



MIVOICE OFFICE 400

FEATURE OVERVIEW

This document provides an overview of the features, that can be operated on the terminals, via Self Service Portal or via WebAdmin.

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Feature Overview MiVoice Office 400			Type		MMC and integrated mobile/ext. phones ¹⁾			Mitel 6700 / 6800 SIP			Standard SIP terminals			MiVoice 2380 IP MiVoice 1560 PC Op.			MiVoice 5300/5300 IP Office 10 ²⁾ , 25, 35, 45			Mitel 600 DECT Office 135 / Office 160			Mitel 600 SIP-DECT			ISDN terminals			Analogue terminals (DTMF)					
<input checked="" type="checkbox"/> MMC and integrated mobile/ext. phones <input checked="" type="checkbox"/> Mitel 6700 / 6800 SIP <input checked="" type="checkbox"/> Standard SIP terminals <input checked="" type="checkbox"/> MiVoice 2380 IP / MiVoice 1560 PC Op. <input checked="" type="checkbox"/> MiVoice 5300/5300 IP, Office 10, 25, 35, 45 <input checked="" type="checkbox"/> Mitel 600 DECT, Office 135/160 <input checked="" type="checkbox"/> Mitel 600 SIP-DECT <input checked="" type="checkbox"/> ISDN terminals <input checked="" type="checkbox"/> Analogue terminals (DTMF)			Type		Supported			Operating via			Supported			Operating via			Supported			Operating via			Supported			Operating via			Supported			Operating via		
					Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA
Feature	Function code				Prefix dialling	Suffix dialling	In a call	During ringing	Supported	Phone	SSP	WA	Supported	Phone	SSP	WA	Supported	Phone	SSP	WA	Supported	Phone	SSP	WA	Supported	Phone	SSP	WA	Supported	Phone	SSP	WA		
Acceptance: Activate prepared acceptance	*88 # or *87 *88				•				•	•			•	•			•	•			•	•			•	•			•	•				
Acceptance: Clear preparation for accepting a call from user	#87 user No.				•				•	•			•	•			•	•			•	•			•	•			•	•				
Acceptance: Clear preparation for accepting a data connection from user	#84 user No.				•				•	•			•	•			•	•			•	•			•	•			•	•				
Acceptance: Fast take (pick up a call or connection of another user)	*88 user No.				•				•	•			•	•			•	•			•	•			•	•			•	•				
Acceptance: Fast Take: Allow to own set					•				•	•			•	•			•	•			•	•			•	•			•	•				
Acceptance: Fast Take: Protect against					•				•	•			•	•			•	•			•	•			•	•			•	•				
Acceptance: Prepare to accept a call from nn to mm	*87 nn * mm #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Acceptance: Prepare to accept a data connection from nn to mm	*84 nn * mm #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Access to system phone book (name / numbers)					•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): Play back in handset	Lift the handset				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): Reject (per phone)	Hang up					•			•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): Stop with audio file	*7990 or *7980				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): To a group with audio file	*7984 x yy Gr.No.				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): To a group with audio file and phone	*7983 x yy Gr.No.				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): To a group with phone	*7985 Gr. No.				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): To several users with audio file	*7994 x yy user No. * user No. *... user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): To several users with audio file and phone	*7993 x yy user No. * user No. *... user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): To several users with phone	*7995 User No. * User No. *... user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): To user with audio file	*7994 x yy user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): To user with audio file and phone	*7993 x yy user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (in case of emergency): To user with phone	*7995 user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): Allow to own set					•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): Answer outside the group	*89				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): Answer within the group	Lift the handset				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): Protect against					•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): Reject (per phone)	Hang up					•			•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): Stop with audio file	*7990 or *7980				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To a group with audio file	*7987 x yy Gr.No.				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To a group with audio file and phone	*7986 x yy Gr.No.				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To a group with phone						•			•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To a group with phone	*7988 Gr. No.				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To several users with audio file	*7997 x yy user No. * user No. *... user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To several users with audio file and phone	*7996 x yy user No. * user No. *... user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To several users with phone	*7998 User No. * User No. *... user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To user with audio file	*7997 x yy user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To user with audio file and phone	*7996 x yy user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To user with phone						•			•	•			•	•			•	•			•	•			•	•			•	•				
Announcement (Normal): To user with phone	*7998 user No. #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement service: Activate welcome announcement	*931 yy [*nn] #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement service: Check recording	*#911 xx [*nn] # or *#921 xx [*nn] #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement service: Deactivate welcome announcement	#931 yy [*nn] #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement service: Delete recording	#911 xx [*nn] # or #921 xx [*nn] #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement service: Recording a welcome announcement with a phone	*911 xx [*nn] #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Announcement service: Recording a welcome announcement with audio equipment	*921 xx [*nn] #				•				•	•			•	•			•	•			•	•			•	•			•	•				
Appointment call: Activate individual call order	*55 hh mm				•				•	•			•	•			•	•			•	•			•	•			•	•				
Appointment call: Activate permanent call order	*56 hh mm				•				•	•			•	•			•	•			•	•			•	•			•	•				
Appointment call: Clear	#55 or #56				•				•	•			•	•			•	•			•	•			•	•			•	•				
Automated configuration									•	•			•	•			•	•			•	•			•	•			•	•				
Automatic software update									•	•			•	•			•	•			•	•			•	•			•	•				
Brokering: In enquiry	2						•		•	•			•	•			•	•			•	•			•	•			•	•				
Brokering: With line key							•		•	•			•	•			•	•			•	•			•	•			•	•				

Feature Overview MiVoice Office 400

- MMC and integrated mobile/ext. phones
- Mitel 600 DECT, Office 135/160
- Mitel 6700 / 6800 SIP
- Mitel 600 SIP-DECT
- Standard SIP terminals
- ISDN terminals
- MiVoice 2380 IP / MiVoice 1560 PC Op.
- Analogue terminals (DTMF)
- MiVoice 5300/5300 IP, Office 10, 25, 35, 45

Feature	Function code	Type				MMC and integrated mobile/ext. phones ¹⁾			Mitel 6700 / 6800 SIP			Standard SIP terminals			MiVoice 2380 IP / MiVoice 1560 PC Op.			MiVoice 5300/5300 IP Office 10 ²⁾ , 25, 35, 45			Mitel 600 DECT Office 135 / Office 160			Mitel 600 SIP-DECT			ISDN terminals			Analogue terminals (DTMF)		
		Prefix dialling	Suffix dialling	In a call	During ringing	Supported	Operating via	Supported	Operating via	Supported	Operating via	Supported	Operating via	Supported	Operating via	Supported	Operating via	Supported	Operating via	Supported	Operating via	Supported	Operating via	Supported	Operating via	Supported	Operating via	Supported	Operating via			
						Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA			
Do not disturb: Activate	*26	•				•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•			
Do not disturb: Clear	#26	•				•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•			
DTMF dialling				•																												
Emergency / priority exchange seizure	Calling an external number					•	•																									
Emergency number	Dial an emergency call number					•	•																									
Enquiry: To own system	User No. #			•		•	•					• ^{b)}																				
Enquiry: To up-circuit system	I*42 user No.			•		•	•																									
Exchange Access: Business	0	•				•	•																									
Exchange Access: LCR (fallback)	*90		•			•	•																									
Exchange Access: Least Cost Routing	Calling an external number	•				•	•																									
Exchange Access: Private	10	•				•	•																									
Exchange Access: Route selection, targeted	170 ... n	•				•	•																									
Exchange Access: With charge recall	*32 user No.			•																												
Exchange Access: With cost centre nn	13 nn	•				•	•																									
Explicit call transfer (ECT)			•																													
Follow me: Activate	*23 user No.	•				•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•			
Follow me: Clear	#23	•				•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•			
General bell: Activate coded ringing	*8 or *81		•																													
General bell: Activate coded ringing	*81 user No.	•				•	•																									
General bell: Answer coded ringing	*82	•				•	•																									
General bell: Answer ring call	*83	•				•	•																									
Generate an user event message	*77 nnnn					•	•																									
Hold connection (HOLD)				•								• ^{b)}												• ^{c)}								
Home alone Activate	*49 UG No.	•				•	•																									
Home alone Clear	#49 UG No.	•				•	•																									
Hospitality: Charge amount to guest room	*54 Art. No. * Amount #	•				•	•																									
Hospitality: Charge amount to guest room using third-party phone	*54 Art. No. * Amount * Room No. #	•				•	•																									
Hospitality: Delete all maintenance notices for the room	#53 #	•				•	•																									
Hospitality: Delete all maintenance notices for the room on third-party phone	#53 Room No. #	•				•	•																									
Hospitality: Enter cleaning status	*52 x #	•				•	•																									
Hospitality: Enter cleaning status on third-party phone	*52 x * Room No. #	•				•	•																									
Hospitality: Enter maintenance notice	*53 Code #	•				•	•																									
Hospitality: Enter maintenance notice on third-party phone	*53 Code * Room No. #	•				•	•																									
Hospitality: Enter one missing item (minibar)	*51 Art. No. #	•				•	•																									
Hospitality: Enter one missing item (minibar) on third-party phone	*51 Art. No. * 1 * Room No. #	•				•	•																									
Hospitality: Enter several missing items (minibar)	*51 Art. No. * Number #	•				•	•																									
Hospitality: Enter several missing items (minibar) on third-party phone	*51 Art. No. * Quantity * Room No. #	•				•	•																									
Hospitality: Secret code (disable room-to-room barring)	*34	•				•	•																									
Hotline		•					•																									
Incoming call: Deflect during the ringing phase (CD)				•																												
Incoming call: Pick up	*86 x					•	•																									
Incoming call: Reject						• ⁴⁾	•					• ^{b)}	• ^{b)}											• ^{c)}								
Intrusion: Activate	*7 or *44		•			•	•																									
Intrusion: Activate	*64 user No. #	•				•	•																									
Intrusion: Allow to own set	#04	•				•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•			
Intrusion: Answer with conference	3		•			•	•																									
Intrusion: Answer with hold	2		•			•	•		• ^{d)}																							
Intrusion: Answer without hold	1		•			•	•																									
Intrusion: Protect against	*04	•				•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•			
Intrusion: Reject	0		•			•	•		• ^{d)}																							
Leaving a message: Activate (own)																																

Feature Overview MiVoice Office 400		Type				MMC and integrated mobile/ext. phones ¹⁾			Mitel 6700 / 6800 SIP			Standard SIP terminals			MiVoice 2380 IP MiVoice 1560 PC Op.			MiVoice 5300/5300 IP Office 10 ²⁾ , 25, 35, 45			Mitel 600 DECT Office 135 / Office 160			Mitel 600 SIP-DECT			ISDN terminals			Analogue terminals (DTMF)		
		Prefix dialling	Suffix dialling	In a call	During ringing	Supported	Operat- ing via		Supported	Operat- ing via		Supported	Operat- ing via		Supported	Operat- ing via		Supported	Operat- ing via		Supported	Operat- ing via		Supported	Operat- ing via		Supported	Operat- ing via				
						Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA	Phone	SSP	WA			
Feature	Function code																															
Silent intrusion: Activate	4																															
Silent intrusion: Activate	*63 user No. #																															
Silent intrusion: Allow to own set																																
Silent intrusion: Protect against																																
Subaddressing (SUB)																																
Suppress the call number display (CLIR): Activate for each call	*31 destination No.																															
Suppress the call number display (CLIR): Activate permanently	*31 #																															
Suppress the call number display (CLIR): Deactivate for each call	#31 destination No.																															
Suppress the call number display (CLIR): Deactivate permanently	#31 #																															
Switch switching group xx in position y	*85 xx y																															
Synchronized call list	• ^{b)}																															
System date: Set up	*58 DD MM YYYY																															
System time: Set up	*57 hh mm																															
Team keys / Busy lamp field keys																																
Text messages: Send freely defined text message																																
Text messages: Send to all with / without parameters	*3599 text No. #																															
Text messages: Send to group with / without parameter	*35 Gr. No. text No. #																															
Text messages: Send to user with / without parameter	*3598 user No. text No. #																															
Text messages: View																																
Transfer charges of current call to another cost centre	*78 CC No.																															
Trigger Redkey function	*73 Parameter #																															
Two-company configuration for operator phones	Via line key																															
User groups: Log into all user groups	*4800																															
User groups: Log into specific user groups	*48 UG No.																															
User groups: Log out of all user groups	#4800																															
User groups: Log out of specific user groups	#48 UG No.																															
User-to-user signalling (UUS-1)																																
Voice mail: Activate greeting	*933 x																															
Voice mail: Check recording	*#913 x [*nn] # or *#923 x [*nn] #																															
Voice mail: Deactivate greeting	#933 x																															
Voice mail: Delete recording	#913 x [*nn] # or #923 x [*nn] #																															
Voice mail: Listen to voice messages with audio guide	*#94																															
Voice mail: Listen to voice messages without audio guide	*#916 #																															
Voice mail: Recording a welcome announcement with a phone	*913 x [*nn] #																															
Voice mail: Recording a welcome announcement with audio equipment	*923 x [*nn] #																															
Voice mail: Signalling of new messages																																

- 1) Mobile phone integration level 2 is required for features introduced with ***
- 2) Not all features are available for Office 10
- 3) Only MiVoice Office 5380 and Office 45
- 4) Only Mitel Mobile Client (MMC)
- 5) Only MiVoice Office 5300 / 5300 IP
- 6) Only Mitel 600 DECT
- 7) Without MiVoice Office 5360 / 5360 IP and Office 25
- 8) Only Mitel 600 DECT and Office 135/135pro
- 9) Only for internal calls and via soft key

- a) Only Mitel 6710 / 6730 Analogue
- b) Depending on the terminal
- c) ISDN feature
- d) Only via soft key

SSP = Self Service Portal, WA = WebAdmin

Note:

You can activate certain function codes only if the same function cannot be obtained via the menu.
Function codes for SIP phones can only be carried out in prefix dialling.