Introduction to your Feature Phone

Welcome
The Mitel 3000 system is a very powerful business communication system that provides a comprehensive solution for both voice and data needs. This quick reference guide highlights some of the many voice facilities that are provided by the system. You can use a standard telephone or the eight key and the sixteen key Feature Phones that have extensive features. This guide helps you to use both types of phone.

Mitel 3000 Feature Phone
To get the most from your Mitel 3000 system, we recommend that you use the specially designed Mitel 3000 Feature Phones.

This diagram illustrates the sixteen key Feature Phone.

This diagram illustrates the eight key Feature Phone.
How to use your Mitel 3000 Feature Phone

Phone Setup

To select a different Ringing Tone or Display Contrast
Select † Program
Press the Scroll Down key ▼
Select † Ringing Options and select a different ringing tone.
Select † Contrast Options and select a different level of contrast.

Answering and making calls

Answer a call that is ringing on the Feature Phone
Pick up the handset or
Select † Answer The Call and / or pick up the handset.

Answer a call that is ringing on the Feature Phone using hands-free
Select † Answer The Call or press

Make an external call
Pick up the handset.
Press the Line key or Dial 9 and dial the number. If you are dialing over Primary Rate ISDN enter # after the last number to expedite dialing.

Make an internal call
Select † Internal Call
Select † Extension, or
Dial the extension number (20 - 59), and
Pick up the handset, or press

Transferring calls

Note: The following instructions assume you are on a call.

Transfer a call to an internal number
Select † Internal transfer
Select † Extension and when the call is answered
Select † Transfer

Transfer an external call to an external number
Select † External Transfer
Select an available line as indicated by “◊” and then
Dial the external number and when the call is answered
Select † Transfer
Re-directing calls

Note: The following instructions assume that your extension is ringing.

Re-direct a call to another extension
Select ● Re-Direct The Call
Select ● Extension

Re-direct a call to your Voice Mail box
Select ● Forward To Voice Mail

Forwarding calls

Forward all calls
Press the Scroll Down Dial (¶) until "Forward" is displayed.
Select ● Forward
Select ● Forward All Calls
Dial the internal extension number, or
Dial 9 and the desired external number and press "Confirm"
Or press "Forward To Voice Mail"

Cancel forward all calls
Select ● Cancel Forwarding

Forward calls when your extension is busy
Press the Scroll Down Dial (¶) until "Forward" is displayed.
Select ● Forward
Select ● Forward When Busy
Dial the desired extension number, or
Dial 9 and the desired external number and press "Confirm", or
Press "Forward To Voice Mail".

Cancel forward a call on busy
Press the Scroll Down Dial (¶) until "Forward" is displayed.
Select ● Forward
Select ● Forward When Busy and the forwarding is cancelled.

Forward calls when your extension does not answer (after four rings)
Press the Scroll Down Dial (¶) until "Forward" is displayed.
Select ● Forward
Select ● Forward On No Answer
Dial the desired extension number, or
Dial 9 and the desired external number and press "Confirm", or
Press "Forward To Voice Mail".

Cancel forward a call on no answer
Press the Scroll Down Dial (¶) until "Forward" is displayed.
Select ● Forward
Select ● Forward On No Answer and the forwarding is cancelled.
Forwarding group calls

Forward all calls from a group

Press the Scroll Down Key (†) until "Group Forward" is displayed.
Select † Group Forward
Select the group which is to be forwarded
Select † Forward all calls
Dial the internal Extension number, or
Dial 9 and the desired external number, or
Press "Forward to Voice Mail"

Cancel group forward all calls

Select † Cancel Group Forward.
Select the group

Forward calls when the group is busy

Press the Scroll Down Key (†) until "Group Forward" is displayed.
Select † Group Forward
Select the group which is to be forwarded
Select † Forward When Busy
Dial the desired Extension number, or
Dial 9 and the desired external number, or
Press "Forward To Voice Mail"

Cancel group forward when busy

Press the Scroll Down Key (†) until "Group Forward" is displayed.
Select † Group Forward
Select the group
Select † Forward When Busy and the forwarding is cancelled.

Forward calls when a group does not answer (after four rings)

Press the Scroll Down Key (†) until "Group Forward" is displayed.
Select † Group Forward
Select the group which is to be forwarded
Select † Forward on no answer
Dial the desired Extension number, or
Dial 9 and the desired external number, or
Press "Forward to Voice Mail"
Cancel group forward on no answer

Press the Scroll Down Key (�建) until "Group Forward" is displayed.
Select ✦ Group Forward
Select the group
Select ✦ Forward On No Answer and the forwarding is cancelled.

Voice Mail

Note: Voice Mail services require the Voice Mail module to be installed.

Enter a personal greeting

Press , and
Select ✦ Voice Messaging
Enter your extension number or select the extension from the menu
Then enter your Voice Mail box Password (default is 1111) followed by #.
Select ✦ Greetings
Follow the text and voice prompts to enter and check your greeting.

Turn on your Voice Mail

"Forward On No Answer" to the Voice Mail is automatically set when a voice mailbox is assigned to your extension.
You may also select the other Forwarding options as required.
Press the Scroll Down key 建材 until "Forward" is displayed.
Select ✦ Forward
Select ✦ Forward When Busy or
Select ✦ Forward All Calls
Select "Forward To Voice Mail".

Retrieve messages from your Voice Mail box

Select ✦ New Voice Messages
Enter your extension number. You will be prompted to:
Enter your Voice Mail box Password, followed by #.
Select ✦ Play

Change your Voice Mail box Password

Press , then
Select ✦ Voice Messaging and enter your extension number.
Enter your existing password, (default is 1111), followed by #.
Press the Scroll Down key 建材
Select ✦ Change Password and
Enter your new password (up to 8 digits long - e.g. 12341234).
Select ✦ Confirm
**Personal Speed-Dials**

**Program your personal Speed-Dial list – numbers and names**
Press  `, then
Select ✽ Personal Entries
Select the index you want to program, and
Enter the number.
Select ✽ Confirm
When prompted to enter a name:
Press 2 once for A, twice for B, three times for C; press 3 once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name
Select ✽ Confirm
Press ☐ to finish programming.

**Dial a number from your personal Speed-Dial list**
Press  `, then
Select ✽ Personal Speed Dial
Select the desired location and the number will be dialed.

**System Speed-Dials**

Any extension can program the 500 system speed dial numbers once the speed-dial password is entered by them.

**Program system Speed-Dial list – numbers and names**
Press  `, then
Press the Scroll Down Dial ( ¶)
Select ✽ System Entries and then
Enter the Speed-Dial password (0000 in default)
Select the index you want to program, and
Enter the number, and then
Select ✽ Confirm. When prompted to enter a name,
Press 2 once for A, twice for B, three times for C; press 3 once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name
Select ✽ Confirm. Then select the outgoing line group.
Press ☐ to finish programming.

**Dial a number in the system Speed-Dial list**
Press  `, then
Select ✽ System Speed Dial and then
Enter the first letter of the name or scroll through the list
Select the entry and the number is dialed.
**Using a standard telephone**

The Mitel 3000 system supports standard tone dialing telephones.

**Making calls**

**Make an external call**
- Lift handset or use hands-free if available.
- Obtain a free line by dialing 9. Dial the digits. If dialing over Primary Rate ISDN press # to send the digits immediately.

**Make an internal call**
- Lift the handset or use hands-free if available.
- Dial the extension number (20-59), or
- Dial 0 for the operator.

**Transfer an external call to an internal extension**
- Press Hookflash.
- Dial the extension number.
- Replace the handset.

**Put an external call on hold**
- Press Hookflash.
- Replace the handset to continue to use phone.
- **Note**: The call remains on hold for ninety seconds when the telephone is idle. If the telephone is busy, it will ring when the handset is replaced.

**To park an external call**
- Press Hookflash.
- Dial 712.
- Replace the handset.

**To retrieve a call from park**
- Dial 712 from any phone.
- The parked call is retrieved.

**Forwarding calls**

**Forward all calls**
- Lift handset or use hands-free if available.
- Dial 732.
- Dial the extension number, or
- Dial the external phone number (including line access code 9) followed by #.

**Cancel forward all calls**
- Lift handset or use hands-free if available.
- Dial 732.
**Forward calls when your telephone is busy**
Lift handset or use hands-free if available.
Dial 733.
Dial the extension number, or
Dial the external number, (including line access code 9) followed by #.

**Cancel forwarding on busy**
Lift handset or use hands-free if available.
Dial 733.

**Forward calls when your telephone is not answered (after four rings)**
Lift handset or use hands-free if available.
Dial 734.
Dial the extension number, or
Dial the external phone number (including line access code 9) followed by #.

**Cancel group forwarding on no answer**
Lift handset or use hands-free if available.
Dial 734.

**Forwarding Group calls**

**Forward all calls from a group**
Lift handset or use hands-free if available.
Key 792 followed by the Group number (180 - 199)
Dial the Extension number, or
Dial the external phone number (including line access code 9) followed by #.

**Cancel group forward all calls**
Lift handset or use hands-free if available.
Dial 792 followed by the Group number (180 - 199).

**Forward calls when the group is busy**
Lift handset or use hands-free if available
Dial 793 followed by the Group number (180 - 199)
Dial the Extension number, or
Dial the external number, (including line access code 9) followed by #.

**Cancel group forward when busy**
Lift handset or use hands-free if available
Dial 793 followed by the Group number (180 - 199).
Forward calls when a group does not answer (after four rings)
Lift handset or use hands-free if available
Dial 794 followed by the Group number (180 - 199)
Dial the Extension number, or
Dial the external phone number (including line access code, e.g. 9) followed by #.

Cancel group forwarding on no answer
Lift handset or use hands-free if available
Dial 794 followed by the Group number (180 - 199).

Voice Mail
Note: Voice Mail services require the Voice Mail module to be installed.

Turn on your Voice Mailbox
When you are allocated a Voice Mail box ‘Forward on no answer’ is automatically set to your Mail box.
The Mail box code is 710.
To Forward all your calls to your Voice Mail box dial 732 followed by 710.
To Forward on Busy to your Voice Mail box dial 733 followed by 710.

Retrieve messages from your Voice Mailbox
Lift handset or use hands-free if available.
Dial * and enter you mailbox number (extension number) and your voice mail password (1111).
Dial 1 to start replaying messages.

Note: Broken dial tone is heard when you have new messages in your voice mailbox.

Speed-Dialing
Program your personal Speed-Dial list
Lift handset or use hands-free if available.
Dial 75.
Enter the location (01-30) where you want to store the number,
Dial the number to store. Replace the handset.

Dial a number from your personal Speed-Dial list
Lift handset or use hands-free if available.
Dial 74.
Enter the location (01-30) of the number required, and the number is automatically dialed.

Dial a number from the system Speed-Dial list
Lift handset or use hands-free if available
Dial a system speed number – 8001 to 8500.
<table>
<thead>
<tr>
<th><strong>Feature</strong></th>
<th><strong>Code</strong></th>
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<th><strong>Code</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Codes</td>
<td>791</td>
<td>Log out of all Hunt groups you are a member of</td>
<td>723 * 0</td>
</tr>
<tr>
<td>Call Pick-up (incoming calls only)</td>
<td>726</td>
<td>Night Service – on/off (Extension 20 only)</td>
<td>738</td>
</tr>
<tr>
<td>Call Pick-up Group (all calls)</td>
<td>727</td>
<td>Operator/Group 11</td>
<td>0</td>
</tr>
<tr>
<td>Call Waiting Tone Protection</td>
<td>725 (Hookflash 725)</td>
<td>Page All</td>
<td>795</td>
</tr>
<tr>
<td>Conference</td>
<td>R3</td>
<td>PA announcement</td>
<td>720</td>
</tr>
<tr>
<td>Display Messages</td>
<td>729 (1 - 8)</td>
<td>PA – answer</td>
<td>717</td>
</tr>
<tr>
<td>Do Not Disturb – set/cancel</td>
<td>736</td>
<td>Page – Feature Phones</td>
<td>716</td>
</tr>
<tr>
<td>Door Open</td>
<td>731 (Hookflash 731)</td>
<td>Park</td>
<td>Hookflash 712</td>
</tr>
<tr>
<td>Extensions</td>
<td>20 - 59</td>
<td>Phantom Mailbox numbers</td>
<td>100 - 109</td>
</tr>
<tr>
<td>Extension Groups</td>
<td>180 - 199</td>
<td>Pick up parked call</td>
<td>712</td>
</tr>
<tr>
<td>Extension Lock - lock/unlock</td>
<td>713 xxx</td>
<td>Redial</td>
<td>77</td>
</tr>
<tr>
<td>Extension Lock – change code</td>
<td>714 xxx</td>
<td>Reminder Call</td>
<td>718</td>
</tr>
<tr>
<td>Extension Swap</td>
<td>702 + Extension lock code</td>
<td>Reminder Call cancel</td>
<td>718</td>
</tr>
<tr>
<td>External Call Hold</td>
<td>Hookflash</td>
<td>Reset telephone</td>
<td>739</td>
</tr>
<tr>
<td>Follow Me</td>
<td>735 (Password) xx</td>
<td>Retrieve a call placed on hold</td>
<td>719</td>
</tr>
<tr>
<td>Forward All Calls</td>
<td>732 xx</td>
<td>Return and Release in two call handling</td>
<td>Hookflash 1</td>
</tr>
<tr>
<td>Forward on No Answer</td>
<td>734 xx</td>
<td>Return and Hold in two call handling</td>
<td>Hookflash 2</td>
</tr>
<tr>
<td>Forward when Busy</td>
<td>733 xx</td>
<td>Ring Back</td>
<td>Hookflash 5</td>
</tr>
<tr>
<td>Group forward All Calls</td>
<td>792</td>
<td>Saved Number Redial</td>
<td>781-785</td>
</tr>
<tr>
<td>Group Forward on no Answer</td>
<td>794</td>
<td>Single extension Page</td>
<td>715</td>
</tr>
<tr>
<td>Group Forward when Busy</td>
<td>793</td>
<td>Speed-Dial, accessing personal numbers</td>
<td>74 (01-30)</td>
</tr>
<tr>
<td>Hookflash to line</td>
<td>Hookflash 722</td>
<td>Speed-Dial, accessing system numbers</td>
<td>8001-8500</td>
</tr>
<tr>
<td>Internal Call waiting</td>
<td>Hookflash 8</td>
<td>Speed-Dial, programming personal numbers</td>
<td>75(01-30)</td>
</tr>
<tr>
<td>Line Access - Group 1</td>
<td>9</td>
<td>System voice mailbox on / off</td>
<td>737</td>
</tr>
<tr>
<td>Line Access - Groups 2 - 11</td>
<td>760 - 769</td>
<td>Tone Protection</td>
<td>725 (Hookflash 725)</td>
</tr>
<tr>
<td>Line Access - Individual Lines</td>
<td>#501 - #520</td>
<td>Voice Mail box number</td>
<td>710</td>
</tr>
<tr>
<td>Log in / Log out of Individual Hunt group</td>
<td>723 (180 - 199)</td>
<td>Voice mail– retrieving</td>
<td>*</td>
</tr>
<tr>
<td>Log in to all Hunt groups you are a member of</td>
<td>723 * 1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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