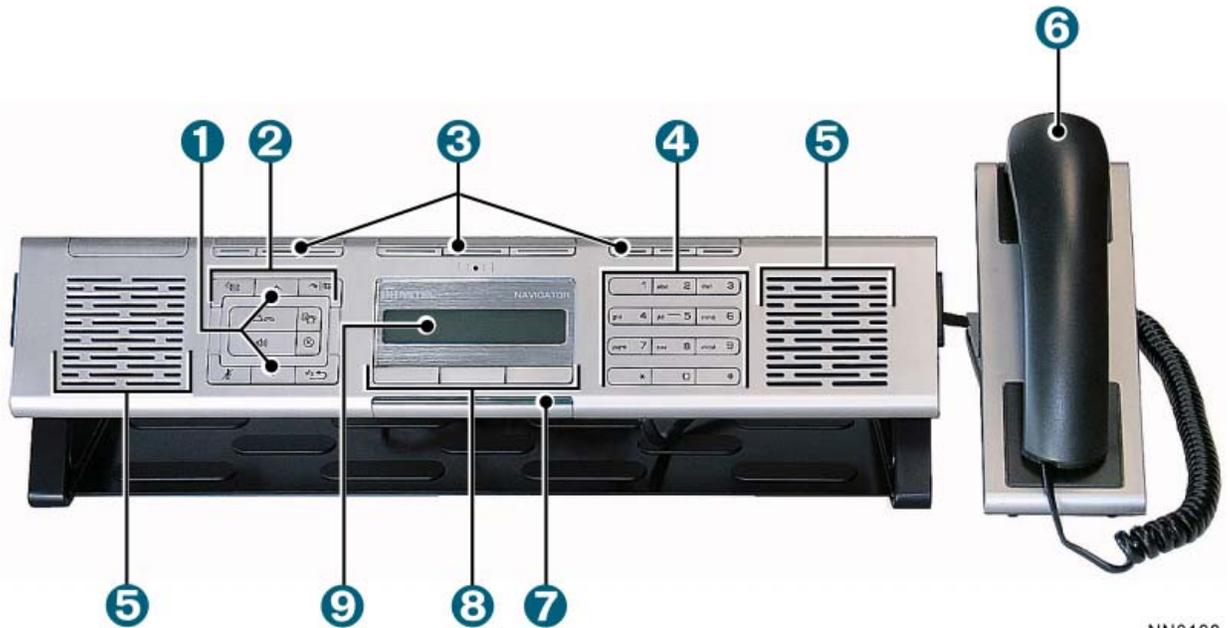
NN0198

Elements of Your Phone

Each element is numbered according to the call-outs (e.g. ❶) in Figure 1 on page 6.

Element	Function
❶ Volume and Contrast Controls	⌃ (**UP**) and ⌄ (**DOWN**) arrow keys control display contrast and volume levels for the ringer, handset, and handsfree speakers.
	Arrows keys also allow you to change character (letter) input from upper or lower case and vice versa.
❷ Fixed-Function Keys	• ✉ (**MESSAGE**): accesses your voice mailbox.
	• ↱♺ (**TRANS/CONF**): initiates a call transfer or establishes a three-party conference call.
	• ☐☎ (**HOLD**): places the current call on hold.
	• ▦ (**SUPERKEY**): provides access to the phone's menus.
	• ◁⑴ (**SPEAKER**) puts the phone in Handsfree operation.
	• ⊗ (**CANCEL**): ends a call, and eliminates any input and returns to the previous menu level during phone programming.
	• ⍀ (**MUTE**) toggles the microphone off and on. When it is ON, the microphone is OFF and your party cannot hear you.
	• ¹²³↩ (**REDIAL**): calls the last manually-dialed number.
❸ Programmable Personal Keys	Provides 24 keys (8 physical phone keys that correspond to 3 pages of eight programmable keys each on the Navigator Task Bar).
	Personal keys can be programmed as Speed Dial keys, feature keys, or line appearance keys. They can also be programmed to launch PC applications, open PC documents, or open your browser and navigate to URLs. See "Using the Navigator Task Bar"
	In this guide, "Speed Dial key", "feature key", and "line key" refer to either the physical Personal Key on your phone, OR the corresponding key on the Task Bar

	on your PC screen.
	Your **Prime Line** key is the first Personal Key (counting from right to left) on Page 1 of the Task Bar.
	See *Personal Feature Keys* on page 31 for more details on key programming.
❹ Keypad	Used for dialing.
❺ Speakers	Transmits audio during a Handsfree call or while you are listening to music.
❻ Handset	Used for handset calls.
❼ Ring and Message Indicator	Flashes to signal incoming calls and to indicate a message waiting in your voice mailbox.
❽ Softkeys	Context-sensitive softkeys enable you to easily view and select features.
❾ Display	Provides a two-line, 20-character liquid crystal display (LCD) viewing area that assists you in selecting and using phone features, accessing your voice mail, and identifying callers.
	When you are using the Superkey menu interface, prompts and feature information appear on the display screen.
	The face of the phone adjusts to give you a better view of the display. To adjust the height of the phone, refer to the *Installation Guide* shipped with your phone.

Ring/Message Indicator

When the light is…	it indicates that…
Flashing rapidly	Your phone is ringing
Flashing slowly	A Message or Callback Message is waiting at your phone
On solid	Your phone is ringing another phone
Off	Your phone is idle, or you are on a call

Accessories for Your Phone

Important Note for Headset Users

Mitel recommends Plantronics headsets. You can connect two different kinds of headsets to your Navigator:

- Commercial telephony headset with Feature Control Switch – referred to as a "Mitel Headset" in this guide. Mitel Headsets must be installed in the dedicated headset jack (the jack on the back of the phone).

  OR

- Stereo (PC) headset with or without microphone – referred to as a "PC headset" in this guide. PC headsets (with or without microphone) connect to the PC headset jack (and PC microphone jack) on the right side of the phone. Installing a PC headset with microphone disables your Handsfree microphone. Disconnecting the PC headset with microphone at the jack restores Handsfree operation.

Note: Procedures that do not specify "PC" or "Mitel" apply to **both** kinds of headset.

PC Accessories

Connect PC accessories — including PC headsets (with or without microphone) and PC speakers — to your Navigator to do the following:

- Play music from your PC on the Navigator Handsfree speakers.
- Listen to music from your PC through a PC headset that is connected to the Navigator **and** be ready to receive or make a call in Headset mode.
- Listen to music from your PC through your PC speakers (normal PC speaker operation). When connected to the Navigator, PC speakers play music only when the phone is idle.

See *Use PC Accessories* on page 32 for more information about how to handle calls and play music using your PC accessories.

To connect your PC headset to the Navigator:

1. Plug your PC headset cable into the PC headset port on the right side of the phone.
2. If you are connecting a PC headset with microphone, plug the microphone cable into the PC microphone port on the right side of the phone.

To connect PC speakers to your Navigator:

- Plug the PC speaker cable into the speaker port on the back of the phone.

To play music from your PC on your Navigator Handsfree speakers:

- Plug the Navigator audio cable into the appropriate port on your PC.

For more detailed information on connecting PC accessories to the Navigator, refer to the *Navigator Installation Guide* shipped with the phone.

About Feature Access Codes

To use some features, you must dial 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.

For Users on Resilient 3300 ICP Systems

If during a call, you hear two beeps repeated every 20 seconds it means that your phone is switching to a secondary 3300 ICP system. The call continues but some of the keys and features on your phone function differently. The keys and most features begin working normally again after you hang up. If your phone switches to the secondary system while your speaker or handset is muted (that is, while the ✕ key light is on), the call remains muted until you hang up. Normal operation resumes when your phone switches back to the primary system. If your phone is idle and switched to the secondary system, you'll see a flashing rectangle on the display. The rectangle remains until the switch to the primary system is complete.

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.

About the Navigator Task Bar

Use the Navigator Task Bar to make calls and invoke features. You can program Task Bar Personal Keys to Speed Dial your contacts, launch PC applications, open PC documents like a Microsoft® Word document, or navigate to a URL directly using your browser.

📝 **Note:** To install and connect to the Navigator Task Bar application, refer to the *Navigator Installation Guide* shipped with the phone*.* Your installer or administrator may have completed all installation procedures for you.

📝 **Note:** It is recommended that it you install the Integrated Office Navigator version of the NTB, you first uninstall the Standalone NTB (if previously installed)

Connect to the Navigator Task Bar

Your installer or administrator usually completes the association between the Navigator Task Bar application and the Navigator phone upon installation of the Task Bar. If your Task Bar application is not connecting to your phone (for example, if your programmed Personal Keys are disabled or you receive an error message upon start-up), contact your administrator.

Figure 2: Navigator Task Bar
Standalone NTB (top)
Integrated Office Navigator NTB (bottom)
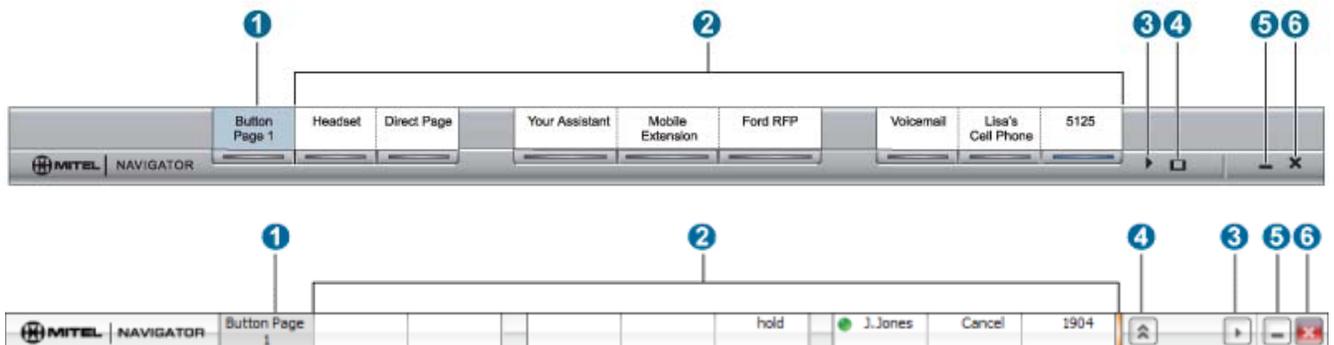
Elements of Your Navigator Task Bar

Element	Function
❶ Button Page Number Key	Scrolls between **Button Page 1**, **2**, and **3**. The left-most Personal Key is always the **Button Page #** key. Press this key to navigate to the next page of Personal Keys.
❷ Programmable Personal Keys	Provides 24 keys (8 physical phone keys that correspond to 3 pages of eight programmable keys each on the Task Bar).
	Task Bar Personal Keys correspond to the physical Personal Keys on your phone. Each key has a status indicator and a programmable label. In this guide, "Speed Dial key", "feature key", and "line key" refer to either the physical Personal Key on your phone **OR** the corresponding key on the Task

	Bar.
	Your **Prime Line** key is the first Personal Key (counting from right to left) on **Button Page 1** of the Task Bar. **Line 2** is usually the second Personal Key on **Button Page 1** of the Task Bar (counting from right to left). All other line appearances may be programmed to any key.
	The left-most Personal Key is always the **Button Page #** key. Press this key to navigate to the next page of Personal Keys.
❸ Main Menu	• Click the ▶ button to access Main Menu options including
	• **View** – specify how you want your Navigator Task Bar to display when you launch it. Select from **Normal**, **Always On Top**, or **Pop to Front**. You can also set the Task Bar to display **Full Width** to the full width of your PC screen.
	• **Button Page** – select from Page 1, Page 2, or Page 3 of your Personal Keys. The page currently displayed on the Task Bar has a checkmark (✓) beside it.
	• **Find Phone…** – administrators or support personnel may ask you to select this option for resolving phone connectivity issues (for example, re-associating the Task Bar with the phone).
	• **Show Keys Help…** – displays a legend to help you use the Fixed Function (icon) keys on the left keypad on the phone.
	• **About…** – displays application version information. Support personnel might ask you to access this information during troubleshooting.
	• **Hide** – hides the Task Bar. (**Hide** makes the Task Bar invisible and removes the Task Bar from the Windows tool bar, but it does not close the application.)
❹ Button Page View Control	• ▫ or ▬ toggles between the All-Page view and the single-Page view
❺ Task Bar Minimize	• ▬ minimizes the Task Bar (hides the Task Bar but leaves it visible on your Windows tool bar).
❻ Task Bar Hide	• ✕ hides the Task Bar (hides and removes the Task Bar from the Windows tool bar, but does not close the application).
	📝 **Note:** To close (or exit) the Task Bar application, right-click the Task Bar tray icon (🖥️) on your Windows tool bar and select **Exit**.

Use the Navigator Task Bar

By default, the Task Bar automatically displays in single-Page view on your screen when you start up your PC. Figure 2 shows the Navigator Task Bar single-Page view. You can toggle between the **all-Page** view and the **single-Page** view.

📝 **Note:** To ensure that the Navigator Task Bar displays properly, verify that your screen meets the minimum VGA screen requirements documented in the *Navigator Installation Guide.*

Display the Task Bar

To display the Task Bar if it is hidden or minimized it on your screen, do one of the following:

- Double-click the Task Bar application tray icon (🖥️) or desktop icon 🖥️ .

- Right-click the Task Bar application tray icon (🖥️) and select **Restore**.

- If running the Integrated Office Navigator, right-click the tray icon (🖥️) and select **Show Navigator Task Bar**

Hide the Navigator Task Bar

To hide the Task Bar, do one of the following:

- Click ▬ on the Task Bar to hide the Task Bar but leave it accessible via your Windows tool bar.

- Click ✖ on the Task Bar to hide the Task Bar and remove it from the Windows tool bar.

- Click the ▸ button to access Main Menu, then select **Hide**.

- Right-click the Task Bar application tray icon (🖥) and select **Hide**.

- Press **ALT + F** on your PC keyboard.

- Press **ESC** on your PC keyboard.

- If running the Integrated Office Navigator, right-click the tray icon (🖥) and select **Hide Navigator Task Bar**

Scroll through Task Bar Pages

To scroll through the Task Bar pages, display the Task Bar and do one of the following:

- Click the **Button Page #** Personal Key on the Task Bar.

- Press the left-most physical Personal Key on the Navigator phone. The left-most key scrolls between Task Bar Pages 1, 2 and 3.

- Press **F1** on the PC keyboard to display **Button Page 1**, **F2** to display **Button Page 2**, or **F3** to display **Button Page 3**.

Close the Task Bar

To close (or exit) the Task Bar application

- Right-click the Task Bar tray icon (🖥) on your Windows tool bar, then select **Exit**.

Use the Task Bar Personal Keys

To use the feature or function assigned to a Task Bar Personal Key, do one of the following:

- Click the key once.

- Right-click the key and select **Launch** from the pop-up menu.

- Press the corresponding physical Personal Key on the Navigator phone. The Navigator Personal Keys are context-sensitive — they change to correspond to the Task Bar key page that is currently displayed on your PC screen.

📝 **Note:** If a key is not programmed, pressing it produces no result. See *Program Task Bar Personal Keys* on page 13.

Use the Task Bar Tray Icon Menu

The Task Bar tray icon (🖥) is located on your Windows tool bar. The tray icon menu provides the following options:

- **Restore** – restores the Task Bar when it is hidden. Enabled only when the Task Bar is hidden or minimized.

- **About** – displays detailed information about the Navigator application.

- **Hide** – hides the Task Bar. Enabled only when the Task Bar is visible on your PC screen or Windows tool bar.

- **Exit** – closes the Task Bar application.

To select options from the Tray Icon menu:

- Right-click the Task Bar tray icon ( ), then select the desired option from the pop-up menu.

Customize the Task Bar Appearance

You can customize your Task Bar view and move the Task Bar to the desired location on your PC screen.

To customize your Task Bar view:

1. Click the ▶ button to access Main Menu.

2. Select **View**, and then select one of the following options:

    - **Normal** – displays directly adjacent to the Windows tool bar (for example, at the bottom or top of the PC screen, depending where the Windows tool bar is located).

    - **Always on Top** – always displays in front of other open applications.

    - **Full Width** – expands to the full width of your PC display screen.\

        📝 **Note:** When the Task Bar view is **Full Width**, you cannot move (drag and drop the Task Bar). If you wish to move the Task Bar, ensure **Full Width** is not selected.

To move the Navigator Task Bar:

1. Move your mouse cursor anywhere on the Task Bar except over a key or functional icon.

2. Click and hold, and then drag your cursor to the desired position on the screen.

3. Release.

📝 **Note:** If you minimize, hide, or move the Task Bar, it reopens in the position it was last in.

Program Task Bar Personal Keys

You can program any Task Bar Personal Key (except the **Prime Line** and **Button Page #** keys) to do any of the following:

- Speed Dial a number

- Invoke a phone feature

- Launch a PC application

- Open a document

- Open a URL

- Hide or display the Navigator Task Bar

- Display Navigator Keys Help legend.

Your administrator may also program Personal Keys as line appearances.

You can also delete key programming or copy and paste programmed information from one Personal Key to another.

📝 **Note:** The left-most Personal Key is always your **Button Page #** key. Your **Prime Line** key is always the first Personal Key (counting from right to left) on **Button Page 1**.

📝 **Note**: If your administrator has programmed the Task Bar keys using an external program, then you may not be able to modify the Task Bar key programming. If the **Clear** option is not available on the pop-up menu when you right-click a Task Bar key, or if the **Save** button is disabled in the **Edit…** dialog, contact your administrator to see if you have the option to program your Task Bar keys.

📝 **Note:** With the Integrated Office Navigator NTB, you can display presence information for programmable buttons programmed to speed dial. Please see the Presence section under *Using the Telephony Toolbar.*

View Task Bar Key Programming

The Task Bar key labels provide key programming information at a glance. A pop-up tool tip also shows you more detailed key programming (for example, Home – Speed Dial – 5551234).

To view the key programming for a Task Bar key:

1. Click once anywhere on the Task Bar (not on a key or functional icon) to bring your mouse focus to the Task Bar application.
2. Move your mouse over the key.
3. Review the key programming information in the pop-up that appears.

Program a Speed Dial Key

1. Right-click the Task Bar key.
2. Select **Edit…**
3. Select **Telephone Function** from the **Feature** menu.
4. Select **Speed Dial** from the **Select a telephone feature…** drop-down menu.
5. Type the desired label for the key in the **Label** field.
   Note: If you do not enter a label, the **Label** field displays **Speed Dial #** (for example, if this is the first Speed Dial you have programmed, the default label is **Speed Dial 1**).
6. Type the phone or extension number in the **Number** field.
7. Click **Save**.

Program a Feature Key

You can program any number of telephony Feature Task Bar keys, but you cannot program a Feature key more than once on the same Button Page. For example, you cannot program two Call Logs keys or two Headset keys on the same Button Page.

You can program the features listed in Table 1 to the Personal Keys on the Task Bar.

Table 1: Programmable Features for Task Bar Keys

Key Function	Default Key Label
Account Code Non Verified	A. Non Verified
Account Code Verified	Accnt Verified
ACD	ACD
Advisory Message	Advisory Msg
Auto Answer	Auto Answer
Call Back	Call Back
Call Log	Call Log
Call Pickup	Call Pickup
Campon	Camp On
Cancel	Cancel
Direct Page	Page
Do Not Disturb	DND
Double Flash	Double Flash
Emergency Call	Emergency Call
Headset	Headset
Hold	Hold
Hot Desk	Hot Desk
Make Busy	Make Busy
Meet Me Answer	Meet Me Answer
Message	Message
Message Waiting Indicator	Message Waiting 1
Music	Music
Night Answer	Night Answer
Override	Override
Paging	Paging
Phone Book	Phone Book
Redial	Redial
Release	Release
Single Flash	Single Flash
Speak @ Ease	Speak @ Ease
Speaker	Speaker
Speed Dial	Speed Dial 1
Superkey	Superkey
Swap	Swap
Tag Call	Tag Call
Transfer/Conference	Transfer/Conf

To program a Task Bar Feature key:

1. Right-click the Task Bar key.

2. Select **Edit…**

3. Select **Telephone Function** from the **Feature** menu

4. Select the desired feature from the **Select a telephone feature…** drop-down menu (for example, Do Not Disturb).

5. Enter the required information in the fields provided.

6. Click **Save**.

Note: You can program any number of telephony Feature Task Bar keys, but you cannot program the same Feature key more than once on the same Button Page. For example, you cannot program two Headset keys on the same Button Page.

Tip: To program a **Call Forwarding** feature key, you must use the SUPERKEY menu. See *Call Forward* on page 42 and *Call Forward – Remote* on page 43 for call forwarding programming instructions.

Program a PC Application Key

1. Right-click the Task Bar key.

2. Select **Edit…**

3. Select **Launch Application** from the **Feature** menu.

4. Do **one** of the following:

   - Select an application from the drop down list of common applications (including Microsoft® Notepad, Outlook, Outlook Express, Word, Excel, and PowerPoint).

   - Click **Browse…**, navigate to the executable file on your PC and click **Open**. The **Application** field display text similar to the following: **C:\Program Files\WINword.exe**.

5. Type the desired label for the key in the **Label** field.
   Note: If you do not enter a label, the **Label** field displays the name of the application.

6. Click **Save**.

Program an Open Document Key

1. Right-click the Task Bar key.

2. Select **Edit…**

3. Select **Open Document** from the **Feature** menu.

4. Click **Browse…**, navigate to the document and click **Open**.

5. Type the desired label for the key in the **Label** field.
   Note: If you do not enter a label, the **Label** field displays the name of the document.

6. Click **Save**.

Program an Open URL Key

1. Right-click the Task Bar key.

2. Select **Edit…**

3. Select **Open URL** from the **Feature** menu.

4. Type or paste the URL in the **URL** field.

   Tip: Copy and paste the complete URL from your browser to avoid typing errors.

5. Type the desired label for the key in the **Label** field.
    Note: If you do not enter a label, the **Label** field displays the name of the URL.

6. Click **Save**.

💡 **Tip:** To ensure that the **Open URL** feature key launches in a new window (instead of launching in an already open window), you may need to configure your Internet browser settings not to reuse open browser windows. For example, in Microsoft Internet Explorer, you select **Tools** followed by **Internet Options**, click the **Advanced** tab, and then ensure that the **Reuse windows for launching shortcuts** option is not selected. Refer to your browser help files for detailed procedures.

Program a Hide/Display Task Bar Key

1. Right-click the Task Bar key.

2. Select **Edit…**

3. Select **Hide/Display Navigator** from the **Feature** menu.

4. Type the desired label for the key in the **Label** field.
    Note: If you do not enter a label, the **Label** field displays **Hide**.

5. Click **Save**.

Program a Navigator Keys Help Key

1. Right-click the Task Bar key.

2. Select **Edit…**

3. Select **Navigator Keys Help** from the **Feature** menu.

4. Type the desired label for the key in the **Label** field.
    Note: If you do not enter a label, the **Label** field displays **Show Keys Help**.

5. Click **Save**.

Clear Task Bar Key Programming

1. Right-click the key you wish to program.

2. Select **Clear**.

3. Re-program the key, if desired.

Copy Task Bar Key Programming

To copy and paste programming information from one Task Bar key to another

1. Right-click the key you wish to copy programming information from.

2. Select **Copy**.

3. Right-click the key you wish to paste programming information to.

4. Select **Paste**.

Edit Task Bar Key Programming

To change key programming

1. Right-click the Task Bar key.

2. Select **Edit…**

3. Select the desired feature from the **Feature** menu.

4. Type the new label for the key in the **Label** field.
   Note: You must enter a new label when changing Task Bar key programming. If you do not enter a new label, the **Label** field displays the label that applied to the previous programmed key.

5. Click **Save**.

Task Bar Shortcuts

For detailed information about using the Task Bar buttons, keys, and controls, see *Use the Navigator Task Bar* on page 11.

You can use the shortcuts in Table 2 to navigate through and use some Task Bar menus and features.

To use these shortcuts, be sure that the Task Bar application is active. The Task Bar is active when it is displayed and you have clicked on the Task Bar or just used the Task Bar (to bring the mouse "focus" to the Task Bar).

Table 2: Task Bar Shortcuts

Action	Shortcut	Description
Display Button Page	Press **F1**	Displays **Button Page 1** on the Task Bar.
	Press **F2**	Displays **Button Page 2** on the Task Bar.
	Press **F3**	Displays **Button Page 3** on the Task Bar.
Change Button Page View	Press **CTRL+A**	Toggles between **all-Page** view and **single-Page** view. If you press **F1**, **F2**, or **F3** when the Task Bar is in **all-Page** view, then the corresponding **Button Page** becomes "active" and moves to the lowest position on the Task Bar, closest to the physical keys on the Navigator phone. 📝 **Note**: A Button Page is shaded light gray when it is active.
Hide Task Bar	Press **ALT+F4**	Hides the Task Bar (does not exit or close it).
Launch Last-Active Key	Press **SPACE** or **CTRL+SPACE**	Launches the last-active key function (as if you had just clicked the key or selected **Launch**). For example, if you had just used a **Speed Dial** key, hitting **(CTRL +) SPACE** re-dials the number.
Display Main Menu	Press **ALT+SPACE** or **ALT+F**	Displays the Task Bar Main Menu.

About the Integrated Office Navigator

The Integrated Office Navigator (ION) enhances the use of telephony features in the office environment by providing quick and easy access to them from the computer desktop. Integrated Office Navigator also allows automation of telephony, instant messaging, and multimedia features, allowing the user to be immediately attentive to incoming communications. The ION works with a standard Navigator phone and well as with Teleworker.

The Navigator Task Bar Tray Icon ( ) has been extended to include the Integrated Office Navigator set of features. Likewise, a Telephony Toolbar application has been added that will communicate with the Navigator Task Bar.

Additionally, the Navigator Task Bar (NTB) has been extended to display presence icons.

Connect to the Integrated Office Navigator

Your installer or administrator usually completes the association between the Integrated Office Navigator application and the Navigator phone upon installation of the ION.

If your ION application is not connecting to your phone, you can connect it by doing the following:

- **Enable NTB** on the Phone:
  - On your phone, enter the configuration menu
    - Hold down the **scroll up** and **scroll down** keys on the phone
    - Release the **scroll down** key
    - While still holding the **scroll up** key, press **2 3 4**.
  - Network Parameters: select No
  - Hardware Config: select No
  - Phone Mode: select No
  - **Tools and Features**: select Yes
    - Erase PIN: select No
    - Edit 8021X Settings: select No
    - Edit LLDP Settings: select No
    - **Task Bar Setup**: select Yes
      - **Enabled**: select Yes
      - **Password**: leave blank (press scroll down)
      - **Save Changes**: select Yes
      - **Reboot Now**: select Yes
  - The phone should now reboot

- Press the first Programmable Key (PK1) and verify it displays the phone's IP address and **NTB Enabled**

- Start up the Integrated Office Navigator

- When the NTB starts, a **Find Phone** dialog will appear. Enter the phone's IP address and leave the password blank. Click **Save**.

- The Integrated Office Navigator will now connect to the phone via the NTB

Display the Telephony Toolbar

To display the Telephony Toolbar if it is hidden, do the following:

- Right-click on the Task Bar and check **Telephony Toolbar** in the **Toolbars** menu.

Hide the Telephony Toolbar

To hide the Telephony Toolbar if it is visible, do the following:

- Right-click on the Task Bar and uncheck **Telephony Toolbar** in the **Toolbars** menu.

Elements of Your Integrated Office Navigator Telephony Toolbar

Figure 3: Integrated Office Navigator – Telephony Toolbar

The ION Telephony Toolbar application runs as a toolbar in your Windows Task Bar. The Telephony Toolbar allows enhanced integration between the Navigator, the NTB, and various Microsoft Office applications.

Element	Function
❶ Search Options	The icons at the left of the Telephony Toolbar indicate the currently selected search options. To change the search options, left click on the search options icons. A menu will appear which will allow you to narrow the search to Corporate Directory (🖺), or Microsoft Outlook (🖺), or to search both. 📝 **Note:** If Corporate directory is not configured, the option is greyed out. If Microsoft Outlook is not present, the option is greyed out.
❷ Number/Text Entry Field	When an incoming call occurs, the Caller Identification (CLID) is displayed in this field in two rows of text, with the name portion highlighted in bold. The CLID is displayed until another call is received, am outgoing call occurs or you edit the contents of the text box.
❸ Telephony Button	The button is divided into two areas: • The larger portion will cause the default action to occur (which will change based on the telephony state). This is the same action as the bottom Item on the popup menu.

	• The smaller portion will cause a pop-up menu to appear showing all options available.
	Right-click on either portion of the button to cause the pop-up menu to appear.
	• **Microphone Mute** – Mutes the navigator microphone while on a call
	• **Speed Dials** – Lists programmed Speed Dial buttons (Programmed either via this menu or the NTB). Allows you to program Speed Dial buttons. Also allows you to add a speed cal button for the current caller.
	• **Missed Calls** – Lists missed calls.
	• **Redial** – Redials current number
	• **Call/Answer/Hold/Retrieve** – Dials an outgoing call, answers an incoming call or puts current call on hold. (Menu Item changes with phone state)
❹ PC Links Button	The button is divided into two areas:
	• The larger portion will cause the default action to occur. This is the same action as the bottom Item on the popup menu.
	• The smaller portion will cause a pop-up menu to appear showing all options available.
	Right-click on either portion of the button to cause the pop-up menu to appear.
	• **Create Task Associated with Caller…** - Creates a Microsoft Outlook task for the current caller
	• **Create Outlook Contact for Caller…** - Creates a Microsoft Outlook Contact for the current caller.
	• **Send Email to Caller…** - Creates an outgoing Microsoft Email for current caller (If current caller has an email address already in Outlook Contacts, the email is populated accordingly)
	• **Search Outlook Contacts For Caller…** - Searches for a Microsoft Outlook Contact for the current caller.
	• **Desktop Search for Caller…** - Executes a Microsoft Desktop Search for the current caller.
	📝 **Note:** Microsoft Outlook and Microsoft Desktop Search must be installed for these respective options to be available.
❺ Telephony Toolbar Menu	Click this button to bring up the Telephony Toolbar menu.
	• **Extra Phone Features…** - Allows you to configure additional features to NTB Programmable buttons.
	• **Settings…** - Brings up the Settings Dialog Window. Here you can configure a number of Telephony Toolbar settings.
	• **About…** - Brings up the About Dialog Window.
	• **Help…** - Brings up a help website.
	• **Show/Hide Navigator Task Bar** – Hides or restores the NTB.
	• **Exit** – Closes the Integrated Office Navigator including the Telephony Toolbar, the Tray Icon, and the NTB).

Using the Telephony Toolbar

By default, the Telephony Toolbar is not visible - Only the NTB and Tray Icon will be visible when the application begins.

Outgoing Calls

There are a number of ways to make an outgoing call via the Telephony Toolbar:

• Search though your contacts

- Manually dial a number

- Dial via Speed Dials or Missed Calls Menu

Search Contacts

Search Options:

The Telephony Toolbar has the ability to search your Microsoft Outlook Contacts or Corporate Directory.

The icons on the left side the Telephony Toolbar indicate the currently selected search options.

Figure 4: Telephony Toolbar - Search Options

📝 **Note:** For these search options to be available, you must have Microsoft Outlook and/or Microsoft Active Directory installed and configured. Contact your system administrator to install these products for you.

To change the search options, do the following:

- Left-click on the **Search Options Icons**

Performing an Outlook and/or Corporate Directory Search:

To perform a search using the selected search options, do the following:

- Enter text characters such as a name, or portion of a name into the **Text Field**. The characters entered is matched against the First Name, Last Name, and Company in the Contact and Corporate Directory records and a search results menu will popup.

- Selecting a name from the **Search Results** will result in a menu showing all the numbers and their associated labels.

- You are then able to select a number by clicking with a mouse or pressing the enter key.

- When a number is selected, it will either appear in the Text Field (If **Number Preview** is enabled) or dial the number.

Figure 5: Telephony Toolbar - Performing a Search
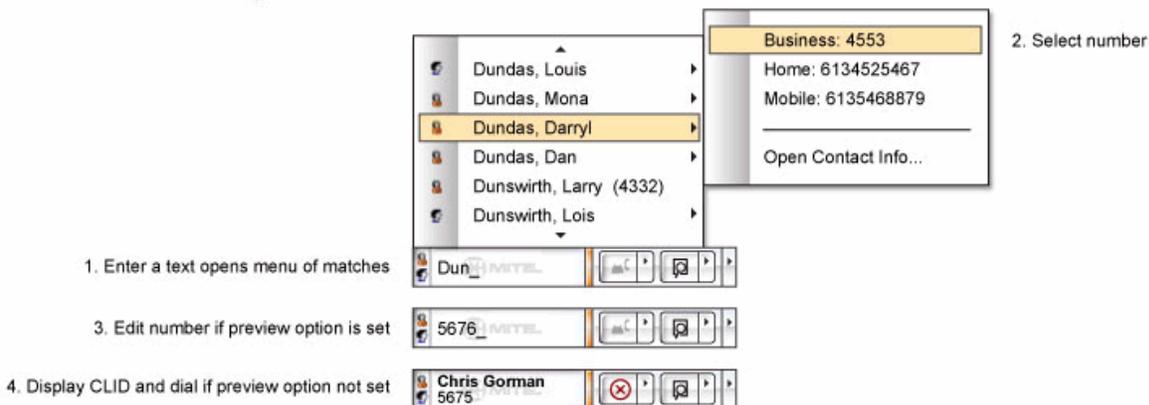
> 📝 **Note:** If you have Microsoft Active Directory configured but unavailable at the time, a message will be reported as part of the search list.

Performing a Desktop Search:

To perform a desktop search, do the following:

- Enter text characters such as a name, or portion of a name into the **Text Field**.

- Left-click the large portion of the **PC Links Button**

📝 **Note:** For Desktop Search to be available, you must have Microsoft Windows Desktop Search installed. Contact your system administrator to install this product for you. Windows Desktop Search can be downloaded from the following site:

http://www.ingeniussoftware.com/mitel/integratedofficenavigator/registration/redirect.aspx

Dialing a Call

To dial a call, do the following:

- Enter the phone number into the **Text Field**. Long distance and international numbers must be in canonical form to be understood by the telephony equipment. See Long Distance and International Calls.

- Left-click the large portion of the **Telephony Button**.

Speed Dials

Speed Dials Menu:

To Display the Speed Dials Menu, do one of the following:

- Right-click on the large portion of the **Telephony Button**. Select **Speed Dials** from the popup menu.

- Right or left-click on the small portion of the **Telephony Button**. Select **Speed Dials** from the popup menu.

- Left-click on the Navigator Tray Icon. Select **Speed Dials** from the popup menu.

Figure 6: Telephony Toolbar - Speed Dials Menu
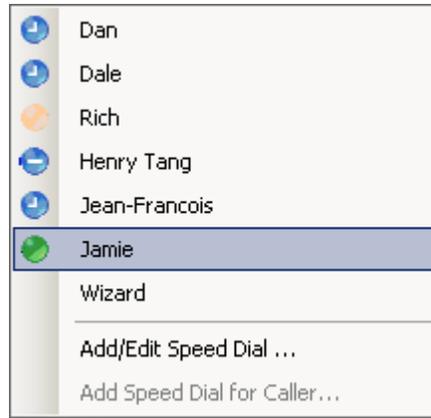
The Speed Dials Menu displays a list of all Speed Dial entries programmed on the phone. Selecting a name from the menu will dial the number on the phone.

Add a new Speed Dial / Edit an existing Speed Dial:

To add a new the Speed Dial (or edit an existing one), do the following:

- Select **Add/Edit Speed Dial …**

- Select a phone button to program

- Specify a label for the button

- Specify a number to dial

- Specify presence information (optional)

- Specify an alternative number to dial (optional)

📝 **Note:** For Presence Information you need to have Windows Messenger, MSN Messenger, Windows Live, or Office Communicator running on your PC.

Presence

With the Integrated Office Navigator NTB, you can display presence information for Speed Dial Buttons. The presence information will also be set for the respective entry in the Telephony Toolbar Speed Dial menu.

Adding presence to an existing Speed Dial:

📝 **Note:** For Presence Information you need to have Windows Messenger, MSN Messenger, Windows Live, or Office Communicator running on your PC.

To add presence to an existing the Speed Dial, do the following:

- In the Telephony Toolbar select **Add/Edit Speed Dial …**

- Select a phone button to program

- The dialog will then populate with the Speed Dial Button's current setting

- Check the "Display Presence" check box

- Select the contact from the drop down

- Click Save

Missed Calls

Missed Calls Menu:

To Display the Missed Calls Menu, do one of the following:

- Right-click on the large portion of the **Telephony Button**. Select **Missed Calls** from the popup menu.

- Right or left-click on the small portion of the **Telephony Button**. Select **Missed Calls** from the popup menu.

- Left-click on the Navigator Tray Icon. Select **Missed Calls** from the popup menu.

Figure 7: Telephony Toolbar – Missed Calls Menu
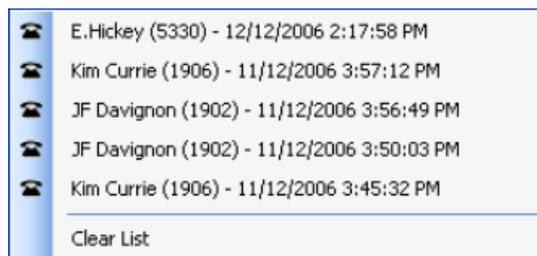
The Missed Calls Menu displays a list containing up to 20 of the last missed calls. Clicking a missed call dials the number of the caller.

📝 **Note:** If you are on the phone and receive a second call that goes to voicemail, it will NOT be added to the missed call list.
If the phone is idle, an incoming call occurs and then goes to voicemail, the call is added to the missed call list.
If call forward is enabled, no calls will be added to the missed call list.

Incoming Calls

When an incoming call occurs, the CLID is displayed in this field in two rows of text, with the name portion highlighted in bold.

📝 **Note:** The CLID is displayed until the user clicks in this field, or another call is received.

Once an incoming call has occurred, there are a number of functions available:

- **Answer call** – Left-click the large portion of the **Telephony Button**

- **Create a Speed Dial for Caller –**

  - o Right-click the small portion of the **Telephony Button**

  - o Select **Speed Dial**

  - o Select **Add Speed Dial for Caller**

- **Search Outlook Contacts for Caller** –

  - o Right-click the small portion of the **PC Links Button**

  - o Select **Search Outlook Contacts for Caller**

- **Create Outlook Contact for Caller** –

  - o Right-click the small portion of the **PC Links Button**

  - o Select **Create Outlook Contact for Caller**

- **Create Outlook Task for Caller** –

  - o Right-click the small portion of the **PC Links Button**

  - o Select **Create Task Contact for Caller**

- **Send Email to Caller** –

  - o Right-click the small portion of the **PC Links Button**

  - o Select **Send Email to Caller**

- **Desktop Search for Caller** –

  - o Right-click the small portion of the **PC Links Button**

  - o Select **Desktop Search for Caller**

Note: For the respective PC Links options to function you must have Microsoft Outlook and Microsoft Windows Desktop Search installed. Contact your system administrator to install these products for you.

Telephony Toolbar Menu

Clicking on the small button at the right of the Telephony Toolbar (see Figure 3) causes the Telephony Toolbar menu to appear, with the following menu choices:

Figure 8: Telephony Toolbar – Telephony Toolbar Menu

Settings Dialog

To open the **Settings Dialog** window, select **Settings** from the **Telephony Toolbar Menu** or the **Tray Icon**.

General:

Pause Music When Phone is in Use – With this setting enabled, the Telephony Toolbar will cause Microsoft's Windows Media Player or Apple's iTunes, to pause the music on an incoming or outgoing call.

Note: iTunes: Only works with the latest (7.0.2.16). Older versions continue playing.

Note: iTunes: Note that iTunes does not conform to the Microsoft Application Programming Interface (API) and treats the PAUSE message as a PLAY/PAUSE message. Meaning that if it is in a paused state it will start playing when it gets the PAUSE message again.

Note: Stand-alone Windows Media Player does work correctly. Microsoft's embedded Windows Media Player does not pause.

Use Windows Telephony Location – If the feature is turned on the Telephony Toolbar will apply dialing rules as specified in the telephony location information.

Note: The Telephony Toolbar applies the Windows Telephony Location to a dialed number based on the following rules:

1) If the number is less than 7 digits, dial it as is (it is considered an extension).

2) If the number is 7 or more digits, dial outside line access (if available), area code (if available) then the number.

3) If the number is 10 or more digits, dial outside line access (if available), then the number.

Number Preview – If enabled, and you select a number from Active Directory or Outlook search, the number will be displayed in the **Text Field**. You will have a chance to edit the number before it is dialled.

Directory Lookup:

This is the same as the **Search Options**.

Incoming Call Actions:

Display Toast Popup With Caller ID – This setting controls whether the toast will pop-up on an incoming call.

Lookup Caller in Outlook Contacts – If this setting is on, Telephony Toolbar will automatically do a lookup on Outlook Contacts of the Caller ID of an incoming call.

Perform Windows Desktop Search with Caller ID – If this setting is on, Telephony Toolbar will automatically do a Desktop Search of the Caller ID of an incoming call.

Presence:

Change my IM status to "On the Phone" when I use my phone – This setting will cause your presence in IM to change if your phone is off the hook. The IM status will return to its appropriate state once the phone is hung up.

Table 3: Presence Icons

Icon	Description
	Offline
	Online
	Busy, On The Phone
	Away, Be Right Back, Out to Lunch
No icon	Denotes no presence information reported

Note: Your IM status will remain unchanged if it is set to "Appear Offline"

Note: This function only supports Windows Messenger, MSN Messenger and Windows Live. (This feature does not work with Office Communicator.)

Directory Lookup:

This section allows you to configure the Telephony Toolbar to use Active Directory for Corporate Search.

Popup Notification of Incoming Calls

When an incoming call occurs, a popup toast is presented and displays the CLID.

The toast pop-up can be controlled via the settings menu. You can turn the toast pop-up on or off.

Figure 9: Telephony Toolbar – Pop-up Notification
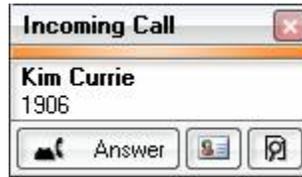
From the pop-up, you can:

- Answer the incoming call

- Do an Outlook Contacts Search based on the CLID

- Do a Desktop Search based on the CLID

Long Distance and International Calls

When storing long distance and international numbers in Outlook or typing them on the telephony toolbar certain formatting must be remembered or they become invalid when dialled. These numbers must be in canonical form to be understood by the telephony equipment.

There are four parts to such a number:

- The international dialling prefix

  o The Microsoft Operating System software stores the international prefix in the **Phone and Modem Options** under the **Control Panel**. After the user enters the location he or she is dialling from, the proper international prefix is saved, so the user does not need to enter it for any international calls made from the computer.

  o It is not used if the user dials a number within his or her country.

- The international or country code

  o Prefix this number with + so the telephony equipment understands this is not a local call.

  o This number determines whether the international dialling prefix should be appended to the number before it is dialled.

- The area code

  o Enclose this number with () so the telephony equipment understands this is the area code portion of the number.

- The subscriber number

  o this last sequence of digits may contain periods or dashes such as 765-4321 or 765.4321

For example, in North America the number:

- 1.613.765.4321 must be entered as +1 (613) 7654321

- 011.45.75.123456 must be entered as +45 (75) 123456

In the United Kingdom, this would be:

- 0.29.123456 must be entered as +0 (29) 123456

- 00.966.1.123456 must be entered as +966 (1) 123456

Customizing Your Phone

Ringer Volume Control

To adjust the ringer volume while your phone is ringing:

- Press ⌃ (**UP**) or ⌄ (**DOWN**).

To adjust the ringer volume on your phone while your phone is idle:

1. Press 📞 (**SUPERKEY**).
2. Press the **No** softkey until "Ringer Adjust?" appears.
3. Press the **Yes** softkey.
4. Press the **Yes** softkey.
5. Press ⌃ (**UP**) or ⌄ (**DOWN**).
6. Press 📞 (**SUPERKEY**).

Handset Volume Control

To adjust the handset volume when you are using the handset:

- Press ⌃ (**UP**) or ⌄ (**DOWN**).

Speaker Volume Control

To adjust the handsfree Speaker Volume when making a handsfree (on-hook) call or when listening to background music:

- Press ⌃ (**UP**) or ⌄ (**DOWN**).

Display Contrast Control

To adjust the display contrast of your phone while your phone is idle:

- Press ⌃ (**UP**) or ⌄ (**DOWN**).

Personal Feature Keys

You can use 📞 (**SUPERKEY**) on your phone, the Navigator Task Bar, or the Desktop Tool to program the Personal Keys as feature keys.

For details about programming feature keys using the Navigator Task Bar, see *Program Task Bar Personal Keys* on page 13.

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

💡 **Tip:** To dial or launch features using your mouse or Personal Keys, see *Use the Navigator Task Bar* on page 11.

Display Key Programming

📝 **Note:** You can also view and program Personal Keys using your Navigator Task Bar. See *Use the Navigator Task Bar* on page 11.

To display information about a key:

1. Press 📞 (**SUPERKEY**).
2. Press a **Personal Key**.
3. Press 📞 (**SUPERKEY**).

Program a Personal Key

📝 **Note:** You can also view and program Personal Keys using your Navigator Task Bar. See *Use the Navigator Task Bar* on page 11.

To program a Personal Key using the Superkey menu interface:

1. Press 📞 (**SUPERKEY**).
2. Press the **No** softkey until "Personal Keys?" appears.
3. Press the **Yes** softkey.
4. Press a Personal Key that isn't a line key.
5. Press the **Change** softkey.
6. Press the **No** softkey until the desired feature appears.
7. Press the **Yes** softkey.
8. Press 📞 (**SUPERKEY**), or press another Personal Key and proceed to program another feature.

Language Change

To change the display language:

1. Press 📞 (**SUPERKEY**).
2. Press the **No** softkey until "Language?" appears.
3. Press the **Yes** softkey.
4. Press the **Change** softkey.
5. Press the **No** until the desired language appears.
6. Press the **Yes** softkey.

Use PC Accessories

You can connect PC accessories to your Navigator to

- Play music from your PC on the Navigator Handsfree speakers.

- Listen to music from your PC through a PC headset that is connected to the Navigator *and* be ready to receive or make a call in Headset mode.

- Listen to music from your PC through your PC speakers (normal PC speaker operation). When connected to the Navigator, PC speakers play music only when the phone is idle.

Note: For your privacy, audio from handset, handsfree, or headset calls does **not** play on your PC speakers.

Table 4 shows how PC accessories interact with your Navigator.

Table 4: PC Accessory Interaction with the Navigator Phone

Phone Status	PC Music	PC Headset Connected?	You hear …
Idle	ON	No	PC music from Navigator Handsfree speakers.
Idle	ON	Yes	PC music from PC Headset earphones. If PC speakers are also connected to your Navigator, you hear music from your PC speakers too. **Note**: If you disconnect your PC headset, you hear music from your Handsfree speakers.
Ringing	ON	No	Ring tone from Navigator Handsfree speakers. **Note**: Ring tone interrupts PC music. Your PC music continues to play, but you cannot hear it while the phone is ringing.
Ringing	ON	Yes	An interruption in your PC headset music, and simultaneous ring tone from Navigator Handsfree speakers. **Note**: Ringtone does not play on your PC headset, however your PC headset audio is temporarily muted so that you can hear the ringtone from your Navigator Handsfree speakers.
On a call	ON	No	Audio from the party you are speaking with. Music does not play on any speaker while you are on a call.
On a call	OFF	Yes	Audio from the party you are speaking with.

Making and Answering Calls

Make a Call

1. Lift the handset (optional).

2. If you want to use a Non-Prime Line, press a Line Appearance key.

3. Do one of the following:

   - Dial the number.
   - Press a Speed Dial Personal Key.
   - Press (**REDIAL**).

Answer a Call

Do one of the following:

- Lift the handset.

- Press (**SPEAKER**).

- Press the flashing Line appearance key, then lift the handset, or press (**SPEAKER**), or press the **Headset** feature key.

Phonebook

To use Phonebook:

1. Press (**SUPERKEY**).

2. Press the **Yes** softkey when Phonebook? appears.

3. Enter the last name of the person you wish to call, as follows:

   - For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.
   - Use the <—— softkey to correct errors.
   - If the next letter in the name is on the same digit key as the previous letter, press the ——> softkey before proceeding.
   - If required, use the ——> softkey to add a space between the first and last name.

4. Press the **Lookup** softkey.

5. If no match exists, edit the original entry.

6. If more than one match is found, press the **Next** softkey.

7. Do one of the following:

   - To make the call, press the **Call** softkey.
   - To edit the entry, press the **Retry** softkey.

- To exit, press ![SUPERKEY icon] (**SUPERKEY**).

Redial

To redial the last number that you manually dialed:

1. Lift the handset (optional).
2. Press ![REDIAL icon] (**REDIAL**).

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift the handset (optional).
2. Dial ****79**.

To Redial a saved number:

1. Lift the handset.
2. Dial ***6***.

Speed Dial Keys

You may use Speed Dial keys to make a call or to send a string of digits during a call.

You can program Speed Dials via the Superkey Menu interface (see the procedure below), or using your Navigator Task Bar. See *Program Task Bar Personal Keys* and/or *Personal Feature Keys* for more information.

💡 **Tip:** Use your Navigator Task Bar to dial Speed Dial contacts quickly using your mouse or your Personal Keys. See *Use the Navigator Task Bar* on page 11.

📝 **Note**: Do not program Speed Dial keys with personal information that you wish to keep secure, such as passwords or card numbers.

To dial a stored Speed Dial number:

1. Lift the handset (optional).
2. Press a **Speed Dial** key.

To store a Speed Dial number:

1. Press ![SUPERKEY icon] (**SUPERKEY**).
2. Press the **No** softkey until "Personal Keys?" appears.
3. Press the **Yes** softkey.
4. Press a Personal Key that isn't a line key.
5. Press the **Change** softkey.
6. Press the **Yes** softkey.
7. Do one of the following:

- To enter a new number, dial the number.
  Press △⌒ (**HOLD**) between digits to create a pause during dialing—press △⌒ (**HOLD**) more than once to lengthen the pause.

- To enter a trunk flash, press ⌁|♒ (**TRANS/CONF**).
  (See "Trunk Flash" for more information about the use of this feature.)

- To enter the last number dialed, press 123⤺ (**REDIAL**).

8. If you want the number to be private, press the **Priv** softkey.

9. Press the **Save** softkey.

10. Press 📇 (**SUPERKEY**).

Speed Dial - Personal

To dial a stored personal Speed Dial number:

1. Lift the handset.

2. Dial *58.

3. Enter an index number between 00 and 09.

To store a personal Speed Dial number:

1. Lift the handset.

2. Dial *67.

3. Enter an index number between 00 and 09.

4. Dial the number to be stored
   Press △⌒ (**HOLD**) between digits to create a pause during dialing—press △⌒ (**HOLD**) more than once to lengthen the pause.

5. Hang up.

Handsfree Operation

To use Handsfree operation, ensure that your PC headset is disconnected.

To make a Handsfree call:

1. If you want to use a Non-Prime Line, press a Line Appearance key.

   📝 **Note**: Your administrator must program Line Appearances to your phone.

2. Dial the number.

3. Begin speaking when the called party answers. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To use Handsfree Operation to answer calls:

1. Press the flashing line key.

2. Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To hang up while using Handsfree Operation:

- Press (**SPEAKER**).

To turn Mute on during Handsfree Operation:

- Press (**MUTE**). The Mute key light turns ON.

To turn Mute off and return to the conversation:

- Press (**MUTE**). The Mute key light turns OFF.

To disable Handsfree Operation, do one of the following:

- Lift the handset.
- Connect your PC headset.

To return to Handsfree Operation from handset operation:

1. Press (**SPEAKER**).
2. Hang up the handset.

To return to Handsfree Operation from headset operation:

- Disconnect your PC headset.

PC Headset Operation

Connect your PC headset (with microphone) to the jacks on the right side of the Navigator phone.

Note: Connecting a PC headset disables your Handsfree speaker.

To make a PC headset call:

1. If you want to use a Non-Prime Line, press a Line Appearance key.

   Note: Your administrator must program Line Appearances to your phone.

2. Dial the number.
3. Begin speaking when the called party answers. Your PC headset microphone and earphones transmit and receive audio.

To answer calls using your PC headset:

1. Press the flashing line key.
2. Begin speaking when the called party answers. Your PC headset microphone and earphones transmit and receive audio.

To hang up while using your PC headset:

- Press (**CANCEL**).

To Mute your PC headset, do one of the following:

- Press (**MUTE**). The key light turns ON.

- Press and hold the PC headset mute feature switch (if available).

To turn Mute off and return to the conversation, do one of the following:

- Press the lit ![mute icon] (**MUTE**) key. The ![mute icon] key light turns OFF.
- Release the PC headset mute feature switch (if available).

To disable PC headset operation while on a PC headset call:

1. Disconnect your PC headset.
2. Continue speaking in Handsfree operation. The Handsfree microphone and Handsfree speaker transmit and receive audio.
3. Lift the handset if you wish to continue the call in handset mode.

To return to PC headset operation from Handsfree or handset operation:

1. Connect your PC headset.
2. Hang up the handset (if you were on a handset call).

Mitel Headset Operation (with or without Feature Control Switch)

📝 **IMPORTANT NOTE**: Mitel-approved headsets (with or without a Feature Control Switch) must be installed in the dedicated headset jack (the jack on the back of the phone). Installation of a Mitel headset 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 phone to handset mode.

To enable Mitel Headset operation:

- Press the **Headset** feature key.

To answer a call with a Mitel Headset:

- Press flashing Line Appearance key

  or

- Quickly press and release the headset's feature control switch (if available).

📝 **Note**: If Auto-Answer is enabled on your phone, see the "Auto-Answer" section elsewhere in this guide for call-anwering procedures.

To mute the headset microphone, do one of the following:

- Press ![mute icon] (**MUTE**). The ![mute icon] key light turns ON.
- Press and hold the headset's feature control switch.

To turn Mute off and return to the conversation, do one of the following:

- Press the lit ⌿ (**MUTE**) key. The ⌿ key light turns OFF.

- Release the headset mute feature switch (if available).

To hang up, do one of the following:

- Press ⊗ (**CANCEL**)

- Quickly press and release the headset's feature control switch.

To disable Mitel Headset operation:

- Press the **Headset** feature key.

Auto Answer

To enable or disable Auto Answer:

1. Press 🖳 (**SUPERKEY**).

2. Press the **No** softkey until "Auto Answer?" appears.

3. Do one of the following:

    - To enable Auto-Answer, press the **TurnOn** softkey.

    - To disable Auto-Answer, press the **TurnOff** softkey.

To answer a call when you hear ringback:

- Begin speaking.
  If your PC headset is connected, your PC headset earphones and microhone transmit
  and receive audio.
  If your PC headset is not connected, your phone's Handsfree microphone and Handsfree
  speaker transmit and receive audio.

To end a call, do one of the following:

- Press the **HangUp** softkey.

- Press ⊗ (**CANCEL**).

- Wait for the caller to hang up.

Call Handling

Hold

The Navigator allows a maximum of four calls on Hold at one time.

To place a call on Hold:

1. Press ⌂⌒ (**HOLD**). The associated **Line** key flashes.
2. Hang up the handset, if desired.

To retrieve a call from Hold:

1. Lift the handset, if desired.
2. Press the associated flashing **Line** key.

To retrieve a call from Hold at another phone, do one of the following:

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

Mute

Mute lets you temporarily turn your phone's handset, headset, or handsfree microphone off during a call.

To turn Mute on during a call:

- Press ⌖ (**MUTE**). The ⌖ key light turns ON.

To turn Mute off and return to the conversation:

- Press ⌖ (**MUTE**). The ⌖ key light turns OFF.

📝 **NOTE FOR USERS ON RESILIENT 3300 ICP SYSTEMS**: If your phone switches to the secondary system while your speaker or handset is muted (that is, while the ⌖ key is lit), the call remains muted until you hang up.

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.

   📝 **Note:** If the party does not answer, press ⊗ (**CANCEL**) twice to return to the call in progress.

4. Press ⤳|⅏ (**TRANS/CONF**).

To leave a Conference, do one of the following:

- Hang up

- Press ⊗ (**CANCEL**).

- Press the **HangUp** softkey.

Conference Split

To Split a Conference and speak privately with the original party:

- Press the **Split** softkey.

Add Held

To move a call on Hold to another line appearance:

1. Press the available line key.

2. Press the **Addheld** softkey.

3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press the **Addheld** softkey.

2. Press the flashing line key.

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 the **Trade** softkey.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. You can select one of the following forwarding options:

- **Always** redirects all incoming calls regardless of the state of your telephone.
- **B-Int** redirects internal calls when your telephone is busy.
- **B-Ext** redirects external calls when your telephone is busy.
- **NA-Int** redirects internal calls after several rings if you don't answer.
- **NA-Ext** redirects external calls after several rings if you don't answer.

📝 **Note:** For information about "I Am Here?", see Call Forward – Remote.

To program Call Forward:

1. Press 📇 (**SUPERKEY**).
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the type of Call Forward appears (see above).
5. Press the **Review** softkey.
6. If a number is already programmed, press the **Change** softkey.
7. Press the **Program** softkey.
8. Dial the destination number.
9. If you make an error while dialing, use the <—— softkey to backspace and correct the number.
10. Press the **Save** softkey.

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

1. Press 📇 (**SUPERKEY**).
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until the type of Call Forward appears.
5. Press the **Review** softkey.
6. Press the **Change** softkey.

7. Do one of the following:

   - To turn Call Forward on, press the **TurnOn** softkey.
   - To turn Call Forward off, press the **TurnOff** softkey.

Call Forward – Remote

To forward calls from a remote phone to your current location:

1. Press ![SUPERKEY icon] (**SUPERKEY**).
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Next** softkey until "I Am Here" appears.
5. Press the **Yes** softkey.
6. Dial the extension of the remote station.
7. If you make an error while dialing, use the <─── softkey to backspace and correct the number.
8. Press the **Save** softkey.

To cancel Call Forward - Remote from the phone that set the remote forwarding:

1. Lift the handset.
2. Dial ****77**.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward - Remote from the phone that was forwarded:

1. Press ![SUPERKEY icon] (**SUPERKEY**).
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Yes** softkey.
4. Press the **Review** softkey.
5. Press the **Change** softkey.
6. Press the **TurnOff** softkey.
7. Press ![SUPERKEY icon] (**SUPERKEY**).

Call Forward – End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial ***64**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.

2. Dial ****73**.

3. Hang up.

Call Forward – Forced

To force an incoming call to be forwarded:

- Press the **Forward** softkey.

Call Forward – Override

To override Call Forward and ring a station:

1. Lift the handset.

2. Dial ***1***.

3. Dial the extension number.

Messages – Advisory

Advisory Messaging enables you to select a notice that appears on your phone display to inform people visiting your desk of your whereabouts. Select from a variety of advisory messages, including "On vacation", "In a meeting", or "Out to Lunch".

To turn Messaging – Advisory on:

1. Press (**SUPERKEY**).

2. Press the **No** softkey until "Advisory Msgs?" appears.

3. Press the **Yes** softkey.

4. Press the **Next** softkey until the desired message appears.

5. Press the **TurnOn** softkey.

To turn Messaging – Advisory off:

1. Press (**SUPERKEY**).

2. Press the **No** softkey until "Advisory Msgs?" appears.

3. Press the **Yes** softkey.

4. Press the **TurnOff** softkey.

Messaging – Callback

To leave a message waiting indication on a phone when you hear busy or ringback tone:

- Press (**MESSAGE**) or the **Callback** softkey.

To respond to a message waiting condition on your phone:

1. Press (**MESSAGE**).

2. If a password is required, dial your password and press the **Enter** softkey.

3. Press the **Yes** softkey.

4. Do one or all of the following (if required):

   - To display the time the message was sent, press the **More** softkey.
   - To display the number of the caller, press the **More** softkey twice.

5. Do one of the following:

   - To call the message sender, press the **Call** softkey.
   - To delete the message, press the **Erase** softkey.
   - To view the next message, press ✉ (**MESSAGE**).

To check for messages from a remote station:

1. Press (**SUPERKEY**).

2. Press the **No** softkey until "Remote Msging?" appears.

3. Press the **Yes** softkey.

4. Dial your extension number.

5. Press the **Enter** softkey.

6. If a password is required, enter your password and press the **Enter** softkey.

7. Press the **Yes** softkey.

To set, change, or clear a password (up to 7 digits, not including 0):

1. Press (**SUPERKEY**).

2. Press the **No** softkey until "Set Password?" appears.

3. Press the **Yes** softkey.

4. Do one of the following:

   - To enter a new password, enter your password.
   - To change or clear your password, enter your current password.

5. Press the **Enter** softkey.

6. If you are changing or clearing your password, do one of the following:

   - To change your password, enter your new password and press the **Enter** softkey.
   - To clear your password, enter 0.

7. Enter your new password again.

8. If you are setting up or changing a password, press the **Enter** softkey.

9. Press (**SUPERKEY**).

Messaging – Cancel Callback

To cancel a Callback:

1. Lift the handset.

2. Dial ***1#**.

3. Dial the number of the called station.

4. Hang up.

Messaging – Cancel All Callbacks

To cancel all Callbacks:

1. Lift the handset.

2. Dial **#1**.

3. Hang up.

Using Advanced 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 (**SUPERKEY**).
2. Press the **Yes** softkey.
3. Dial the Account Code digits.
4. Press the **Save** softkey.
5. Do one of the following:
   - For a verified account code, press the **Yes** softkey.
   - For a non-verified account code, press the **No** softkey.

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the console ID and the Hold Slot number.

Call Pickup

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

1. Lift the handset.
2. Press the **Pickup** softkey.

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

1. Lift the handset.
2. Dial ****6**.
3. Dial the number of the ringing station.

Call History

Call History keeps track of the names (if available) and telephone numbers of missed calls, answered incoming external calls, and outgoing external calls. Once enabled on your phone by your system administrator, it functions automatically.

To display the call history, and view call details:

1. Press the **Call History** feature key. The total number of missed calls is displayed in brackets ( ). The number of new missed calls is indicated with a *****.
2. To browse though the list of missed calls, press the **Yes** softkey, followed by the ⌃ (**UP**) and ⌄ (**DOWN**) keys to scroll through the list.
3. To view answered or outgoing calls, press the **No** softkey (once for Answered, twice for Outgoing). Use the ⌃ (**UP**) and ⌄ (**DOWN**) keys to scroll through the list of answered or outgoing calls.
4. To view the number of the call, press the **Details** softkey while the call is displayed. Pressing the **Next** softkey displays the call time and date.

To return a call:

1. Display the call you want to return.
2. Do one of the following:
   - If the call is internal, and the caller name is known, press the **Call** softkey. For unknown numbers, the **Call** softkey is not displayed.
   - If the call is external, and you normally need to precede external calls with a digit such as 9, it is likely that your system administrator has programmed your system to insert the 9 for you. In this case, pressing the **Call** softkey initiates the call immediately. Sometimes the system will be unable to complete the dialing automatically. When this happens, you can edit the dialed digits manually by pressing the <—— softkey. Use the <—— softkey to delete the left-most digit, and then type the digits to insert them. When you have the dial string edited to suit your needs, press the **Call** softkey to dial the number.

To delete all missed, answered, or outgoing call logs:

1. After selecting the type of logs you wish to delete, press the **Delete All** softkey.
2. Confirm that you do want to delete all items by pressing the **Yes** softkey.

To delete a particular call from the call log:

- With the call log that you want to delete displayed, press the **Delete** softkey.

Campon

To Campon to a busy station:

- Press the **Wait** softkey.

To retrieve a call when you hear Campon tone:

- Press the **Trade** softkey.

Do Not Disturb

To activate or deactivate Do Not Disturb:

- Press the **Do Not Disturb** feature key.

To activate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial ****5**.
3. Dial the number of the station to which Do Not Disturb is to apply.
4. Hang up.

To deactivate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial **##5**.
3. Dial the number of the station with Do Not Disturb activated.
4. Hang up.

Group Paging / Meet Me Answer

Group Paging allows you to page a group of phones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group. When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Lift the handset.
2. Press **Direct Page** or dial ***37**.
3. Do one of the following:
   - To page your prime page group, press **#**.
   - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Lift handset.
2. Dial ***88**.
3. Do one of the following:
   - To respond to a page from your prime page group, press **#**.
   - To respond to a page from a specific page group, dial the page group directory number.

Hot Desking

Hot Desking allows you to log into the telephone system from any phone designated as a Hot Desk phone. Simply log in at the phone using your assigned Hot Desk User Extension Number and the phone immediately assumes all your speed dials, features keys, call forwarding setup, and line appearances – even your language preference for the display. Any changes you make to the phone while you are logged in—for example, adding a speed dial—are saved to your personal profile. Logging in activates your profile on any phone that supports Hot Desking.

Note: All Navigator Hot Desking profiles have **seven** programmable keys. If you log into a phone that has a fewer number of keys, the extra ones are "hidden". Only the use of the extra keys is lost, not the features assigned to them.

To log into a Hot Desking phone (the phone must be idle):

1. Press the **HotDesk** softkey.
2. Press the **Login** softkey.
3. Enter your Hot Desk User Extension Number
4. Press the **OK** softkey.

To log out of Hot Desking phone (the phone must be idle):

1. Press the **HotDesk** softkey.
2. Press the **Logout** softkey.
3. Press the **Confirm** softkey.

Note: Your profile can only be active on one phone at a time. If you log in from another phone without logging out from the first one, the system will automatically deactivate your profile on the first phone.

Hot Desk Remote Logout

A user who has forgotten to log out of a Hot Desking phone can be logged out using any phone that supports Hot Desk Remote Logout.

To remotely log out a Hot Desking phone:

1. Dial **111**.
2. Dial the Hot Desk User Extension Number that you want to log out.

Mobile Extension

Mitel Mobile Extension is a software solution that enables you to twin your desk phone with an external PSTN-connected phone (your cell phone, for example). Calls arriving at the desk phone ring the cell phone simultaneously, until one or the other is answered, or if unanswered, are forwarded to voice mail.

For information about configuring Mobile Extension on your Mitel IP device, refer to the *Mobile Extension Quick Reference Guide* available at www.mitel.com or contact your Administrator.

Music

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

1. Press (**SUPERKEY**).
2. Press the **No** softkey until "Music?" appears.
3. Do one of the following:

   - To turn the music on, press the **TurnOn** softkey.
   - To turn the music off, press the **TurnOff** softkey.

4. Press (**SUPERKEY**).

Note: This feature overrides music from your PC.

Night Answer

Office telephone systems are often placed into Night Answer after regular hours. Calls then ring alternate answer points—either designated extensions or a night bell. You can dial the Trunk Answer From Any Station (TAFAS) code to answer calls ringing the night bell. If permitted by system programming, you can put your phone into one of two night answer modes, Night1 or Night2.

To switch your phone to Night Answer or Day service, or to view which service your phone is currently in:

1. Press (**SUPERKEY**).
2. Press **No** softkey until "Night Answer?" appears.
3. Press **Yes** softkey.
4. Do one of the following:

   - To exit without making any changes, press (**SUPERKEY**).
   - To change the mode of service, press **Change**, press **No** until the desired alternative appears, and then press **Yes**.

Override (Intrude)

To use Override when you encounter a busy or Do Not Disturb tone:

- Press the **Intrude** feature key.

Paging

To use Paging:

1. Lift handset.
2. Press the **Pager** feature key.
3. Dial the Paging zone number (if required).
4. Make the announcement.

Paging – Direct

Direct Paging allows you to page a party through the party's handsfree speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call. If the paged party has Handsfree Answerback enabled and turned on on the phone, your page automatically establishes a handsfree call with the paged party.

To page a party:

1. Lift the handset.
2. Press the Direct Paging feature key.
3. Dial the extension number.
4. Speak to the party you dialed after the tone.

How you answer a Direct Page depends on whether Handsfree Answerback is enabled and turned on at your phone. See one of the following procedures in this guide:

- Direct Paging – Handsfree Answerback Enabled
- Direct Paging – Handsfree Answerback Disabled.

Direct Paging – Handsfree Answerback Enabled

When you receive a Direct Page, Handsfree Answerback automatically establishes a Handsfree call on your phone after a single burst of tone. If your PC headset is plugged in, the Direct Page tone sounds in your headset easrphones and you can answer handsfree using your headset.

Your administrator enables or disables Handsfree Answerback. After your administrator enables Handsfree Answerback, you can choose to turn it on or off directly from your phone.

To turn Handsfree Answerback on:

- When your phone is idle, press 🎙 (**MUTE**) once.
  The **MUTE** key light flashes to indicate that Handsfree Answerback is ON.

- When a Direct Page arrives, the **MUTE** key light turns OFF and a Handsfree call is automatically established.

To turn Handsfree Answerback off:

- Press the flashing 🎙 (**MUTE**) key once.
  The **MUTE** key light turns OFF.

- To respond to a Direct Page when Handsfree Answerback is OFF, see Direct Paging – Handsfree Answerback Disabled.

📝 **Note**: By default, Handsfree Answerback is turned OFF at your phone. If the 🎙 (**MUTE**) key is OFF when your set is idle, Handsfree Answerback is OFF.

To answer a call using Handsfree Answerback, see Table 5:

Table 5: Answering a Direct Paging Using Handsfree Answerback

Phone state before the Direct Page arrives	To answer the Direct Page
Phone is idle, and ![MUTE icon] (**MUTE**) is flashing	1. Check that ![MUTE icon] (**MUTE**) is OFF. 2. Listen for the paging party. 3. Speak to the paging party. 4. Lift the handset if you wish to switch from a Handsfree call to a handset call.
You are on a handset or headset call, and ![MUTE icon] (**MUTE**) is OFF	1. Check that ![MUTE icon] (**MUTE**) is flashing. 2. Press ![MUTE icon] (**MUTE**). The light turns ON solid, and you are now speaking to the paging party and have muted your handset/headset call. 3. Speak to the paging party. 4. Press ![MUTE icon] (**MUTE**) to alternate between handset/headset and handsfree calls.
You are on a **MUTED** handset/headset call, **OR**, you are on a Handsfree call	• The party paging you receives a busy tone. Handsfree Answerback does **not** interrupt your call.

To end a Handsfree Answerback call, do one of the following:

- Hang up the handset, if you switched to a handset call.

- Press ![SPEAKER icon] (**SPEAKER**).

- Press ![CANCEL icon] (**CANCEL**).

📝 **Note**: When the Handsfree Direct Page call ends, the ![MUTE icon] (**MUTE**) key light returns to the state it was in before the call was established.

Direct Paging – Handsfree Answerback Disabled

Your administrator enables or disables Handsfree Answerback on your phone. You may also turn Handsfree Answerback off on your phone, even after your administrator has enabled it. To turn Handsfree Answerback off, see Direct Paging – Handsfree Answerback Enabled.

When Handsfree Answerback is disabled or turned off on your phone and you receive a Direct Page, the Direct Page is indicated by a single burst of tone. If your PC headset is plugged in, the Direct Page tone sounds in your headset earphones and you can answer using your headset.

To answer a Direct Page when Handsfree Answerback is disabled, see Table 6.

Table 6: Answering a Direct Page with Handsfree Answerback Disabled

Phone state before the Direct Page arrives	To answer the Direct Page (indicated by a single burst of tone)
Phone is idle, and 🎤 (**MUTE**) is OFF	1. Check that 🎤 (**MUTE**) is ON solid. 2. Lift the handset **or** 3. Press 🎤 (**MUTE**) to answer in Handsfree mode. (The light turns OFF.) 4. Speak to the paging party.
You are on a handset or headset call, and 🎤 (**MUTE**) is OFF	1. Check that 🎤 (**MUTE**) is flashing. 2. Press 🎤 (**MUTE**). The light turns ON solid, and you are now speaking to the paging party and have MUTED your handset/headset call. 3. Speak to the paging party. 4. Press 🎤 (**MUTE**) to alternate between handset and handsfree calls.
You are on a **MUTED** handset/headset call, **OR**, you are on a Handsfree call	• The party paging you receives a busy tone. Handsfree Answerback does **not** interrupt your call.

To end a Direct Page call, do one of the following:

- Hang up the handset to end a handset call.

- Press 🔊 (**SPEAKER**) to end a handsfree call.

- Press ⊗ (**CANCEL**).

📝 **Note**: When the Handsfree Direct Page call ends, the 🎤 (**MUTE**) key light returns to the state it was in before the call was established.

Record a Call

This feature uses your voice mail system to record your phone 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 two-party call:

- Press the **Record Call** key.
  See *Personal Feature Keys* on page 31 for instructions on programming a **Record Call** feature key to your phone.

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

To pause recording:

- Press the **Pause** softkey.

To resume recording after pausing:

- Press the **Resume** softkey.

To stop a recording without saving it:

- Press the **Stop&Erase** softkey.

To stop and save a recording:

- Press the **Stop&Save** softkey.

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 ⤳|ℳ (**TRANS/CONF**) or a DSS key may also save the recording.

To listen to a recording:

1. Lift the handset.
2. Access your voice mailbox.
3. Follow the prompts to retrieve the recording.

Release

Release lets you disconnect from an attempted Call Transfer or Conference Call without hanging up the handset. Release is useful when you encounter a busy or unavailable party and wish to make another call immediately.

To release from an attempted transfer or conference call:

- Press the **Release** softkey
  or
- Press the **Release** feature key.

Reminder

To program a Reminder:

1. Press 📇 (**SUPERKEY**).
2. Press the **No** softkey until "Timed Reminder?" appears.
3. Press the **Yes** softkey.
4. Enter the time in 24-hour format.
5. Press the **Save** softkey.

To view, change, and/or cancel a pending Reminder:

1. Press ![SUPERKEY icon] (**SUPERKEY**).

2. Press the **No** softkey until "Timed Reminder?" appears.

3. Press the **Yes** softkey.

4. Do one of the following:

    - To change the Reminder, press the **Change** softkey, enter the new time, and press the Save softkey.

    - To cancel the Reminder, press the **Clear** softkey.

    - To exit without canceling the Reminder, press ![SUPERKEY icon] (**SUPERKEY**).

To acknowledge a Reminder when your phone rings once:

- Press the **Confirm** softkey.

Tag Call

Tag Call allows you to signal that you are the victim of a threatening or malicious call. Using the tag, your system administrator or telephone company can identify the source of the call and provide this information to appropriate personnel or authorities.

CAUTION: Tagging a non-malicious call may result in fines or other penalties.

To tag a malicious call, do one of the following:

- Press the **Tag Call** feature key while the call is in progress.
  See *Personal Feature Keys* on page *31* for instructions on programming a **Tag Call** key to your phone.

- Press ![TRANS/CONF icon] (**TRANS/CONF**), then dial ***55**.

If the call was successfully tagged, the display shows "Thank You"; otherwise, the display shows "Not Allowed".

📝 **Note**: Tag Call can be used on active two-party calls only. Calls on hold and conference calls cannot be tagged.

Trunk Flash

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

To flash a trunk while talking on an outside call:

1. Press ![TRANS/CONF icon] (TRANS/CONF).

2. Dial ***57** for a single flash or ***56** for a double flash.

3. Wait for dial tone.

4. Dial the Centrex feature access code.

Appendix – Open Source Software

The following open source software, or portions thereof, have been used in creating the Integrated Office Navigator software product.

1. Microsoft Visual Studio 2005 C# Version Shareware Starter Kit, http://msdn2.microsoft.com/en-us/vstudio/aa718342.aspx.

2. 7-Zip, Copyright 1999-2007 Igor Pavlov, http://www.7-zip.org/license.txt

Appendix – For Your Information

Upgrading Integrated Office Navigator

If upgrading from a Standalone NTB to the Integrated Office Navigator, it is recommended that you first uninstall the Standalone NTB.

Integrated Office Navigator and Microsoft Framework 2.0

In order to run the Integrated Office Navigator, your PC will also need to have the Microsoft .NET Framework 2.0 installed.

- If the Microsoft .NET Framework 2.0 is not installed when you install the Integrated Office Navigator, the ION install will download and install the Framework at that time.

- The Microsoft .NET Framework 2.0 must also be present if you uninstall the Integrated Office Navigator.

Appendix – List of Limitations

Integrated Office Navigator Limitations

Integrated Office Navigator is designed to tie together functionality from various other applications. There are some cases of incompatible versions of these other applications that may result in limitations to certain Integrated Office Navigator features.

Microsoft Windows Messenger and Outlook

Integrated Office Navigator "Presence" Feature: Due to an incompatibility between Microsoft Windows Messenger version 5.1 and Microsoft Outlook 2002, presence information may not be passed on to the Integrated Office Navigator correctly. If you have this combination of Microsoft tools, it is recommended that you upgrade either one or both.

Integrated Office Navigator "On the Phone" Feature: There are certain combinations of Microsoft Windows Messenger and Outlook that will interfere with the functionality of the Integrated Office Navigator "On the Phone" feature. The following is a list of combinations that work, and those that do not:

- Windows Messenger 4.7 with Outlook 2002 – works

- Windows Messenger 4.7 with Outlook 2003 – works

- Windows Messenger 5.1.0639 with Outlook 2002 - DOESN'T WORK

- Windows Messenger 5.1.0639 with Outlook 2003 – works

- Windows Messenger 5.1.0701 with Outlook 2002 – works

- Windows Messenger 5.1.0701 with Outlook 2003 – works

- MSN Messenger 7.0 with Windows Messenger 4.7 & Outlook 2002 – works

- MSN Messenger 7.0 with Windows Messenger 4.7 & Outlook 2003 – works

- MSN Messenger 7.0 with Windows Messenger 5.1.0701 & Outlook 2003 – works

- Windows Live Messenger 8.0 with Windows Messenger 4.7 & Outlook 2003 (11.8010.8036) – works

- Windows Live Messenger 8.1 with Windows Messenger 4.7 & Outlook 2003 (11.5608.5606) - WORKS & DOESN'T WORK (SEE BELOW)

- Windows Live Messenger 8.1 with Windows Messenger 5.1.0701 & Outlook 2003 (11.5608.5606) - WORKS & DOESN'T WORK (SEE BELOW)

For Windows Live Messenger 8.1:

- Case 1:
  1) Win Messeneger 4.7 installed / Outlook 2003 installed
  2) Install Windows Live Messenger 8.1
  3) Install IOC
  RESULT: ON THE PHONE WORKS

- Case 2:
  1) Win Messeneger 4.7 installed / Outlook 2003 installed
  2) Install and run IOC
  3) Install Windows Live Messenger 8.1
  RESULT: ON THE PHONE DOESN'T WORK (even if you stop and start IOC)

Microsoft Windows Messenger and Office Communicator

Integrated Office Navigator "Presence" and "Alternate Number" Feature: The combination of certain versions of Microsoft Windows Messenger and Microsoft Office Communicator can cause the Integrated Office Navigator to fail to call an alternate phone number when the presence is set to "Away". One valid combination that functions correctly is Microsoft Windows Messenger version 4.7.3001 and Microsoft Office Communicator 1.0.559.

iTunes

Integrated Office Navigator "Pause Music" Feature: iTunes 7.0.2.16 does not conform to the Microsoft Application Programming Interface (API) and treats the PAUSE message as a PLAY/PAUSE message. Meaning that if it is in a paused state it will start playing when it gets the PAUSE message again.

Most other versions of iTunes do not respond to the command at all and therefore, will not pause when requested from Integrated Office Navigator.