MITEL

8520

Telephone User Guide
8520 Telephone Quick Reference Guide

This guide provides information for frequently used features. For more information about these and other features, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system.

Feature Buttons

Most of the following feature codes work when your phone is idle. However, if you are on an active call or if the phone is off-hook, you may need to press (Special) to activate the feature before you enter the feature code.

If you make a mistake when entering numbers or characters, you can press the MUTE button to move the cursor to the left and delete the characters entered, or you can press * to cancel the feature.

### Commonly Used Feature Codes

Contact your system administrator for more information about system features.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACD Agent – Log In/Out</td>
<td>328</td>
</tr>
<tr>
<td>Automatic IC Call Access – On/Off</td>
<td>361</td>
</tr>
<tr>
<td>Automatic Trunk Call Access – On/Off</td>
<td>360</td>
</tr>
<tr>
<td>Background Music – On/Off</td>
<td>313</td>
</tr>
<tr>
<td>Call Forward – All Calls</td>
<td>355</td>
</tr>
<tr>
<td>Call Logging</td>
<td>333</td>
</tr>
<tr>
<td>Conference</td>
<td>5</td>
</tr>
<tr>
<td>Default Station</td>
<td>394</td>
</tr>
<tr>
<td>Directory</td>
<td>307</td>
</tr>
<tr>
<td>Display Time And Date</td>
<td>300</td>
</tr>
<tr>
<td>Do-Not-Disturb – On/Off</td>
<td>372</td>
</tr>
<tr>
<td>Handsfree – On/Off</td>
<td>319</td>
</tr>
<tr>
<td>Headset – On/Off</td>
<td>317</td>
</tr>
<tr>
<td>Hold – Individual</td>
<td>336</td>
</tr>
<tr>
<td>Hold – System</td>
<td>335</td>
</tr>
<tr>
<td>Hunt Group – Remove/Replace</td>
<td>324</td>
</tr>
<tr>
<td>Message – Cancel Left Message</td>
<td>366</td>
</tr>
<tr>
<td>Message – Delete Message</td>
<td>368</td>
</tr>
<tr>
<td>Message – Leave Message</td>
<td>367</td>
</tr>
<tr>
<td>Message – Messages Menu</td>
<td>365</td>
</tr>
<tr>
<td>Microphone Mute – On/Off</td>
<td>314</td>
</tr>
<tr>
<td>Page Receive – On/Off</td>
<td>325</td>
</tr>
<tr>
<td>Personal Call Routing – On/Off</td>
<td>364</td>
</tr>
<tr>
<td>Personal Call Routing Handoff</td>
<td>388</td>
</tr>
<tr>
<td>Program Buttons</td>
<td>397</td>
</tr>
<tr>
<td>Program Station Password</td>
<td>392</td>
</tr>
<tr>
<td>Programmable Buttons – Default</td>
<td>395</td>
</tr>
<tr>
<td>Queue (Callback) Request</td>
<td>6</td>
</tr>
<tr>
<td>Record-A-Call</td>
<td>385</td>
</tr>
<tr>
<td>Reverse Transfer (Call Pick-Up)</td>
<td>4</td>
</tr>
<tr>
<td>Ring Tone Selection</td>
<td>398</td>
</tr>
<tr>
<td>Station Speed Dial</td>
<td>382</td>
</tr>
<tr>
<td>Station Speed Dial – Programming</td>
<td>383</td>
</tr>
<tr>
<td>Switch Keymap</td>
<td>399</td>
</tr>
<tr>
<td>System Forward – On/Off</td>
<td>354</td>
</tr>
<tr>
<td>System Speed Dial</td>
<td>381</td>
</tr>
<tr>
<td>View Button Assignments</td>
<td>396</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>⌘</td>
<td>Activates features while on active calls.</td>
</tr>
<tr>
<td>🔊</td>
<td>Provides volume control. Scrolls through feature options.</td>
</tr>
<tr>
<td>🕒</td>
<td>Activates Handsfree Mode. Turns speaker on and off.</td>
</tr>
<tr>
<td>🚫</td>
<td>Places the current call on hold.</td>
</tr>
<tr>
<td>CALL</td>
<td>Selects an outside line or answers a call.</td>
</tr>
<tr>
<td>IC</td>
<td>Answers an intercom (internal) call.</td>
</tr>
<tr>
<td>MUTE</td>
<td>Mutes the microphone. Left/backspace when entering dialpad characters.</td>
</tr>
<tr>
<td>DND</td>
<td>Turns DND mode on or off.</td>
</tr>
<tr>
<td>PAGE</td>
<td>Selects a page zone to place a page.</td>
</tr>
<tr>
<td>STN SPDL</td>
<td>Views or accesses Station Speed-Dial numbers.</td>
</tr>
<tr>
<td>SYS SPDL</td>
<td>Views or accesses System Speed-Dial numbers.</td>
</tr>
<tr>
<td>REDIAL</td>
<td>Redials a telephone number.</td>
</tr>
<tr>
<td>CNF</td>
<td>Places a conference call.</td>
</tr>
<tr>
<td>TRANSFER</td>
<td>Transfers the current call.</td>
</tr>
<tr>
<td>MSG</td>
<td>Connects to Inter-station and voice messages. Toggles between Alpha Mode and Numeric Mode.</td>
</tr>
<tr>
<td>FWD</td>
<td>Forwards the call to the specified number. Right/forward when entering dialpad characters.</td>
</tr>
<tr>
<td>ANSWER</td>
<td>Answers calls.</td>
</tr>
<tr>
<td>OUTGOING</td>
<td>Selects an outgoing line for external calls.</td>
</tr>
</tbody>
</table>
Answering Calls
Lift the handset, or press (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode.

Placing Emergency Calls
Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

Placing Internal (Intercom) Calls
With or without the handset lifted, dial the extension number. If you enter incorrect digits, you can press the MUTE button to move the cursor backward, deleting the last digits entered. If you are using Handsfree Mode, listen for the double tone, and then begin to speak.

Placing External Calls
Press the OUTGOING button or enter the Outgoing Call access code (the default code is 8), and then dial the number.

Redialing External Numbers
With or without the handset lifted, press the REDIAL button. The system automatically selects a line and dials the number.

Transferring Calls to Other Extensions
1. While on the call, press the TRANSFER button, and then enter the extension number.
2. Do one of the following:
   • Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing IC or Call button to return to the caller.
   • Hang up to transfer the call and disconnect the call from your phone.

Forwarding Calls
1. Press the FWD button, and then enter the feature code, if applicable. ENTER FORWARD DEST appears.
2. Enter the extension number, or press the OUTGOING button (the default code is 8), and then dial the telephone number.

Placing Conference Calls
1. While on the first call, press the CNF button to place the call on hold. CALL NEXT PARTY TO CNF appears.
2. Place a call to the next conference party. For external calls, press the OUTGOING button or enter the Outgoing Call access code (8 is the default code), and then dial the number.
3. After the party answers, announce the conference, and then press the CNF button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the CNF button again to start the conference. CNF IN PROGRESS appears.

Viewing and Responding to Messages
1. With the handset on-hook, press the MSG button. Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press the MSG button to scroll through the messages.
2. When the desired message is displayed, press # or lift the handset for privacy, and then press # to respond. (If your handset is off-hook and you press the MSG button, you automatically place a call to the party or message center who left the message.)

Using Do-Not-Disturb
1. Press the DND button, and then do one of the following:
   • Press (Up) or (Down) to scroll through the messages.
   • Enter the two-digit number for the DND message.
2. If applicable, enter the additional text for the DND description.
3. Press (Speaker) or lift and replace the handset.

Placing a Page Announcement
1. Press the PAGE button.
2. Enter the page-zone number (0 to 9).
3. After the tone, make your announcement, and then hang up.
Notice

This guide is released by Mitel Networks Corporation and provides information necessary to use the 8520 Telephone. The guide contents, which reflect current Mitel standards, are subject to revision or change without notice.

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware, software, or system administrator assistance.

For sales, service, or technical support, contact your local authorized provider:

Enter provider information above.

If you do not know the contact information for your local provider, use the “Partners” link at the top of the Mitel homepage (www.mitel.com) to find a location near you.

If you have any questions or comments regarding this user guide or other technical documentation, contact the Technical Publications Department (USA) at:

tech_pubs@mitel.com

Mitel® is a registered trademark of Mitel Networks Corporation.

All other trademarks mentioned in this document are the property of their respective owners, including Mitel Networks Corporation. All rights reserved.

© 2003–2009 Mitel Networks Corporation

Personal use of this material is permitted. However, permission to reprint/republish this material for advertising or promotional purposes or for creating new collective works for resale or redistribution to servers or lists, or to reuse any copyrighted component of this work in other works must be obtained from Mitel.
Important Safety Instructions and Precautions

Remember the following safety guidelines when using the phone.

Programming Emergency Numbers

Make sure to do the following when programming emergency numbers and/or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform tests during off-peak hours such as early morning or late evenings.

Safety Notices

The following notices may appear on the product or in the technical documentation.

<table>
<thead>
<tr>
<th>Notice</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![CAUTION]</td>
<td>Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.</td>
</tr>
<tr>
<td>![WARNING]</td>
<td>Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.</td>
</tr>
<tr>
<td>![DANGER]</td>
<td>Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.</td>
</tr>
<tr>
<td>![Exclamation Point]</td>
<td>The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.</td>
</tr>
</tbody>
</table>

Maintenance and Repair

There are no user serviceable parts inside the phones. For repairs, return the phone to an authorized Mitel provider.

**NOTE** Changes or modifications not expressly approved by Mitel may void the user’s right to operate the equipment.

Product Disposal Instructions

This symbol indicates that the product is classified as electrical or electronic equipment and should not be disposed of with other commercial or household waste at the end of its working life. For appropriate disposal and recycling instructions, contact your local Mitel provider.

*The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) was established by the European Union to minimize negative impact on the environment, control hazardous substances, and curtail landfill expansion by using the best available recovery and recycling techniques.*

Depending upon which software version your telephone system is using, some of the features included in this guide may not be available for your phone. Check with your system administrator to see which software version your telephone system currently uses and if there are any feature restrictions for your system.
Phone Usage

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

⚠️ WARNING

When using your phone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
- Avoid using a phone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the phone to report a gas leak in the vicinity of a leak.
- Do not connect directly to the Public Switched Telephone Network (PSTN). Any connection of this phone to an off premise application, an out of plant application, any other exposed plant application, or to any equipment other than the intended application may result in a safety hazard, and/or defective operation, and/or equipment damage. “Exposed plant” means where any portion of the circuit is subject to accidental contact with electric lighting or power conductors operating at a voltage exceeding 300 volts between conductors or is subject to lightning strikes.
- The socket outlet, if used, shall be located near the equipment and shall be easily located by the user.
- Use only Mitel approved power adaptors.
- The handset supplied with the phone is not certified for use with any other phone. Use of the handset with any other phone may have the potential to cause hearing loss in the event of a lighting strike on the outside plant wiring.
Notice to Canadian Customers

The Class B digital apparatus complies with Canadian ICES-003.

Notice to U.S. Customers

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

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

Notice to European Customers

We, Mitel Networks LTD.
Of, Mitel Castlegate Business Park
Portskewett
Caldicot
NP26 5YR
UK

Declare that for the hereinafter mentioned product the presumption of conformity with the applicable essential requirements of DIRECTIVE 1999/5/EC OF THE EUROPEAN PARLIAMENT (RTTE DIRECTIVE) AND OF THE COUNCIL is given.
Mitel Telephone: 8520

Any unauthorized modification of the product voids this Declaration.

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

Getting Started

Welcome .............................................................. 1
About Your Phone .................................................. 2
  Feature Descriptions ............................................. 3
  Handset ............................................................. 3
  Display ............................................................. 3
  Message Indicator Lamp ......................................... 4
  Programmable Buttons .......................................... 4
  Dialpad Buttons .................................................. 4
  Speaker ............................................................ 4
  Feature Buttons .................................................. 5
  Phone Signals ..................................................... 6

Comfort and Safety Tips .......................................... 6
Headset Instructions ................................................. 7

Personalizing Your Phone ......................................... 9

  Adjusting the Viewing Angle ................................... 9
  Changing Volume Levels ......................................... 9
  Changing the Ring Tone .......................................... 9
  Adjusting the Display Contrast .................................. 10
  Listening to Background Music ................................ 10
  Changing the Language ........................................ 10
  Using Programmable Buttons .................................. 11
    Additional Programmable Buttons ............................ 11
    Default Access Codes ......................................... 12
    Outside Line Access Codes .................................... 12
    Extension Numbers ............................................ 12
    Default Feature Codes ........................................ 12
  Viewing Button Assignments .................................. 15
  Resetting Programmable Buttons .............................. 15
  Resetting the Phone to the Default Settings ................... 15
  Switching Keymaps .............................................. 15
Forwarding Calls .................................................. 31
  Manual Call Forwarding .................................. 31
  System Forwarding ......................................... 31
Using Personal Call Routing. ................................. 32
Placing Conference Calls ...................................... 34
  Adding a Conference Party ................................. 34
  Transferring a Conference ................................ 34
  Dropping Out of a Conference ............................ 34
  Ending a Conference and Placing all Parties on Hold . 35
Using Record-A-Call .............................................. 35
Using Group Listen .............................................. 35
Using Call Logs .................................................. 36
Using Secondary Extension Buttons .......................... 36
Remote Programming ........................................... 37
  Entering a Remote Programming Password ............. 37
  Using Remote Programming to Change the Password . 37
  Using Remote Programming to Change DND Settings . 38
  Using Remote Programming to Forward Calls. ........... 38
  Using Remote Programming for Personal Call Routing. 39
Messages .......................................................... 41
Using Messages .................................................... 41
  Leaving Messages at Other Extensions .................. 41
  Viewing and Responding to Messages ..................... 42
  Canceling Messages Left at Other Extensions .......... 42
  Deleting Waiting Inter-Station Messages ................. 42
Using Do-Not-Disturb ............................................ 43
Using Reminder Messages ..................................... 44
Paging Other System Users .................................. 45
  Placing a Page Announcement ............................. 45
  Enabling or Disabling the Page Feature ................. 45
Getting Started

Welcome

The instructions in this guide are for using the 8520 Telephone. The *Quick Reference Guide* located at the beginning of this user guide is an overview of frequently used features.

Your phone should be powered on and ready to use. If the display is blank, or if the display name, extension number, or time or date are incorrect, contact your system administrator for assistance.

Because a variety of voice mail products work with the Mitel 5000 system, this guide does not include voice mail instructions. For voice mail instructions, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide*, part number 835.3205, or the *NuPoint Unified Messaging User Guide* (on the Mitel Web site [http://edocs.mitel.com](http://edocs.mitel.com)). Contact your system administrator for more information about your voice mail system.

| NOTE | Because many phone features can be programmed to perform various tasks, some features may work differently than the descriptions in this guide. Contact your system administrator for more information. |
About Your Phone

Your phone is equipped with a two-line display, a hearing aid-compatible handset, a Message Indicator lamp, an internal speaker and microphone, and two basic types of buttons.

- **Dialpad buttons**: Allow you to enter numbers and letters.
- **Feature buttons**: Provide quick access to various phone and voice mail features.

This photo shows the external components of the phone. See “Feature Descriptions” on page 3 for more information about the phone features.

1 – Handset
2 – Display
3 – Message Indicator lamp
4 – Hold button
5 – Programmable buttons
6 – Dialpad buttons
7 – Feature buttons
8 – Speaker
Feature Descriptions

The following sections describe default configurations. Your phone may be programmed differently. Contact your system administrator for more information. See “About Your Phone” on page 2 for phone feature locations.

Handset

The handset provided with this equipment is hearing aid compatible (HAC). If you are using a headset or if you are in Handsfree Mode, you do not need to use the handset.

Display

The phone has a two-line display. When the phone is idle, the display shows your extension number, your username, the time of day, and the date. At other times it might show reminder messages, Do-Not-Disturb (DND) messages, number dialed, call sources, elapsed time of calls, current call costs, error messages, and so on.

Following are the feature display abbreviations:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Word or Phrase</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCT CODE</td>
<td>Account Code</td>
</tr>
<tr>
<td>CNF</td>
<td>Conference</td>
</tr>
<tr>
<td>DEST</td>
<td>Destination</td>
</tr>
<tr>
<td>DIR</td>
<td>Directory</td>
</tr>
<tr>
<td>DND</td>
<td>Do-Not-Disturb</td>
</tr>
<tr>
<td>EXT</td>
<td>Extension</td>
</tr>
<tr>
<td>LOGS</td>
<td>Call Logging</td>
</tr>
<tr>
<td>MSG</td>
<td>Message</td>
</tr>
<tr>
<td>RCL</td>
<td>Recall</td>
</tr>
<tr>
<td>SPKR</td>
<td>Speaker</td>
</tr>
<tr>
<td>SPKRPHN</td>
<td>Speakerphone</td>
</tr>
<tr>
<td>STN SPD</td>
<td>Station Speed Dial</td>
</tr>
<tr>
<td>SYS SPD</td>
<td>System Speed Dial</td>
</tr>
<tr>
<td>TFR</td>
<td>Transfer</td>
</tr>
<tr>
<td>TG</td>
<td>Trunk Group (a group of outside lines)</td>
</tr>
<tr>
<td>TRNK</td>
<td>Trunk (an outside line)</td>
</tr>
<tr>
<td>MISSED (number)</td>
<td>Missed Calls</td>
</tr>
</tbody>
</table>

MISSED (number) Missed Calls
**Message Indicator Lamp**

The Message Indicator lamp flashes or stays lit to indicate call, message, and feature activity. See “Using Messages” on page 41.

<table>
<thead>
<tr>
<th>Message Indicator Lamp Signal</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapidly flashing</td>
<td>You have an incoming call.</td>
</tr>
<tr>
<td>Slowly flashing</td>
<td>You have a waiting message or callback message.</td>
</tr>
<tr>
<td>On</td>
<td>You are on a call or using a feature.</td>
</tr>
<tr>
<td>Off</td>
<td>Your phone is idle.</td>
</tr>
</tbody>
</table>

**Programmable Buttons**

Most of the buttons on your phone are preprogrammed by the system administrator; however, you can program some of the phone buttons for quick access to features or speed-dial entries. See “Using Programmable Buttons” on page 11 for instructions.

**Dialpad Buttons**

Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.

**Speaker**

The speaker provides audio for handsfree calls and background music. See “Using Handsfree Mode” on page 27 for information about handsfree calls. See “Listening to Background Music” on page 10 for more information about background music.
Feature Buttons

Feature buttons provide quick access to commonly used features. See the following table for descriptions.

<table>
<thead>
<tr>
<th>Button</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="Image" alt="Special" /></td>
<td>Activates features while on active calls. Depending on how your system is configured, you may need to press this button before you dial a feature code.</td>
</tr>
<tr>
<td><img src="Image" alt="Up" /> <img src="Image" alt="Down" /></td>
<td>Provides volume control for the ringer, handset, and speaker. Scrolls through feature options.</td>
</tr>
<tr>
<td><img src="Image" alt="Speaker" /></td>
<td>Activates Handsfree Mode (speakerphone). See “Using Handsfree Mode” on page 27. Activates features.</td>
</tr>
<tr>
<td><img src="Image" alt="Hold" /></td>
<td>Places the current call on hold.</td>
</tr>
<tr>
<td>CALL</td>
<td>Selects an outside line or answers a call.</td>
</tr>
<tr>
<td>IC</td>
<td>Answers an intercom (internal) call.</td>
</tr>
<tr>
<td>MUTE</td>
<td>Mutes the microphone. Left/backspace when entering dialpad characters. See “Using the Dialpad Buttons to Enter Characters” on page 22.</td>
</tr>
<tr>
<td>DND</td>
<td>Turns DND mode on or off. See “Using Do-Not-Disturb” on page 43.</td>
</tr>
<tr>
<td>PAGE</td>
<td>Selects a page zone to place a page.</td>
</tr>
<tr>
<td>STN SPDL</td>
<td>Views or accesses Station Speed-Dial numbers.</td>
</tr>
<tr>
<td>SYS SPDL</td>
<td>Views or accesses System Speed-Dial numbers.</td>
</tr>
<tr>
<td>REDIAL</td>
<td>Redials last external telephone number.</td>
</tr>
<tr>
<td>CNF</td>
<td>Places a conference call.</td>
</tr>
<tr>
<td>TRANSFER</td>
<td>Transfers the current call.</td>
</tr>
<tr>
<td>MSG</td>
<td>Connects to Inter-station and voice messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.</td>
</tr>
<tr>
<td>FWD</td>
<td>Forwards the call to the specified number. Right/forward when entering dialpad characters. See “Using the Dialpad Buttons to Enter Characters” on page 22.</td>
</tr>
<tr>
<td>ANSWER</td>
<td>Answers calls.</td>
</tr>
<tr>
<td>OUTGOING</td>
<td>Selects an outgoing line for external calls.</td>
</tr>
</tbody>
</table>
Phone Signals

The phone has several audio and visual signals to indicate feature activity. The following are a few helpful tips:

- Any buttons that are lit or blinking indicate call or feature activity.
- All phone button lamps illuminate at the same time for a few seconds when the phone is reset or powered on.
- The following actions may cause an error tone:
  - Pressing an invalid button combination.
  - Selecting a restricted feature.
  - Dialing a restricted or invalid number.
  - Dialing too slowly between digits.
  - Waiting too long before performing the next step.
  To correct, hang up and try again.
- Many features “time-out” if you wait too long before performing the next step. If this happens, you must start over.
- “Off-hook” means the handset is in use. “On-hook” means the handset is idle.

Comfort and Safety Tips

Observe the following comfort and safety tips when using the phone:

- Do not cradle the handset: Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your neck and shoulder. If you frequently use the phone, you might find a headset more comfortable. See “Headset Instructions” on page 7.
- Adjust the viewing angle: The built-in stand tilts to give you a better view of the buttons. See “Adjusting the Viewing Angle” on page 9.
- Protect your hearing: Because prolonged exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level. You can adjust the volume levels of the handset receiver or headset. See “Changing Volume Levels” on page 9.
Headset Instructions

When using a headset, press (Speaker) to connect to or disconnect from calls.

If you have both a headset and a handset connected to your phone and you are using the headset, you can quickly transfer audio to the handset by lifting the handset from the cradle. Press (Speaker) to transfer the call back to the headset before replacing the handset in the cradle.

To connect and activate the headset:

1. Insert the headset jack into the Headset port located on the back of the phone. See “Phone Signals” on page 6.
2. Dial 317 to turn the headset on. HEADSET MODE ON appears.

To turn off Headset Mode and activate the handset and speakerphone:

Dial 317. HEADSET MODE OFF appears. The handset or speakerphone is now activated.

NOTES

The headset must be HAC.

If your headset has a power-saver mode, make sure the system administrator has enabled the “Headset Connect Tone” feature. If this is not enabled, you may miss the first few seconds of an incoming call.
Personalizing Your Phone

This chapter describes features you can use to personalize your phone.

Adjusting the Viewing Angle

You can tilt the phone stand for a better view of the buttons and display.

To adjust the viewing angle:
1. Position the bottom of the phone base on a flat surface.
2. Tilt the phone to the desired angle.
3. Place the “feet” of the support mechanism in the holes on the base to secure the position of the phone.

Changing Volume Levels

You can change the following volume levels:
• Ringer (alerting tone)
• Handset
• Headset
• Background music
• External speaker

You must be using the feature to change the volume level. For example, if you want to change the handset volume level, you must be using the handset. However, you can adjust the ringer (alerting tone) volume level when the phone is idle.

To change a volume level:
1. While using the feature, press (Up) to increase the volume, or press (Down) to decrease the volume.
2. Press the center of the button to save the setting.

Changing the Ring Tone

You can select one of nine different ring tones.

To change the ring tone:
1. With the handset on-hook, dial 398.
2. Do one of the following to select, or turn off ring tones:
   • Press 0 to turn the ringer off.
   • Press (Up) or (Down) or 1 to 9 to listen to ring tones.
3. Press (Speaker), # or lift and replace the handset to select the ring tone.
Personalizing Your Phone

Adjusting the Display Contrast

You can adjust the display Contrast setting.

To adjust the Contrast setting:
1. While the handset is on-hook, dial 303.
2. Do one of the following:
   • Press (Up) or (Down) to adjust the contrast.
   • Press a number on the dialpad (1 = lightest, 8 = darkest) that corresponds to your desired contrast level.
3. To save the setting, press # or (Speaker).

Listening to Background Music

If your system is equipped with a music source, you can listen to Background Music or system audio (for example, organizational conference calls) through the external speaker.

To turn background music on or off:
Dial 313 to turn background music on. BACKGROUND MUSIC ON appears. Dial 313 to turn background music off.

Changing the Language

Your system administrator can select two of the following languages as the primary and secondary languages used to display text:1
   • American English
   • British English
   • Spanish
   • Japanese

You can change the language by selecting the secondary language. Contact your system administrator for more information.

To change the language:
Dial 301 to select either the primary or secondary language. The display shows text in the selected language.

---

1. This feature may or may not be enabled for your system.
Using Programmable Buttons

For quick access, you can assign feature codes, extensions, speed-dial numbers, trunks, or other resources to your programmable buttons. You can then press the programmed buttons to activate features or place calls. See “Default Access Codes” and “Default Feature Codes” on page 12 for code lists. You cannot reprogram the default button assignments. See “Programmable Buttons” on page 4.

To program a button:

1. With the handset on-hook, dial 397.
2. Press the button that you want to program. If the button is:
   - **not programmed**, UNDEFINED KEY appears.
   - **programmed**, the feature or extension programmed for the button appears.
   - **not programmable**, NON-PROGRAMMABLE KEY appears.
3. Enter the feature code, extension number, or speed-dial code (0 to 9) to be assigned to the button.

   Before assigning a speed-dial number to a button, the number must be stored with either a Station or System speed-dial code. See “Using Speed Dial” on page 21.

After you program a button, you can:

- Press the button to place a call to the assigned extension.
- Press the button and then hang up to transfer a call to the assigned extension. If the call is transferred to voice mail you hear repeating double tones.
- Visually monitor the call activity of the assigned extension if the button you assign has a lamp.

The following table describes the lamp signals and the indicated call activity:

<table>
<thead>
<tr>
<th>Lamp Signals</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuously Lit</td>
<td>The extension is busy or off-hook.</td>
</tr>
<tr>
<td>Slowly flashing</td>
<td>The extension is in Do-Not-Disturb (DND).</td>
</tr>
<tr>
<td>Quickly flashing</td>
<td>The extension has a call ringing in.</td>
</tr>
<tr>
<td>Continuously flashing</td>
<td>The extension is causing a “Station Off-Hook” system alarm.</td>
</tr>
</tbody>
</table>

**Additional Programmable Buttons**

You can also use the Direct Station Selection/Busy Lamp Field (DSS/BLF) unit to add additional programmable buttons to your telephone. You can program buttons the same way as those on the associated telephone as described earlier in this section. Contact your system administrator for details.
Default Access Codes

The following are default system access codes. If your system uses different codes, record the codes in the “New Code” column for reference.

Outside Line Access Codes

<table>
<thead>
<tr>
<th>Code Type</th>
<th>Code</th>
<th>New Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Call</td>
<td>911 (999/112 Europe)</td>
<td></td>
</tr>
<tr>
<td>Outgoing Call (Default)</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Select Line Group 1 to 208</td>
<td>92001 to 92208</td>
<td></td>
</tr>
<tr>
<td>Automatic Route Selection</td>
<td>92000</td>
<td></td>
</tr>
</tbody>
</table>

Extension Numbers

<table>
<thead>
<tr>
<th>Code Type</th>
<th>Code</th>
<th>New Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendant</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Phone Extensions</td>
<td>1000 to 1999</td>
<td></td>
</tr>
<tr>
<td>Hunt Groups</td>
<td>2000 to 2299</td>
<td></td>
</tr>
</tbody>
</table>

Default Feature Codes

The following table lists default feature codes.² If your system administrator changes any of the default codes, you can record the new codes for reference in the “New Code” column.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Page</th>
<th>Code</th>
<th>New Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Code – Follow Calls</td>
<td>25</td>
<td>391</td>
<td></td>
</tr>
<tr>
<td>Account Code – Optional</td>
<td>25</td>
<td>390</td>
<td></td>
</tr>
<tr>
<td>ACD Agent – Log In</td>
<td>47</td>
<td>326</td>
<td></td>
</tr>
<tr>
<td>ACD Agent – Log In or Log Out</td>
<td>47</td>
<td>328</td>
<td></td>
</tr>
<tr>
<td>ACD Agent – Log Out</td>
<td>47</td>
<td>327</td>
<td></td>
</tr>
<tr>
<td>ACD Agent – Wrap-up Terminate</td>
<td>48</td>
<td>329</td>
<td></td>
</tr>
<tr>
<td>Agent Help – Reject</td>
<td>48</td>
<td>376</td>
<td></td>
</tr>
<tr>
<td>Agent Help – Request</td>
<td>48</td>
<td>375</td>
<td></td>
</tr>
</tbody>
</table>

² These features shown may or may not be enabled for your system.
<table>
<thead>
<tr>
<th>Feature</th>
<th>Page</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer Ringing Call</td>
<td>17</td>
<td>351</td>
</tr>
<tr>
<td>Automatic IC Call Access – On and Off</td>
<td>17</td>
<td>361</td>
</tr>
<tr>
<td>Automatic Trunk Call Access – On and Off</td>
<td>17</td>
<td>360</td>
</tr>
<tr>
<td>Automatic Trunk Answer</td>
<td>31</td>
<td>350</td>
</tr>
<tr>
<td>Background Music – On and Off</td>
<td>10</td>
<td>313</td>
</tr>
<tr>
<td>Barge-in</td>
<td>49</td>
<td>386</td>
</tr>
<tr>
<td>Call Forward – All Calls</td>
<td>31</td>
<td>355</td>
</tr>
<tr>
<td>Call Forward – If Busy</td>
<td>31</td>
<td>357</td>
</tr>
<tr>
<td>Call Forward – If No Answer</td>
<td>31</td>
<td>356</td>
</tr>
<tr>
<td>Call Forward – No Answer/Busy</td>
<td>31</td>
<td>358</td>
</tr>
<tr>
<td>Call Logging</td>
<td>36</td>
<td>333</td>
</tr>
<tr>
<td>Change Language</td>
<td>10</td>
<td>301</td>
</tr>
<tr>
<td>Conference</td>
<td>34</td>
<td>5</td>
</tr>
<tr>
<td>Default Station</td>
<td>15</td>
<td>394</td>
</tr>
<tr>
<td>Directory</td>
<td>24</td>
<td>307</td>
</tr>
<tr>
<td>Display Time And Date</td>
<td>30</td>
<td>300</td>
</tr>
<tr>
<td>Do-Not-Disturb</td>
<td>43</td>
<td>370</td>
</tr>
<tr>
<td>Do-Not-Disturb – Cancel</td>
<td>43</td>
<td>371</td>
</tr>
<tr>
<td>Do-Not-Disturb – On and Off</td>
<td>43</td>
<td>372</td>
</tr>
<tr>
<td>Do-Not-Disturb – Override</td>
<td>43</td>
<td>373</td>
</tr>
<tr>
<td>Group Listen</td>
<td>35</td>
<td>312</td>
</tr>
<tr>
<td>Handsfree – On and Off</td>
<td>27</td>
<td>319</td>
</tr>
<tr>
<td>Headset – Off</td>
<td>7</td>
<td>316</td>
</tr>
<tr>
<td>Headset – On</td>
<td>7</td>
<td>315</td>
</tr>
<tr>
<td>Headset – On and Off</td>
<td>7</td>
<td>317</td>
</tr>
<tr>
<td>Hold – Individual</td>
<td>28</td>
<td>336</td>
</tr>
<tr>
<td>Hold – System</td>
<td>28</td>
<td>335</td>
</tr>
<tr>
<td>Hookflash (Recall in Europe)</td>
<td>28</td>
<td>330</td>
</tr>
<tr>
<td>Hunt Group – Remove</td>
<td>49</td>
<td>322</td>
</tr>
<tr>
<td>Hunt Group – Remove/Replace</td>
<td>49</td>
<td>324</td>
</tr>
<tr>
<td>Hunt Group – Replace</td>
<td>49</td>
<td>323</td>
</tr>
<tr>
<td>LCD Contrast Control</td>
<td>10</td>
<td>303</td>
</tr>
<tr>
<td>Message – Cancel Left Message</td>
<td>42</td>
<td>366</td>
</tr>
<tr>
<td>Message – Delete Message</td>
<td>42</td>
<td>368</td>
</tr>
<tr>
<td>Message – Leave Message</td>
<td>41</td>
<td>367</td>
</tr>
<tr>
<td>Message – View or Send Message</td>
<td>42</td>
<td>365</td>
</tr>
<tr>
<td>Microphone Mute – On and Off</td>
<td>28</td>
<td>314</td>
</tr>
<tr>
<td>Feature</td>
<td>Page</td>
<td>Code</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------</td>
<td>------</td>
</tr>
<tr>
<td>Page</td>
<td>45</td>
<td>7</td>
</tr>
<tr>
<td>Page Receive – On and Off</td>
<td>45</td>
<td>325</td>
</tr>
<tr>
<td>Personal Call Routing On</td>
<td>32</td>
<td>363</td>
</tr>
<tr>
<td>Personal Call Routing Off</td>
<td>32</td>
<td>362</td>
</tr>
<tr>
<td>Personal Call Routing On/Off</td>
<td>32</td>
<td>364</td>
</tr>
<tr>
<td>Personal Call Routing Handoff</td>
<td>32</td>
<td>388</td>
</tr>
<tr>
<td>Program Buttons</td>
<td>11</td>
<td>397</td>
</tr>
<tr>
<td>Program Station Password</td>
<td>37</td>
<td>392</td>
</tr>
<tr>
<td>Programmable Buttons – Return to Default</td>
<td>15</td>
<td>395</td>
</tr>
<tr>
<td>Queue (Callback) Request</td>
<td>19</td>
<td>6</td>
</tr>
<tr>
<td>Record-A-Call</td>
<td>35</td>
<td>385</td>
</tr>
<tr>
<td>Redial</td>
<td>20</td>
<td>380</td>
</tr>
<tr>
<td>Redirect Call</td>
<td>18</td>
<td>331</td>
</tr>
<tr>
<td>Reminder Message</td>
<td>44</td>
<td>305</td>
</tr>
<tr>
<td>Reminder Message – Cancel</td>
<td>44</td>
<td>306</td>
</tr>
<tr>
<td>Remote Programming</td>
<td>37</td>
<td>359</td>
</tr>
<tr>
<td>Reverse Transfer (Call Pick-Up)</td>
<td>29</td>
<td>4</td>
</tr>
<tr>
<td>Ring Intercom Always – On and Off</td>
<td>27</td>
<td>377</td>
</tr>
<tr>
<td>Ring Tone Selection</td>
<td>9</td>
<td>398</td>
</tr>
<tr>
<td>Station Monitor</td>
<td>49</td>
<td>321</td>
</tr>
<tr>
<td>Station Speed Dial</td>
<td>21</td>
<td>382</td>
</tr>
<tr>
<td>Station Speed Dial – Programming</td>
<td>21</td>
<td>383</td>
</tr>
<tr>
<td>Steal Call</td>
<td>49</td>
<td>387</td>
</tr>
<tr>
<td>System Forward – Off</td>
<td>31</td>
<td>353</td>
</tr>
<tr>
<td>System Forward – On</td>
<td>31</td>
<td>352</td>
</tr>
<tr>
<td>System Forward – On and Off</td>
<td>31</td>
<td>354</td>
</tr>
<tr>
<td>System Speed Dial</td>
<td>22</td>
<td>381</td>
</tr>
<tr>
<td>Switch Keymap</td>
<td>15</td>
<td>399</td>
</tr>
<tr>
<td>Transfer To Hold</td>
<td>29</td>
<td>346</td>
</tr>
<tr>
<td>Transfer To Ring</td>
<td>29</td>
<td>345</td>
</tr>
<tr>
<td>View Programmable Button Assignments</td>
<td>15</td>
<td>396</td>
</tr>
</tbody>
</table>
Personalizing Your Phone

Viewing Button Assignments

You can view programmable button (key) feature assignments.

To view button assignments:
1. With the handset on-hook, dial 396. PRESS THE KEY TO REVIEW appears.
2. Press any of the buttons to show the assignment.
3. Press # or ⟨⟩ (Speaker) to exit.

Resetting Programmable Buttons

You can reset programmed buttons to the default assignments. Resetting the programmable buttons does not reset buttons programmed by the system administrator.

To reset the feature buttons to the default values:
With the handset on-hook, dial 395. FEATURE KEYS DEFAULTED appears.

Resetting the Phone to the Default Settings

Resetting the phone to the default settings does the following:
- Returns all volume settings to the default levels. See “Changing Volume Levels” on page 9.
- Cancels Background Music. See “Listening to Background Music” on page 10.
- Cancels Callback (queue) requests. See “Requesting a Callback (Queuing the Phone)” on page 19.
- Cancels System Forwarding. See “System Forwarding” on page 31.
- Cancels Do-Not-Disturb (DND). See “Using Do-Not-Disturb” on page 43.
- Restores Page settings. See “Paging Other System Users” on page 45.
- Resets hunt group calls. See “Hunt Groups” on page 47.

To return your phone to the default settings:
Dial 394. STATION DEFAULTED appears.

Switching Keymaps

Keymaps are the default button assignments on your phone. Your system administrator may have programmed an alternate keymap, allowing you to switch between keymap assignments. Contact your system administrator for more information.

To switch between keymaps when your phone is idle:
With the handset on-hook, dial 399. The display shows either ALTERNATE (or) STANDARD KEYMAP IS ACTIVE.

To switch between keymaps during a call:
Press ⟨⟩ (Special), and then dial 399.
Answering and Placing Calls

The following instructions describe how to answer and place internal and external calls and how to use related features.

**NOTE** By default, internal (intercom) calls are assigned to the IC button, and external calls are assigned to the CALL buttons.

### Answering Calls

Your phone may be preset to automatically answer incoming internal calls in Handsfree Mode. See “Using Handsfree Mode” on page 27. After disabling Handsfree Mode, you can use your handset or headset to answer incoming calls.

**To answer a call:**

Lift the handset, or press (Speaker) to answer a call while using a headset, or to answer a call in Handsfree Mode. See “Using Handsfree Mode” on page 27.

If you are currently on a call, press the flashing IC or CALL button to answer a waiting call. See “Answering Waiting Calls” in the following section.

### Answering Waiting Calls

If you receive a call while you are on another call, you hear a “call waiting” tone, the IC or CALL button flashes, and the display shows the Caller ID information (if available).

**To answer a waiting call:**

Press the flashing IC or CALL button. This places the first call on hold and connects you to the waiting call. You can also place the first call on hold before you answer the waiting call. See “Placing Calls On Hold” on page 28.

### Using Automatic Call Access

Automatic Call Access connects you to incoming internal or external calls when you pick up the handset or press (Speaker). When Automatic Call Access is turned off, you must press the flashing IC or CALL button to answer incoming calls.

**To use Automatic Call Access for incoming IC calls:**

With the handset on-hook, dial 361 to turn on. AUTO IC ACCESS ON appears. Dial 361 again to turn Automatic Access off.

**To use Automatic Call Access for incoming external (trunk) calls:**

With the handset on-hook, dial 360 to turn Automatic Call Access on for incoming external calls on. AUTO TRNK ACCESS ON appears. Dial 360 again to turn Automatic Access for incoming external calls off.
Redirecting Calls

You can redirect incoming calls to other extensions, external numbers, or send a DND message (see page 43).

To redirect calls:
1. While a call is ringing, dial 331.
2. Do one of the following:
   - Dial the extension number, or press the OUTGOING button or the Outgoing Call access code (the default code is 8), and then dial the external number.
   - Enter the DND code.

Using Automatic Trunk Answer

You can use Automatic Trunk Answer to answer incoming external calls for other internal parties who are members of an “Answer Access” list.¹ Your system administrator creates Answer Access lists. Contact your system administrator for Answer Access list extensions.

Automatic Trunk Answer answers calls in the order they are received (that is, the first call received by any extension in the Answer Access list is the one answered).

To use Automatic Trunk Answer:
1. When an incoming external call is ringing at another Answer Access list extension, lift the handset or press (Speaker).
2. Dial 350 or press the flashing Trunk <number> button.

Placing Calls

The following instructions describe how to place calls and related features.

Placing Emergency Calls

Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

Placing Internal Calls

Internal calls are calls placed to other extensions in the system. Internal calls are assigned to the Intercom (IC) button on your phone. Contact your system administrator for a list of extension numbers.

To place an internal call:

With or without the handset lifted, dial the extension number. If you enter incorrect digits, you can press the MUTE button to move the cursor backward, deleting the last digits entered.

If you are using Handsfree Mode, listen for the double tone and then begin to speak.

If there is no answer or if the extension is busy, you can do the following:

- Request a callback (queue). See “Requesting a Callback (Queueing the Phone)” on page 19.
- Camp-on to the busy extension. See “Using Camp-on” on page 19.
- Leave a message. See “Leaving Messages at Other Extensions” on page 41.

¹ This feature may or may not be enabled for your system.
Requesting a Callback (Queuing the Phone)

When you request a callback (queue the phone), the system automatically calls to connect you to the extension when it becomes available.

To request a callback:

If there is no answer or if the extension is busy, press \( \text{∞} \) (Special) followed by 6, and then hang up. QUEUE REGISTERED FOR <name> appears. When the extension becomes available, your extension rings.

To cancel the callback request:

Press 6. QUEUE REQUEST CANCELED appears.

Using Camp-on

Camp-on keeps you connected to the called extension until it becomes available. You cannot use Camp-on if the called extension is in DND, or if the call is forwarded to voice mail. See “Using Do-Not-Disturb” on page 43.

To use Camp-on:

Stay on the line and wait for the extension to become available—do not hang up. If Camp-on is enabled, you hear Music-on-Hold while you are waiting.

Using Off-Hook Voice Announce

To use Off-Hook Voice Announce\(^2\):

• Do not hang up. After the busy signal stops, you are automatically connected and may speak.
• If you hear music or if the phone is in DND mode, your off-hook voice announce call will not go through.

Off-Hook Voice Announce allows you to talk to the phone user on his or her handsfree speakerphone, even though the user already has a call in progress on the handset. This feature is not available if your phone has the Ring Intercom Always feature enabled.

\(^2\) This feature may or may not be enabled for your system.
Placing External Calls

The following sections describe features used when placing external calls.

To place an external call:

1. Press the OUTGOING button, an unlit CALL button, or enter the Outgoing Call access code (the default code is 8).
2. Dial the number.

Depending on system configuration, you may also be able to use one of the following methods to select an outgoing line:

- Enter the Select Line Group feature code. The default codes are 92001 to 92208.
- Enter the Automatic Route Selection (ARS) feature code. The default code is 92000.

Contact your system administrator for more information about using Single Line Group or ARS access codes.

Redialing a Number

You can quickly redial the last external number dialed. Although most phones are programmed to redial the last number dialed, your system administrator can program your phone to redial the last number saved. You cannot redial extension numbers.

To use Redial, do one of the following:

- With or without the handset lifted, press REDIAL. The system automatically selects a line and dials the number.
- With or without the handset lifted, press OUTGOING and then REDIAL. The number is dialed.

To use the Last Number Saved feature:

- To save the last number dialed: While the phone is idle or while listening to the intercom dial tone, press REDIAL. LAST OUTSIDE NUMBER SAVED appears.
- To redial the saved number: After selecting a line, press REDIAL. The number is redialed.

If there is no redial number available, the display shows NO NUMBER TO DIAL.
Using Speed Dial

You can use speed dial to quickly dial stored phone numbers. Speed-dial numbers are either stored in the system (System Speed Dial) or in your phone (Station Speed Dial).

Using System Speed Dial

Your system administrator assigns Speed-Dial location numbers, which are available to everyone in the system. Contact your system administrator for more information.

To view or dial System Speed-Dial numbers:
1. Dial 381. REVIEW SYS SPEED # <code range> appears.
2. Do one of the following:
   - Press (Up) or (Down) to scroll through the speed-dial locations.
   - Enter the speed-dial location (000 to 999 or 0000 to 4999).
3. Press # to dial the number.

Using Station Speed Dial

You can use Station Speed Dial to store phone numbers for your personal use. Other system users do not have access to your Station Speed-Dial numbers.

Storing Station Speed-Dial Numbers

You can store up to 10 Station Speed-Dial numbers.

To store a Station Speed-Dial number:
1. With the handset on-hook, dial 383. PROGRAM STN SPD (0-9) OR SCROLL appears.
2. Do one of the following:
   - Press (Up) or (Down) to scroll through the speed-dial locations.
   - Enter the speed-dial location (0 to 9).
3. Press # to select the location.
4. Enter the name of the speed-dial contact (up to 16 characters). For dialpad character descriptions, see “Using the Dialpad Buttons to Enter Characters” on page 22.
5. Press # to save the name.
6. Enter the extension number or external number. If you are storing an external number, enter the Outgoing Call access code (the default code is 8) before you enter the number. Do not use hyphens or colons in stored speed-dial numbers.
7. Press # to save the location. STN SPD BIN # <number> UPDATED appears.
Using the Dialpad Buttons to Enter Characters

You can use the dialpad buttons to enter text or numbers for features such as Station Speed Dial above and Do-Not-Disturb on page 43.

The following are guidelines when entering dialpad characters:

- Press the MSG button to switch from Alpha Mode to Numeric Mode. The MSG button stays lit in Alpha Mode—it is off in Numeric Mode.
- Press the MUTE button to move the cursor to the left and delete characters.
- Press the FWD button to move the cursor to the right.
- In Numeric Mode, press # for a hyphen (-).
- In Numeric Mode, press * for a colon (:).
- Press #, (Speaker), or lift and replace the handset to save entries.

To use the dialpad to enter characters:

Press the dialpad buttons as shown in the following table.³

<table>
<thead>
<tr>
<th>Number of Times Button is Pressed</th>
<th>English/Spanish Characters</th>
<th>Japanese (Katakana) Characters</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>- &amp; ( )</td>
<td>1 A I U E O a</td>
</tr>
<tr>
<td>2</td>
<td>A B C '</td>
<td>2 KA KI KU KE KO i</td>
</tr>
<tr>
<td>3</td>
<td>D E F !</td>
<td>3 SA SHI SU SE SO u</td>
</tr>
<tr>
<td>4</td>
<td>G H I *</td>
<td>4 TA CHI TSU TE TO e</td>
</tr>
<tr>
<td>5</td>
<td>J K L #</td>
<td>5 NA NI NU NE NO o</td>
</tr>
<tr>
<td>6</td>
<td>M N O ŋ</td>
<td>6 HA HI FU HE HO tsu</td>
</tr>
<tr>
<td>7</td>
<td>P Q R S</td>
<td>7 MA MI MU ME MO tsu</td>
</tr>
<tr>
<td>8</td>
<td>T U V ?</td>
<td>8 YA YU YO . , yu</td>
</tr>
<tr>
<td>9</td>
<td>W X Y Z</td>
<td>9 RA RI RU RE RO yo</td>
</tr>
<tr>
<td>0</td>
<td>@ : . ,</td>
<td>0 WA WO N pa ba long</td>
</tr>
</tbody>
</table>

For example, to enter **May 31**, you could use the following sequence:

1. In Alpha Mode (MSG button is lit), press 6 once to enter an “M.”
2. Press 2 once to enter an “A.”
3. Press 9 three times to enter a “Y.”
4. Press FWD to enter a space.
5. Press MSG to switch to Numeric Mode.
8. Press (Speaker), #, or lift the handset to save the entry.

³ Japanese characters are available only if the Multilingual feature is enabled and if Japanese is installed as the secondary language.
Dialing Station Speed-Dial Numbers

To dial a Station Speed-Dial number:

Do one of the following:

- Dial 382, and then enter the Station Speed-Dial location number (0 to 9). The system dials the number.
- Press ‹ (Up) or › (Down) to scroll through the speed-dial locations, and then press # to select the location and dial the number.

You can also program buttons to dial Station Speed-Dial numbers. See “Assigning Speed-Dial Entries to Programmable Buttons” in the following section.

Deleting Speed-Dial Entries

To delete a Station Speed-Dial entry:

1. With the handset on-hook, dial 383. PROGRAM STN SPD (0-9) OR SCROLL appears.
2. Do one of the following:

   - Press ‹ (Up) or › (Down) to scroll through the speed-dial locations.
   - Enter the speed-dial location (0 to 9).

   Press # to select the location.
3. Press the MUTE button repeatedly until the name is erased, and then press # to continue.
4. Press the MUTE button repeatedly until the number is erased, and then press #. STN SPD BIN # <number> UPDATED appears.

Assigning Speed-Dial Entries to Programmable Buttons

You can assign Station or System Speed-Dial numbers to your programmable buttons. Before assigning the speed-dial number to a programmable button, make sure the number has either a Station or System Speed-Dial code assigned to it.

To program a System/Station Speed-Dial button:

1. With the handset on-hook, dial 397. PRESS THE BUTTON TO PROGRAM appears.
2. Press the feature button that you want to use as a speed-dial button.
3. Dial 382 (Station Speed Dial) or 381 (System Speed Dial).
4. Do one of the following:

   - Press ‹ (Up) or › (Down) to scroll through the speed-dial locations.
   - Enter the speed-dial location (0 to 9 for Station Speed-Dial or 000 to 999 or 0000 to 4999 for System Speed Dial).
Using the Directory

You can use the Directory to find internal or external contacts or find and activate system features. The directory uses Intelligent Directory Search (IDS), which is similar to the “text on 9 keys” (T9) predictive search feature used for mobile phones. The Directory has the following three subdirectories:

- **Intercom**: Find and dial internal numbers.
- **Outside**: Find and dial external numbers listed in the company directory.
- **Feature**: Find and activate system features.

When searching the directory, dialpad buttons can represent several characters, as shown in the following table. As you enter characters, the entries that best match the characters entered appear. The system connects the character sequence to possible directory matches. For example, to find the name “Jones,” dial 56637.

<table>
<thead>
<tr>
<th>Button</th>
<th>Characters Represented</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>A B C a b c Ç â å ç ā á</td>
</tr>
<tr>
<td>3</td>
<td>D E F d e f ê ê ê É</td>
</tr>
<tr>
<td>4</td>
<td>G H I g h i ã ã ã É</td>
</tr>
<tr>
<td>5</td>
<td>5 J K L j k l</td>
</tr>
<tr>
<td>6</td>
<td>M N O m n o ô ô ô Õ ô ñ Ň</td>
</tr>
<tr>
<td>7</td>
<td>7 Q P R S q r s</td>
</tr>
<tr>
<td>8</td>
<td>T U V t v ũ ū Ū u</td>
</tr>
<tr>
<td>9</td>
<td>W X Y Z w x y z ý</td>
</tr>
<tr>
<td>(Up)</td>
<td>Scroll to next entry</td>
</tr>
<tr>
<td>(Down)</td>
<td>Scroll to previous entry</td>
</tr>
<tr>
<td>*</td>
<td>Cancel search</td>
</tr>
<tr>
<td>#</td>
<td>Activate selection</td>
</tr>
</tbody>
</table>

**NOTE**

Previous versions of your system software may be programmed to use the Basic Search feature. With this feature, you do not have predictive search capabilities, therefore, you may have to enter the complete contact or feature name using the dialpad characters shown on page 22.
To search for a directory name or feature:

1. Dial 307, and then press one of the following:
   - 1 for the IC directory.
   - 2 for the Outside directory.
   - 3 for the Feature directory.

2. Press the dialpad buttons to enter (up to 20) characters. See the previous table for
dialpad button character descriptions.

3. Press (Up) or (Down) to scroll through the entries.

   - The IC directory may display two similar entries, one without an asterisk and
     one with an asterisk. The entry without an asterisk is a primary extension.
     The entry with an asterisk is a secondary extension. See “Using Secondary
     Extension Buttons” on page 36 for more information about primary and
     secondary extensions.

4. Press # while the display shows the entry to dial a number or activate a feature code.

Using Account Codes

Account codes record information for telephone record reports. You may be required to enter
account codes when placing calls. Contact your system administrator for more information
about using account codes.

There are three types of account codes:

- **Standard account codes**: Automatically entered into the telephone record report
  whenever you place a call.
- **Forced account codes**: Entered before you can place an outside call.
- **Optional account codes**: Entered at any time during a call.

To enter an optional account code:

1. While off-hook, press (∞) (Special), and then dial 390.
2. Enter the optional account code, and then press #.

To set an account code for all calls placed from your phone:

Dial 391 followed by the account code, and then press #. ACCOUNT CODE ACCEPTED
appears. This code is used for all calls made from your phone until it is disabled.

To disable the code:

Dial 391, and then press #. ACCOUNT CODE CLEARED appears.
Call Features

The following sections describe call-related features.

Using Handsfree Mode

You can use Handsfree Mode to activate the speakerphone.

**To use Handsfree Mode:**

With the handset on-hook, dial 319. HANDSFREE MODE ON appears on the display. Dial 319 to turn Handsfree Mode off.

Enhanced Speakerphone Mode

The Enhanced Speakerphone Mode\(^1\) improves transmission quality while on a speakerphone call over a limited volume level (the range is typically 1 to 3).

**To enable enhanced speakerphone mode while on a call, do one of the following:**

- Press \(\infty\) (Special), and then press \(\mathbb{L}\) (Speaker).
- Press \(\infty\) (Special), and then dial 310. The speakerphone will return to standard mode when you end the call.

There will be about one second of white noise while the speakerphone circuitry is calibrated to the call. Both parties should avoid speaking during this white noise. If the speakerphone cannot be calibrated correctly, the display shows CANNOT ENABLE ENHANCED MODE.

**NOTES**

Two display phones cannot be in Enhanced Speakerphone Mode while on a call together; one phone must be off-hook to allow the other phone to enter Enhanced Speakerphone Mode.

On some long-distance calls the outside party may hear their own echo when speaking. If the amount of echo is objectionable, do not use the Enhanced Speakerphone Mode.

Using Ring Intercom Always

If another extension has Handsfree Mode enabled for incoming internal calls (see the previous section), you can use Ring Intercom Always to override Handsfree Mode on the extension, requiring the called party to pick up the handset to answer your call.

**To override Handsfree Mode for the current call:**

1. Before you enter the extension number, press \#. RING EXTENSION NUMBER appears.
2. Dial the extension number.

**To use Ring Intercom Always to always send non-handsfree calls:**

With the handset on-hook, dial 377. RING IC ALWAYS ON appears. Dial 377 to turn the Ring Intercom Always off.

\(^1\) This feature may or may not be enabled for your system.
Using Mute

You can use Mute to temporarily turn off your microphone, preventing the other party on the call from hearing you.

To mute or unmute the microphone:

While on a call, press the MUTE button. MICROPHONE MUTE ON appears. When the microphone is muted, the Mute button lamp is lit. Press the MUTE button again to turn the microphone back on.

Placing Calls On Hold

You can place calls on either Individual Hold or System Hold.

- **Individual Hold**: Places an internal or external call on hold at your phone.
- **System Hold**: Places an external call on hold in the system. You can then pick up the call from any phone that indicates a flashing Call button for the call, including the phone that placed it on hold.

To place a call on Individual Hold:

1. Press ⌍ (Hold). ENTER EXTENSION NUMBER appears.
2. Hang up or place another call.

To place an outside call on System Hold:

1. Press ⌍ (Special), and then dial 335. ENTER EXTENSION NUMBER appears.
2. Hang up or place another call.

To return to a call that is on hold:

Press ⌍ (Hold), and then lift the handset or press ⌊ (Speaker). <Caller> WAS HOLDING appears.

Entering a Hookflash

Some telephone companies require you to enter a hookflash (a quick hang up and release) for feature access.

To enter a hookflash:

While off-hook, press ⌍ (Special), and then dial 330.
Transferring Calls

You can transfer calls to other extensions or external numbers. You can also transfer conference calls. See “Transferring a Conference” on page 34 for more information.

NOTE
If your system administrator has enabled Transfer-on-Connect for your phone, you are automatically connected to calls transferred to your extension after the transferring party hangs up. If this option is turned off, you must press a Call button to answer calls transferred to your extension.

Transferring Calls to Other Extensions

**To transfer a call to another extension:**

1. While on the call, press the TRANSFER button, and then enter the extension number.
2. Do one of the following:
   - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing IC or CALL button to return to the caller.
   - Hang up to transfer the call and disconnect the call from your phone.

Transferring Calls to External Numbers

**To transfer a call to an external number:**

1. While on the call, press the TRANSFER button.
2. Press OUTGOING or the Outgoing Call access code (the default code is 8) to select an outside line.
3. Dial the phone number.
4. Do one of the following:
   - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing CALL button to return to the caller.
   - Hang up to transfer the call and disconnect the call from your phone.

Using Reverse Transfer

You can use Reverse Transfer (Call Pick Up) to answer calls that are ringing or holding at other extensions. For example, if you receive a call while you are away from your desk, you can pick up the call from another extension.

**To use Reverse Transfer:**

1. Lift the handset, and then press 4. ENTER EXTENSION NUMBER appears.
2. Dial the extension or hunt group number where the call is ringing or holding. The call is transferred to the phone you are using and you are connected to the caller. See “Hunt Groups” on page 47 for more information about using hunt groups.
Viewing Your System Information

If you are on a call, you can temporarily view your user information (your user name and your extension number) and the date and time.

To display your user information and the date and time:
Press ☣ (Special), and then dial 300.

Viewing Caller ID Information

If you are currently connected to an external caller with Caller ID, you can toggle between the caller’s name and number. If the name is unavailable, CANNOT ACCESS FEATURE appears.

To show the outside party’s name/number:
Press ☣ (Special), and then dial 379.
Forwarding Calls

You can use Manual Call Forwarding or System Forwarding to forward calls.

Manual Call Forwarding

You can use Manual Call Forwarding to send incoming calls to another extension or external number. The following table describes Manual Call Forwarding options.

<table>
<thead>
<tr>
<th>Call Forward Feature</th>
<th>Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Forward All Calls</td>
<td>All incoming calls are forwarded.</td>
<td>355</td>
</tr>
<tr>
<td>Call Forward if no Answer</td>
<td>All incoming calls are forwarded if not answered. (The timer is set by the system administrator.)</td>
<td>356</td>
</tr>
<tr>
<td>Call Forward if Busy</td>
<td>When your phone is busy, all incoming calls are forwarded without ringing.</td>
<td>357</td>
</tr>
<tr>
<td>Call Forward If No Answer/Busy</td>
<td>All incoming calls are forwarded if your phone is busy or if you do not answer.</td>
<td>358</td>
</tr>
</tbody>
</table>

To use Manual Call Forwarding:

1. Press the FWD button, or dial the manual call forwarding feature code 355. ENTER FORWARD DEST appears.
2. Enter the extension number, or press the OUTGOING button, and then dial the telephone number. FWD ALL CALLS TO <number> appears.

To cancel a Manual Call Forwarding request:

Do one of the following:

- Press the FWD button, and then press (Speaker), or lift and replace the handset. ANY CALL FORWARD CANCELED appears.

System Forwarding

You can use System Forwarding to route calls based on the type of call and the idle or busy status of your phone. You cannot program the System Forward destination—you can only turn it on or off. Contact your system administrator for more information.

To turn System Forwarding on or off:

Dial 354 to turn System Forwarding on. SYSTEM FORWARD ON appears. Dial 354 again to turn System Forwarding off.
Using Personal Call Routing

When you enable Personal Call Routing on your phone, your incoming calls are automatically routed to one or more preprogrammed associated destinations according to the routing steps programmed for you.

Typically, your desk phone is configured to be your main extension. You may be programmed for up to five associated destinations including:

- softphone
- home IP phone
- voice mail
- mobile phone
- home phone

Your desk phone, softphone, home IP phone and voice mail extensions are already programmed in the system, so your system administrator can easily include them in your routing steps. To include your mobile and home phone numbers in your routing steps, you will need to provide these numbers to your system administrator.

Personal Call Routing also includes the Handoff feature, which includes the following functions:

- **Push**: The Handoff “push” function allows you to move an active call from your main extension, typically your desk phone, to an associated destination without disconnecting audio. The push function is useful if you are leaving the work area, but want to remain connected to an active call. The push function rings all associated destinations (except voice mail) and you select which device to use to answer the call. When you answer the call, you are immediately connected to the other parties at the new destination. When the call is switching over to the new destination, there may be a momentary break in audio, which may be noticeable to the other parties on the call.

- **Pull**: The Handoff “pull” function allows you to pull a call that was previously routed to your mobile or home phone back to the main extension. The pull function is useful if you answer a call on your mobile phone and then return to your desk. After you pull a call back to the main extension, the call is connected immediately and you can then access system features such as conference, hold, and transfer.

**NOTE**: The Handoff feature is only supported on your main extension, typically your desk phone. However, if you share a desk phone with one or more coworkers and your main extension is a phantom extension, you cannot use the Handoff feature.

Personal Call Routing includes the following feature codes:

- Personal Call Routing On: 363
- Personal Call Routing Off: 362
- Personal Call Routing On/Off: 364
- Personal Call Routing – Handoff (push and pull): 388

The following call types do not follow Personal Call Routing:

- Hunt group calls
- Hunt group announcement/overflow calls
- Transfer recalls, Hold recalls, Conference recalls, and Attendant recalls

**NOTE**: A recall occurs when a feature cannot be completed or the feature times out, and the call returns to the originating extension. For example, a holding call will recall the extension where it was placed on hold when the hold timer expires.
Call Features

When you enable Personal Call Routing, your incoming calls are routed as specified by the routing type programmed for you by your system administrator. The table below provides descriptions for the default routing types.

<table>
<thead>
<tr>
<th>Routing Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Twinning</td>
<td>Calls simultaneously ring your desk phone and mobile phone, before going to voice mail.</td>
</tr>
<tr>
<td>Delayed Mobile Twinning</td>
<td>Calls ring your desk phone first, and then ring both your desk phone and mobile phone, before going to voice mail.</td>
</tr>
</tbody>
</table>

Check with your system administrator to see which routing type has been programmed for you. Your administrator can modify these routing types by adding or removing routing steps, adding or removing destinations, and changing the ring timers, if required.

To ensure that calls are routed correctly to your mobile and home phones, inform your system administrator if either of these phone numbers change.

**To enable Personal Call Routing:**

Dial 363 or 364. PERSONAL ROUTING ON appears on the display.

**To disable Personal Call Routing:**

Dial 362 or 364. PERSONAL ROUTING OFF appears on the display.

**To answer a call routed to your mobile or home phone:**

1. Answer the call when it rings your phone. After you speak, the Personal Call Routing prompt is played.
2. Do one of the following:
   - Press # to accept the call.
   - Press * to send the call to the voice mailbox associated with your main extension (not your mobile phone or home phone voice mailbox). If you do not have a voice mailbox, the “Press *…” prompt is not played and the call is routed to your main extension.

If you hang up, the call continues to follow your programmed routing steps.

**To use the Personal Call Routing – Handoff “push” feature:**

1. While on an active call at your phone, press (∞) (Special), and then dial 388. HANDOFF IN PROGRESS appears on the display and the call rings all of your associated destinations (except voice mail).
2. Answer the call at one of your associated destinations. For mobile and home phones, press # to accept the call.

**To use the Personal Call Routing – Handoff “pull” feature:**

While on an active call on an associated destination device, lift the phone handset and dial 388. A confirmation tone is played and the call is pulled back to your phone.

**NOTE** If you enter the handoff feature code (388) and the display shows NO CALL TO HANDOFF, the call cannot be handed off (see page 53).

**To cancel the Personal Call Routing – Handoff feature:**

While the handoff is in-progress, press (∞) (Special), and then dial 388. HANDOFF CANCELLED appears on the display for your main extension.
Placing Conference Calls

You can place a conference call with up to three internal or external parties, for a total of four parties, including yourself.

To place a conference call:
1. While on the first call, press the CNF button to place the call on hold. CALL NEXT PARTY TO CNF appears.
2. Place a call to the next conference party. For external calls, press OUTGOING or the Outgoing Call access code (the default code is 8), and then dial the number.
3. After the party answers, announce the conference, and then press the CNF button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the CNF button again to start the conference. CNF IN PROGRESS appears.

Adding a Conference Party

You can add a conference party during the conference.

To add a conference party:
1. Press the CNF button. This leaves the conference parties connected.
2. Place a call to the party to be added to the conference, and then announce the conference. Press the CNF button twice to add the party and rejoin the conference.

Transferring a Conference

You can transfer an existing conference to another extension.

To transfer a conference:
1. During the conference, press the TRANSFER button, and then dial the extension number.
2. Announce the conference (if desired), and then hang up. CONFERENCE TFR from <name> appears on the called party's display. The party must then press the flashing CNF button to connect to the conference.

Dropping Out of a Conference

You can drop out of a conference and return to the conference later.

To drop out of a conference:
Press the CNF button or (Hold), and then hang up. ENTER EXTENSION NUMBER appears. This removes you from the conference but leaves the other parties connected.

To return to the conference:
Press the flashing CALL button. CONFERENCE WAS HOLDING appears, and you are reconnected to the conference.
### Ending a Conference and Placing all Parties on Hold

You can end a conference and place all conference parties on Individual Hold, allowing you to toggle between the held parties and speak to one party at a time.

**To end a conference and place all parties on Individual Hold:**

Press the CNF button, and then press (Hold). CONFERENCE PARTIES ON HOLD appears.

**To toggle between the held callers:**

Press (Hold) twice for internal parties or the flashing CALL button for external parties.

---

### Using Record-A-Call

You can use Record-A-Call to record an ongoing call as a mailbox message.\(^2\) You can then retrieve the message from your voice mailbox. The Record-A-Call feature stays active after the other party hangs up, so you can add to the recorded call with your own message. This feature is not supported for peer-to-peer (P2P) calls. Contact your system administrator for more information.

**To use Record-A-Call:**

1. While on a call, press (∞) (Special), and then dial 385 to turn Record-A-Call on. REQUESTING RECORD-A-CALL appears.
2. Enter the voice mailbox number where you want the recording saved. RECORD-A-CALL IN PROGRESS appears, and both you and the calling party hear a confirmation tone (if enabled).

**NOTE**

If your system administrator assigns the Record-a-Call voice mailbox destination, you do not need to enter the voice mailbox number.

**To stop Record-A-Call:**

Do one of the following:
- Press (∞) (Special), and then dial 385.
- Hang up.

---

### Using Group Listen

You can use Group Listen to activate the speaker while you use the handset or headset to continue speaking. This allows other people to hear the other party on the call while the other party can only hear you (through the handset microphone). You cannot use Group Listen in Handsfree Mode.

**NOTE**

If are using the handset, the (Speaker) button lamp is unlit, even though the speaker is on. However, if you are using a headset, the (Speaker) button lamp is lit. If you press (Speaker) while on either the handset or headset you disconnect the call.

**To use Group Listen:**

While on a call, press (∞) (Special), and then dial 312 to turn group listen on. GROUP LISTEN ON appears, and you hear a confirmation tone. The other party does not hear the confirmation tone. Dial 312 to turn Group listen off.

---

\(^2\) This feature may or may not be enabled for your system.
Using Call Logs

Call Logs are records of your most recent missed, received, and dialed calls. Up to 20 entries can be stored in each call log.

You can use your Call Logs to:
• View recent call activity.
• View caller ID information.
• Return or redial calls.

To use Call Logs:
1. Dial 333.
2. Select one of the following options:
   • Press 1 (MISS) for missed calls
   • Press 2 (RCV) for received calls.
   • Press 3 (DL) for dialed calls.
   • Press 4 (CLR) to clear all entries.
3. Press (Up) or (Down) to scroll through the entries.
   The display shows the party’s name and the extension or outside number (if available) and the date and time.
   If no Caller ID information is available, UNKNOWN CALLER appears.

To return a call or redial a number listed in a Call Log:
Press # while the display shows the number.

To delete individual Call Log entries:
Press 0 to delete the displayed entry.

Using Secondary Extension Buttons

You can use programmable buttons as Secondary Extension buttons. Secondary Extension buttons are assigned to other extensions in the system (primary extensions). Because Secondary Extension buttons are programmed by the system administrator, you cannot change the buttons (for example, assign features to the buttons).

When programmed, you can use Secondary Extension buttons to:
• Place an internal call to the primary extension.
• View the call activity at the primary extension.
• Transfer calls to the primary extension.
• Answer a call that is ringing or holding on any CALL button at the primary extension.

NOTES

| OFF | Unless internal calls are set up by the system administrator to use CALL buttons, you cannot use Secondary Extension buttons to answer ringing or holding internal calls received by the primary extension. You can use Secondary Extension buttons to notify you when a given number of calls are waiting at the primary extension. If a Secondary Extension button is flashing (the primary extension has an incoming call), you can press # before pressing the flashing Secondary Extension button to call the primary extension and not answer the incoming call. |

3. This feature may or may not be enabled for your system.
4. Secondary Extension buttons must be programmed by your system administrator.
Remote Programming

You can use Remote Programming to access the Do-Not-Disturb (DND), Call Forwarding, Personal Call Routing features from another system phone or an external phone.

NOTE
A Direct Inward System Access (DISA) number is required to use Remote Programming from an external phone. Contact your system administrator for more information.

Entering a Remote Programming Password

Before using Remote Programming, you should enter a new password.

To enter a Remote Programming password:

1. Dial 392. ENTER PASSWORD appears.
2. Enter your current password (the default password is your extension number), followed by #. CHANGE PASSWORD TO appears.
3. Enter the new password followed by #. VERIFY PASSWORD appears.
4. Enter the new password again followed by #. DATABASE UPDATED appears.

To change the station password from another phone, see “Using Remote Programming to Change the Password” on page 37.

Using Remote Programming to Change the Password

You can use Remote Programming to change the station (phone) password.

To use Remote Programming to change the station password:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your DISA password.
   - Use any phone on the system.
2. Dial 359.
3. Enter your extension number.
4. Enter your password followed by #.
5. Dial 392.
6. Enter the new password followed by #.
7. Enter the new password again followed by #.
Using Remote Programming to Change DND Settings

See “Using Do-Not-Disturb” on page 43 for more information about using DND.

To use Remote Programming to turn on DND:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your DISA password.
   - Use any phone on the system.
2. Dial 359.
3. Enter your extension number.
4. Enter your password followed by #.
5. Dial 370.
6. Enter the DND message number (01 to 20), and then enter the second-line message text (if applicable).

To use Remote Programming to turn off DND:

   Follow previous steps 1 through 4, and then dial 371.

Using Remote Programming to Forward Calls

See “Manual Call Forwarding” on page 31 for more information about Manual Call Forwarding.

To use Remote Programming to turn on Manual Call Forwarding:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your DISA password.
   - Use any phone on the system.
2. Dial 359.
3. Enter your extension number.
4. Enter your password followed by #.
5. Dial one of the following Call Forwarding feature codes:
   - 355 (All)
   - 356 (No answer)
   - 357 (Busy)
   - 358 (No Answer/Busy)
6. Enter either an extension number or 8 followed by a telephone number.

To turn off Call Forwarding:

   Dial 355, and then hang up.
Using Remote Programming for Personal Call Routing

See “Using Personal Call Routing” on page 32 for more information about Personal Call Routing.

To use Remote Programming to enable Personal Call Routing:

1. Do one of the following:
   - Call your DISA number (provided by the system administrator). If necessary, enter your DISA password.
   - Use any phone on the system.
2. Dial 359.
3. Enter your extension number.
4. Enter your password followed by #.
5. Dial 363 (Personal Call Routing On).

To use Remote Programming to disable Personal Call Routing:

Follow steps 1. - 4. above, dial 362 (Personal Call Routing Off), and then hang up.
Messages

The following sections describe how to use system messaging features, including:

- **Inter-station messages**: Inter-station messages are alerts sent to your phone by other internal parties, notifying you to contact the party who left the message. The Message button and Message Indicator lamp notify you of the new message. You can then either delete the message or reply to the message, which automatically places a call to the party who left the message.

- **Do-Not-Disturb (DND) messages**: Messages that other internal parties see when your phone is in DND. See “Using Do-Not-Disturb” on page 43.

- **Reminder messages**: Messages that you can use to notify yourself of upcoming appointments, meetings, and so on. See “Using Reminder Messages” on page 44.

- **Pages**: Announcements sent over phone speakers or external speakers. See “Paging Other System Users” on page 45.

- **Voice mail messages**: System voice mail messages.

### NOTE
Because a variety of voice mail products work with the Mitel 5000 system, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide*, part number 835.3205, or the *NuPoint Messenger Messaging User Guide* (on the Mitel Web site [http://edocs.mitel.com](http://edocs.mitel.com)). Contact your system administrator for more information about your voice mail system.

Using Messages

Following are instructions on how to use system messaging features.

#### Leaving Messages at Other Extensions

You can leave inter-station or voice mail messages for other internal parties.

**To leave an inter-station or voice message for a busy IC extension:**

1. Press the MSG button. HANG UP OR WAIT FOR MSG CENTER appears.
2. Do one of the following:
   - Hang up to leave a inter-station message. MESSAGE LEFT FOR <name> appears.
   - Stay on the line to connect to the message center (usually voice mail).

**To leave an inter-station message without placing an internal call:**

1. Dial 367 (Leave Message). LEAVE MESSAGE ON EXTENSION appears.
2. Enter the extension number. MESSAGE LEFT FOR <name> appears.
**Viewing and Responding to Messages**

When you have new messages, the MSG button and Message Indicator lamp are lit. The display shows the number of new messages.

The display shows new messages as follows:

- Station messages sent by other internal parties are indicated by the party's programmed user name.
- Voice messages are indicated by FROM MBOX <your extension number>.

**To view or respond to messages:**

1. With the handset on-hook, press the MSG button. Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press the MSG button to scroll through the messages.
2. When the desired message is displayed, press # or lift the handset for privacy, and then press # to respond. (If your handset is off-hook and you press the MSG button, you automatically place a call to the party or message center who left the message.)

**Canceling Messages Left at Other Extensions**

You can cancel messages left at other extensions.

**To cancel a message left at another extension:**

1. Dial 366. CANCEL MESSAGE ON EXT # appears.
2. Enter the extension number where you left the message. MESSAGE CANCELED FOR <name> appears.

**Deleting Waiting Inter-Station Messages**

You can delete waiting inter-station messages.

**NOTE** To delete waiting voice messages, you must connect to your voice mailbox.

**To delete waiting inter-station messages:**

1. Press MSG. MSG <message information> appears.
2. Press * to delete the displayed message.
Using Do-Not-Disturb

You can use Do-Not-Disturb (DND) to stop calls and pages to your extension. When activated, internal calling parties see your selected DND message. DND does not block queue callbacks, recalls, and incoming external calls. The following table shows the 20 default DND messages. If your system administrator changes your DND messages, you can record the new messages in the “New Message” column for reference.

<table>
<thead>
<tr>
<th>Code</th>
<th>Default Message</th>
<th>New Message</th>
<th>Code</th>
<th>Default Message</th>
<th>New Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Do-Not-Disturb</td>
<td></td>
<td>11</td>
<td>Out of Town `Til</td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Leave a Message</td>
<td></td>
<td>12</td>
<td>Out of Office</td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>In Meeting Until</td>
<td></td>
<td>13</td>
<td>Out Until</td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>In Meeting</td>
<td></td>
<td>14</td>
<td>With a Client</td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>On Vacation/ Holiday `Til</td>
<td></td>
<td>15</td>
<td>With a Guest</td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>On Vacation/ Holiday</td>
<td></td>
<td>16</td>
<td>Unavailable</td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>Call Me At</td>
<td></td>
<td>17</td>
<td>In Conference</td>
<td></td>
</tr>
<tr>
<td>08</td>
<td>At the Doctor</td>
<td></td>
<td>18</td>
<td>Away from Desk</td>
<td></td>
</tr>
<tr>
<td>09</td>
<td>On a Trip</td>
<td></td>
<td>19</td>
<td>Gone Home</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>On Break</td>
<td></td>
<td>20</td>
<td>Out to Lunch</td>
<td></td>
</tr>
</tbody>
</table>

You can enter a second line of text (up to 20 characters) for DND messages. For example, if you select IN MEETING UNTIL, you can enter “3:30” on the second line. When other internal parties try to call you, their displays show “IN MEETING UNTIL 3:30.”

To turn DND on:
1. Press the DND button. SELECT DND MSG # (01-20) appears.
2. Do one of the following:
   • Press (Up) or (Down) to scroll through the messages.
   • Enter the two-digit number for the DND message from the table above.
3. If applicable, enter the additional text for the DND description. See “Using the Dialpad Buttons to Enter Characters” on page 22 for dialpad character descriptions.
4. Press (Speaker) or lift and replace the handset.

To turn DND off:
Press DND. DO-NOT-DISTURB OFF appears.
Using Reminder Messages

You can use Reminder messages to alert you at a selected time, up to 24 hours in advance. At the selected time, the Reminder message signals you with eight short tones and your display shows the message, even if you are on a call. The following table shows the 20 default Reminder messages. If your system administrator changes your Reminder messages, you can record the new messages in the “New Message” column for reference.

To set a Reminder message:

1. With the handset on-hook, dial 305. SELECT REMINDER MESSAGE # (01-20) appears.
2. Do one of the following:
   • Press ↑ (Up) or ↓ (Down) to scroll through the messages.
   • Enter the two-digit number for the Reminder message from the previous table.
3. Press # to select the message.
4. Enter the time you wish to receive the message in hours and minutes (for example, 0900 or 900 for 9:00) and then press #. The display shows the Reminder message state.
   
   If your system is set for 24-hour format, enter the applicable time (1400 = 2:00 P.M.).
   
   If your system is set for 12-hour display format, press 1 for A.M. or 2 for P.M.

To cancel all Reminder message requests:

With the handset on-hook, dial 306. REMINDER MSGS CANCELED appears.

To clear a received Reminder message:

With the handset on-hook, press *.
Paging Other System Users

You can place page announcements through phone speakers or external speakers (if applicable). Your system may use page zones to prevent announcements from transmitting through every phone in the system. Each page zone contains a different combination of extensions and external paging equipment.

Contact your system administrator for page zone information. You can use the following table to save the page zone information for future reference.

<table>
<thead>
<tr>
<th>Page Zone Name</th>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Placing a Page Announcement

To place a page announcement:
1. Press the PAGE button.
2. Enter the page-zone number (0 to 9).
3. After the tone, make your announcement, and then hang up.

Enabling or Disabling the Page Feature

You can enable or disable the Page feature for your extension. If your extension is assigned to more than one page zone, the Page on and off feature code enables or disables your extension for all pages zone (you cannot select individual zones).

To enable or disable paging for your phone:
Dial 325 to enable paging. PAGE RECEIVE ON appears. Dial 325 again to disable paging.
Hunt Groups

This chapter describes what Hunt Groups are and how to use them.

UCD and ACD Hunt Groups

Hunt groups are groups of internal parties (agents) who share a common (hunt group) extension number. Calls can either be placed to the hunt group (using the hunt group extension number) or to a specific agent (using the agent’s extension number). Hunt groups are programmed by the system administrator.

Hunt groups types are either “UCD” or “ACD.”

- **UCD Hunt Groups**: Uniform Call Distribution (UCD) agents do not log in to the hunt group to receive calls.

- **ACD Hunt Groups**: Automatic Call Distribution (ACD) agents log in to the ACD hunt group to receive calls. The system distributes calls to ACD hunt groups as follows:
  - **Agent IDs**: Each agent is assigned an Agent ID number for logging in to the hunt group (see the next section). Hunt group calls are distributed to logged-in agents according to their Agent ID number instead of their extension number. Agents can log in to any ACD hunt group phone.
  - **Extensions**: Hunt group members do not use Agent IDs, and calls are distributed to phones where the agents are logged in.

Logging in to ACD Hunt Groups

You must log in to an ACD hunt group to receive hunt group calls. To stop calls, you either log out of the ACD hunt group or divert calls. See “Diverting Hunt Group Calls” on page 49.

**NOTES**

Only one agent can be logged in to a phone.

If the ACD Agent ID Automatic Connect option is enabled for your hunt group and you are using a headset, you are automatically connected to waiting calls when you log in. However, the first call you receive after you log in rings until you answer it. You are automatically connected to subsequent calls.

To log in to or out of all ACD hunt groups in which you are a member:

Dial **328** to log in followed by your Agent ID, if necessary. AGENT LOGGED INTO ALL ACDS appears. To log out, dial **328** followed by your Agent ID, if necessary.

To log in to one or more ACD hunt groups:

1. Dial **326**. The display shows AGENT LOGIN ACD HG #.

2. Do one of the following:
   - Enter the ACD hunt group number.
   - Press # to log in to all of your ACD hunt groups.

   The display shows AGENT LOGIN AGENT ID.

3. Enter your Agent ID (if applicable), or press # if you do not have an agent ID. The display shows the log in status for one or all hunt groups.
Logging out of ACD Hunt Groups

You can log out of all ACD hunt groups at once or log out of each hunt group one at a time.

To log out of one or more ACD hunt group:

Do one of the following:

• Dial 328 to log out of all of your ACD hunt groups. The display shows AGENT LOGGED OUT OF ALL ACDS.

• Dial 327 to log out of one hunt group at a time.

If you were logged in to only one hunt group, the display shows AGENT LOGGED OUT OF HUNT GROUP <number>.

If you were logged in to more than one hunt group, the display shows AGENT LOGOUT HG #. Enter the extension number of the ACD hunt group.

Stopping the ACD Hunt Group Wrap-up Timer

Each time you end an ACD hunt group call, a wrap-up timer starts. Until this timer expires, you will not receive another hunt group call. However, you can stop the wrap-up timer to allow calls to your extension.

To stop the wrap-up timer:

With the handset on-hook, dial 329. The display shows ACD WRAP-UP TERMINATED.

Other Hunt Group Features

The following features can be used by ACD or UCD hunt groups.

Requesting Agent Help

You can use Agent Help to request help from a designated “Agent Help Extension” (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can join the call or reject the request.

To use Agent Help:

1. While you are on a hunt group call, press ♦ (Special), and then dial 375.

If you hear repeating tones, one of the following has occurred:

• The feature is not available at your phone.

• You already have four parties in your call.

• Not enough system circuits are currently available.

• The Agent Help Extension is in DND.

2. If not preprogrammed, dial the Agent Help extension number.

If the Agent Help Extension accepts the call, AGENT HELP IN PROGRESS appears.

If the Agent Help Extension rejects the call, AGENT HELP REJECTED appears.
Diverting Hunt Group Calls

You can temporarily divert hunt group calls, preventing hunt group calls to your extension.

**To divert hunt group calls:**

Dial 324 to divert calls. The display shows the feature state DIVERT HUNT GROUP CALLS. Dial 324 again to program your phone to accept calls.

Hunt Group Supervisor Features

The following features are available to hunt group supervisors only.

Accepting or Rejecting Agent Help Calls

Supervisors can accept or reject Agent Help calls.

**To accept an Agent Help request:**

Answer as usual. Your microphone is automatically muted.

**To reject an Agent Help request:**

Dial 376. AGENT HELP REJECTED appears.

Monitoring Calls

You can use Station Monitor to connect to a hunt-group call and hear both parties, but you cannot be heard by either one. Station Monitor stops if the hunt group member terminates, transfers, or transfers the call. You can barge-in to or “steal” monitored calls, as described below. You can also record the call. See “Using Record-A-Call” on page 35 for more information about recording calls.

**To use Station Monitor:**

Dial 321, and then enter the extension number. MONITORING EXT <number> appears. Monitored hunt group members may hear an “activation tone” when the feature is activated.

Using Barge-in

While monitoring a hunt group call, you can use Barge-in to join the call.

**To barge-in to a hunt-group call:**

Dial 386. BARGE-IN PROGRESS appears.

Stealing Hunt Group Calls

While monitoring a hunt group call, you can “steal” the call from the hunt group member, which disconnects the call from the agent and transfers the call to your extension.

**To steal a hunt group call:**

Dial 387. CALL STOLEN FROM EXT <number> appears.
The following sections can help you solve problems that you may be experiencing with your phone. Troubleshooting topics include:

- **Contact Information**: Information about system administrator contacts.
- **Error Messages**: Error messages and descriptions.
- **Troubleshooting Tips**: Possible problems and methods to solve them.

**Contact Information**

Your system administrator can help you with items such as changing your settings or modifying phone features. System administrator duties include:

- Adding new user accounts.
- Setting the date and time.
- Programming System Speed-Dial numbers.
- Making system changes, such as changing user names and extension numbers.

Contact your system administrator with questions that are not covered in this user guide. If you need further assistance, you can find provider information on the Mitel Web site at www.mitel.com. All sales, service, and support are coordinated at the local level.

**Error Messages**

The following error messages may appear when using your phone.

<table>
<thead>
<tr>
<th>Message</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>CANNOT ACCESS FEATURE</td>
<td>The feature is enabled but other feature-related conditions were not met. Retry and make sure that all feature-related conditions are met.</td>
</tr>
<tr>
<td>CANNOT ACCESS RESERVED FEATURE</td>
<td>Your system does not support the feature. Contact your system administrator for more information.</td>
</tr>
<tr>
<td>INVALID FEATURE CODE</td>
<td>The feature code entered does not exist. Retry using the correct feature code (see page 12).</td>
</tr>
<tr>
<td>INVALID EXTENSION NUMBER</td>
<td>The extension number entered does not exist. Retry using a valid extension number.</td>
</tr>
<tr>
<td>NO UPDATE PERFORMED</td>
<td>The feature was not completed or one or more feature conditions were not met.</td>
</tr>
</tbody>
</table>
The following table includes troubleshooting tips for phone and system features.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The phone is not working properly.</td>
<td>Contact your system administrator.</td>
</tr>
<tr>
<td>I cannot use one or more of the features described in this guide.</td>
<td>The feature may not be enabled. Contact your system administrator for more information.</td>
</tr>
<tr>
<td>I cannot program System Speed-Dial numbers.</td>
<td>Your system administrator programs System Speed Dial numbers.</td>
</tr>
<tr>
<td>I cannot change the time and date on the phone display.</td>
<td>Your system administrator programs the time and date. Contact your system administrator if you notice that the date and time are incorrect.</td>
</tr>
<tr>
<td>I am experiencing audio problems on my phone such as echo, distorted sound, or choppiness.</td>
<td>Contact your system administrator if you are having audio problems.</td>
</tr>
<tr>
<td>The name on the display is incorrect</td>
<td>Your system administrator assigns display names.</td>
</tr>
<tr>
<td>I cannot use the local telephone company star codes (for example, *82, *69) when I press the OUTGOING button or use the Outgoing Call access code (8 is the default code) when calling an external number.</td>
<td>Rather than pressing the OUTGOING button or 8 to access an outside line, you must dial a Select Line Group number before you can use the star codes. For example, if your system is using the default Select Line Group numbers, dial 92001 to access that line. After you have dial tone, you can dial the star code and the number.</td>
</tr>
<tr>
<td>I cannot use the Agent Help or Record-a-Call features.</td>
<td>If your system uses Peer-to-Peer (P2P) audio, you cannot use these features when you are on a P2P call. Contact your system administrator for more information.</td>
</tr>
<tr>
<td>I cannot program a Station Speed-Dial number to the button I want.</td>
<td>Before assigning the speed-dial number to a programmable button, you must store the number with either a Station or System Speed-Dial code.</td>
</tr>
</tbody>
</table>
## Troubleshooting

### Problem
When I try to use the Personal Call Routing – Handoff feature (388), the display shows NO CALL TO HANDOFF.

### Possible Solution
The NO CALL TO HANDOFF display indicates that the call cannot be handed off because one of the following may have occurred:

- You tried to use the Handoff feature on a call that has not been routed by Personal Call Routing.
- You tried to use the Handoff feature on a call that the system has not yet recognized as a valid call.
- You tried to use the Handoff feature on an unsupported extension. The Handoff feature is supported on your main extension only.
- You tried to use the Handoff feature on a phantom extension. The Handoff feature is not supported on phantom extensions.
- You entered the handoff feature code at the exact time the other party on the call disconnected.
- The call was terminated for some reason.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>When I try to use the Personal Call Routing – Handoff feature (388), the display shows NO CALL TO HANDOFF.</td>
<td>The NO CALL TO HANDOFF display indicates that the call cannot be handed off because one of the following may have occurred:</td>
</tr>
<tr>
<td></td>
<td>- You tried to use the Handoff feature on a call that has not been routed by Personal Call Routing.</td>
</tr>
<tr>
<td></td>
<td>- You tried to use the Handoff feature on a call that the system has not yet recognized as a valid call.</td>
</tr>
<tr>
<td></td>
<td>- You tried to use the Handoff feature on an unsupported extension. The Handoff feature is supported on your main extension only.</td>
</tr>
<tr>
<td></td>
<td>- You tried to use the Handoff feature on a phantom extension. The Handoff feature is not supported on phantom extensions.</td>
</tr>
<tr>
<td></td>
<td>- You entered the handoff feature code at the exact time the other party on the call disconnected.</td>
</tr>
<tr>
<td></td>
<td>- The call was terminated for some reason.</td>
</tr>
</tbody>
</table>
Index

A

Abbreviations 3
About Your Phone 2
Account Codes, using 25
ACD Hunt Group Wrap-up Timer, stopping 48
ACD Hunt Groups
  logging in 47
  logging out 48
Agent Help
  accepting or rejecting 49
  requesting 48
Agent Help Calls, accepting or rejecting 49
Agent, ACD hunt group 47
Audio Problems 52
Automatic
  access, using 17
  call access, using 17
  trunk answer, using 18

B

Background Music, listening 10
Barge-In, using 49
Button Assignments, viewing 15
Buttons 5

C

Call Forward
  Manual 31
  System 31
  using 31
Call Logs, using 36
Callback (Queuing the Phone), requesting 19
Caller ID Information
  displaying 30
  viewing 30
Calls
  answering 17
  camping-on to phone 19
  conference 34
  conference, placing 34
  external 20
  external, placing 20
  forwarding 31
  internal 18
  logs, using 36
  monitoring 49
  muting the microphone 28
  phone, queuing for 19
  picking up (reverse transferring) 29
  placing 18
  placing internal (IC) 18
  recording 35
  redirecting 18
  stealing 49
  transferring 29
  waiting 17
Calls On Hold
  placing 28
Calls to External Numbers
  transferring 29
Calls to Other Extensions
  transferring 29
Camp-On, using 19
Characters, entering dialpad 22
Codes
  account 25
  default system access 12
  feature, default 12
  Outgoing Call access 20
Comfort and Safety Tips 6
Conference Calls
  adding a party to 34
  dropping out of 34
  ending 35
  placing 34
  transferring 34
Conference Party, adding 34
Contact Information 51
Contrast, changing 10
Index

D

Default
  access codes 12
  feature codes 12
  programmable buttons
    resetting to 15
    settings, returning the phone to 15
  system access codes 12

Default access codes 12
Default feature codes 12
Default programmable buttons resetting to 15
Default settings, returning the phone to 15
Default system access codes 12

Dialpad
  buttons 4
  characters, entering 22

Dialpad Buttons to Enter Characters, using 22

Direct Station Selection/Busy Lamp Field (DSS/BLF) unit 11

Directory, using 24

Display 3
  contrast, changing 10
  name, changing 52

Display Contrast, adjusting 10

Do-Not-Disturb, using 43

Do-Not-Disturb, using 43

E

Emergency Calls, placing 18

Enhanced Speakerphone Mode 27

Error
  messages 51
  tones, phone 6

Extension Numbers 12

External Calls, placing 20

External Numbers, redialing 20

External Numbers, redialing 20

F

Feature
  buttons 5
  codes, using 12
  descriptions 3

Feature buttons 5
Feature codes, using 12
Feature descriptions 3

Features to Programmable Buttons
  assigning 11

Features to Programmable Buttons assigning 11

G

Group Listen, using 35

G

Group Listen, using 35

H

Handset 3

Handset 3

Handsfree Mode
  overriding 27
  using 27

Headset
  instructions 7
  using 7

Hold
  Individual 28
  System 28

Hookflash, entering 28

Hunt Group Calls
  diverting 49
  stealing 49

Hunt Group Supervisor Features 49

Hunt Groups
  accepting or rejecting Agent Help 49
  Agent Help, requesting 48
  agent IDs 47
  Automatic Call Distribution (ACD) 47
  Barge-in, using 49
  calls
    diverting 49
    monitoring 49
    stealing 49
  logging out of 48
  types 47
  Uniform Call Distribution (UCD) 47
  wrap-up timer 48

I

Individual Hold, using 28

Internal Calls, placing 18

Internal Calls, placing 18

K

Keymaps
  changing 15
  switching 15

K

Keymaps changing 15
Keymaps switching 15

L

Language, changing 10

Language, changing 10

LCD Contrast, changing 10

Logs, call 36

Logs, call 36
**M**

Manual Call Forwarding 31
Members, hunt group 47
Message Indicator Lamp 4
Messages
  canceling 42
  deleting 42
  Do-Not-Disturb 43
  error 51
  leaving 41
  pages 45
  Reminder 44
  replying to 42
  using 41
  viewing 42
  voice, listening to 42
Messages at Other Extensions, leaving 41
Messages Left at Other Extensions, canceling 42
Messages, viewing and responding 42
Microphone, muting 28
Music, listening to 10
Mute, using 28

**N**

Number, redialing 20
Numbers, redialing external 20

**O**

Off-Hook 6
Off-Hook Voice Announce, using 19
On-Hook 6
Other Hunt Group Features 48
Outgoing Call Access Code 20
Outside Line Access Codes 12

**P**

Page Announcement, placing 45
Page Feature, enabling or disabling 45
Paging
  enabling or disabling 45
  other system users 45
  using 45
Password, Remote Programming
  changing 37
  entering 37
Personal Call Routing
  enabling and disabling 33
  handoff 33
Phone
  blank display 1
  changing volume levels 9
  comfort and safety 6
  default settings, returning to 15
  error tones 6
  features
    dialpad buttons 4
    feature buttons 5
    Ring/Message Indicator 4
    speaker 4
  ring tone, selecting 9
  signals 6
  viewing angle, changing 9
Phone Signals 6
Phone to the Default Settings, resetting 15
Programmable Buttons 4
  resetting 15
  resetting to default values 15
  using 11
  viewing button assignments 15

**R**

Record-A-Call, using 35
Reminder Messages, using 44
Remote Programming 37
  change DND settings, using 38
  change the password, using 37
  forward calls, using 38
  password
    changing 37
    entering 37
  Personal Call Routing 39
    using 37
Remote Programming Password, entering 37
Reverse Transfer (Call Pickup), using 29
Ring Intercom Always, using 27
Ring Message Indicator 4
Ring Tone
  changing 9
  selecting 9
Index

S

Secondary Extension Buttons, using 36
Settings, returning to default 15
Signals, phone 6
Speaker 4
Speaker, external 4
Speakerphone
  description 4
  Group Listen, using 35
  handsfree calls 27
Speed Dial
  entries, deleting 23
  Station, using 21
  System, using 21
  using 21
Speed Dial Entries to Programmable Buttons
  assigning 23
STAR Codes, telephone company 52
Station Messages
  canceling 42
  deleting 42
  leaving 41
  replying to 42
  viewing 42
Station Monitor, using 49
Station Speed Dial
  deleting 23
  dialing 23
  storing 21
  using 21
System
  forwarding 31
  hold 28
  information, displaying 30
  time and date, setting 52
System Speed Dial, using 21

T

Telephone
  features
    programmable buttons 11
  Time and Date, system 52
Tips
  comfort and safety 6
  troubleshooting 52
Troubleshooting Tips 52

U

UCD and ACD Hunt Groups 47

V

Viewing Angle, adjusting 9
Voice Messages
  deleting 42
  leaving 41
  listening to 42
Volume Levels 9
Volume Levels, changing 9

W

Waiting Calls, answering 17
Waiting Inter-Station Messages, deleting 42
Welcome 1
Wrap-Up Timer, stopping 48

Y

Your System Information, viewing 30