

MITEL

3000

Phone Quick Reference  
User Guide



## 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 4110/4120 Feature Phonest

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 Mitel 4120 sixteen key Feature Phone.




This diagram illustrates the Mitel 4110 eight key Feature Phone.



## How to use your Mitel 4110/4120 Feature Phone

### Phone Setup

#### To select a different Ringing Tone or Display Contrast


- Select **Program**
- Press the Scroll Down key 
- Select **Ringling 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 0 and dial the number. If you are dialing over 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 **Divert To Voice Mail**

## Diverting calls

### Divert all calls

Press the **Scroll Down Dial** (⬇️) until "Divert" is displayed.  
Select **Divert**  
Select **Divert All Calls**  
Dial the internal extension number, or  
Dial 0 and the desired external number and press "Confirm"  
Or press "Divert To Voice Mail"

### Cancel Divert all calls

Select **Cancel Diverting**

### Divert calls when your extension is busy

Press the **Scroll Down Dial** (⬇️) until "Divert" is displayed.  
Select **Divert**  
Select **Divert When Busy**  
Dial the desired extension number, or  
Dial 0 and the desired external number and press "Confirm", or  
Press "Divert To Voice Mail".

### Cancel Divert a call on busy

Press the **Scroll Down Dial** (⬇️) until "Divert" is displayed.  
Select **Divert**  
Select **Divert When Busy** and the Diverting is cancelled.

### Divert calls when your extension does not answer (after four rings)

Press the **Scroll Down Dial** (⬇️) until "Divert" is displayed.  
Select **Divert**  
Select **Divert On No Answer**  
Dial the desired extension number, or  
Dial 0 and the desired external number and press "Confirm", or  
Press "Divert To Voice Mail".

### Cancel Divert a call on no answer

Press the **Scroll Down Dial** (⬇️) until "Divert" is displayed.  
Select **Divert**  
Select **Divert On No Answer** and the Diverting is cancelled.

## Diverting group calls

### Divert all calls from a group

Press the Scroll Down Key (⏴) until "Group Divert" is displayed.  
Select **Group Divert**  
Select the group which is to be Diverted  
Select **Divert all calls**  
Dial the internal Extension number, or  
Dial 0 and the desired external number, or  
Press "Divert to Voice Mail"

### Cancel group Divert all calls

Select **Cancel Group Divert.**  
Select the group

### Divert calls when the group is busy

Press the Scroll Down Key (⏴) until "Group Divert" is displayed.  
Select **Group Divert**  
Select the group which is to be Diverted  
Select **Divert When Busy**  
Dial the desired Extension number, or  
Dial 0 and the desired external number, or  
Press "Divert To Voice Mail"

### Cancel group Divert when busy

Press the Scroll Down Key (⏴) until "Group Divert" is displayed.  
Select **Group Divert**  
Select the group  
Select **Divert When Busy** and the Diverting is cancelled.

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

Press the Scroll Down Key (⏴) until "Group Divert" is displayed.  
Select **Group Divert**  
Select the group which is to be Diverted  
Select **Divert on no answer**  
Dial the desired Extension number, or  
Dial 0 and the desired external number, or  
Press "Divert to Voice Mail"

## Cancel group Divert on no answer

Press the Scroll Down Key (▼) until "Group Divert" is displayed.  
Select **Group Divert**  
Select the group  
Select **Divert On No Answer** and the Diverting 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

"Divert 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 Diverting options as required.  
Press the Scroll Down key ▼ until "Divert" is displayed.  
Select **Divert**  
Select **Divert When Busy** or  
Select **Divert All Calls**  
Select "Divert 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 (▼)  
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 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.

### **Diverting calls**

#### **Divert 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 0) followed by #.

#### **Cancel Divert all calls**

Lift handset or use hands-free if available.  
Dial 732.



**Divert 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 0) followed by #

**Cancel Diverting on busy**

Lift handset or use hands-free if available.  
Dial 733.

**Divert 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 0) followed by #.

**Cancel group Divert on no answer**

Lift handset or use hands-free if available.  
Dial 734.

**Divert Group calls**

**Divert 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 0) followed by #.

**Cancel group Divert all calls**

Lift handset or use hands-free if available.  
Dial 792 followed by the Group number (180 - 199).

**Divert 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 0) followed by #.

**Cancel group Divert when busy**

Lift handset or use hands-free if available  
Dial 793 followed by the Group number (180 - 199).

### **Divert 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. 0) followed by #.

### **Cancel group Divert 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 'Divert on no answer' is automatically set to your Mail box.

The Mail box code is 710.

To Divert all your calls to your Voice Mail box dial 732 followed by 710.

To Divert 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**

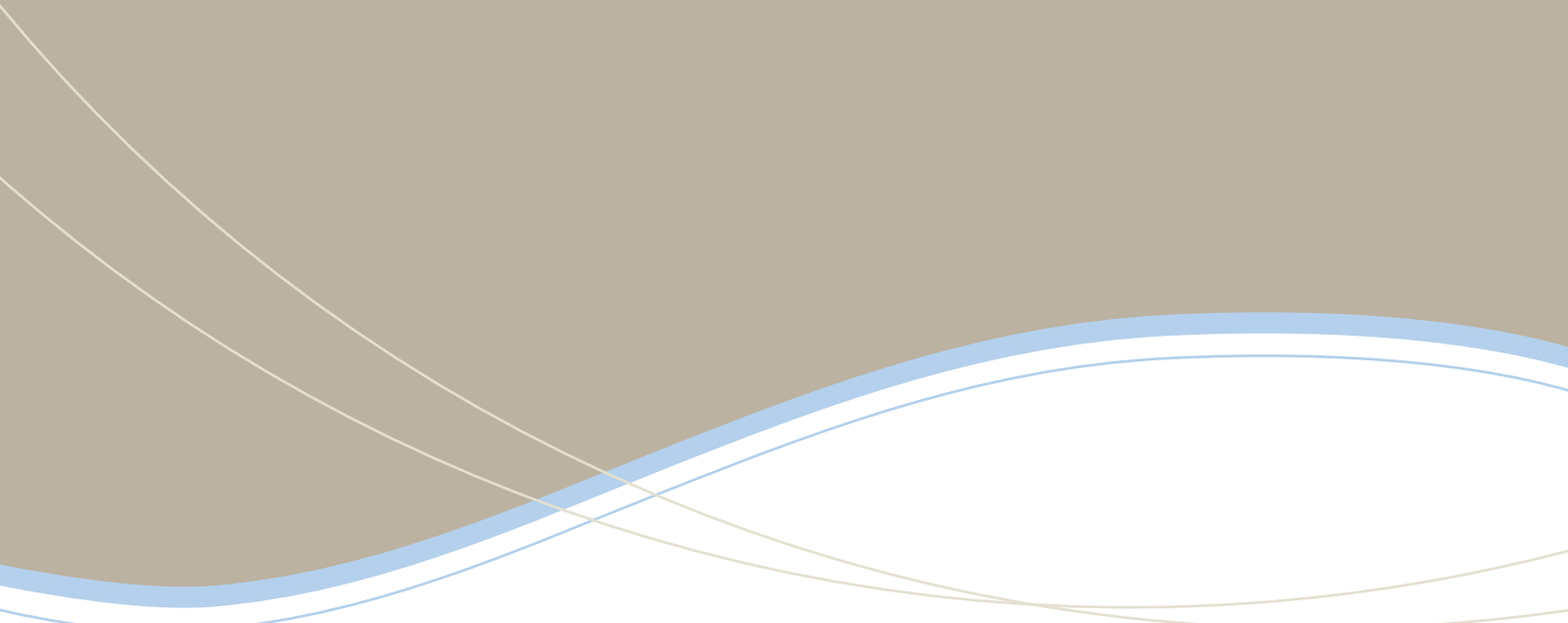
Lift handset or use hands-free if available

Dial a system speed number – 8001 to 8500.

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

*Notes:*

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<b>Global Headquarters</b>	<b>U.S.</b>	<b>EMEA</b>	<b>CALA</b>	<b>Asia Pacific</b>
Tel: +1(613) 592-2122	Tel: +1(480) 961-9000	Tel: +44(0)1291-430000	Tel: +1(613) 592-2122	Tel: +852 2508 9780
Fax: +1(613) 592-4784	Fax: +1(480) 961-1370	Fax: +44(0)1291-430400	Fax: +1(613) 592-7825	Fax: +852 2508 9232

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