

MITEL NETWORKS

5020 | IP Phone

USER GUIDE

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IMPORTANT! This telephone is NOT suitable for direct connection to the public-switched telephone network. Connect the telephone to a Mitel Networks system only.

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INTRODUCTION

This Extension User Guide provides detailed operating information for using the Mitel Networks 5020 IP Phone on the Mitel Networks 3100 Integrated Communications Platform (ICP).

You can perform all the features listed in this User Guide, either by pressing a programmed personal key, via **SuperKey** or by dialing a feature access code. Some features must be enabled or configured by your Administrator before they can be used.

This Guide is arranged in the following sections:

- Introduction lists the sections in this Guide;
- Using your Mitel Networks 5020 IP Phone guides you around your Mitel Networks 5020 IP Phone and describes the functions of keys on your phone, how to customize your phone, how to program your personal keys and the features available to you;
- Administrator Features describes the features which are only available to an Administrator;
- Mitel Networks 5415 Programmable Key Module gives a brief description of the 5415 Programmable Key Module and how it is used with the Mitel Networks 5020 IP Phone;
- Introduction to the Desktop User Tools familiarizes you with the Desktop User Tools;
- Tips for your Comfort and Safety gives you advice on using your extension;
- Glossary lists the terms that are used in this User Guide which you may not be familiar with;
- Accessing Features lists the feature access codes.

USING YOUR MITEL NETWORKS 5020 IP PHONE

This section guides you around your Mitel Networks 5020 IP Phone and includes the use of all keys on your phone, how to customize your phone, how to program your personal keys and the features available to you.

The features described in this section can be accessed via **SuperKey**, via a programmed personal key or by dialing a feature access code.

The feature access codes shown under Accessing Features and described throughout this Extension User Guide, show the leading digit as "6", for example, 6xx, which is the system default. However, if the numbering plan is modified, an alternative leading digit may be used.

Check with your Administrator to ensure that these feature access codes are correct for your system.

Your Mitel Networks 5020 IP Phone



Figure 1, Mitel Networks 5020 IP Phone

The Mitel Networks 5020 IP Phone features dual ports which allows your telephone to be attached to a PC as well as the telephone network, an easy-to-read display, a Message Waiting Indicator, three softkeys, nine fixed-function keys, thirteen personal keys and two arrow keys (▲ and ▼).

The easy-to-read display comprises of a two-line, 20-character, alpha-numeric Liquid Crystal Display (LCD) which gives a visual indication of the current status of your extension.

The Message Waiting Indicator is used in conjunction with the **Message** key; its function is described in more detail under Message Waiting.

The three softkeys, positioned below the LCD, are used in conjunction with the **SuperKey** to setup features under personal keys, setup call forwarding and navigate through the Phonebook.

The nine fixed-function keys are: **SuperKey, Trans/Conf, Shift, Message, Hold, Cancel, Speaker, Microphone** and **Intercom**; these keys, and the ▲ and ▼ keys, are described in detail under Fixed Function Keys.



Figure 2, Fixed Function Keys on your 5020 IP Phone

Each personal key may be programmed with:

- a feature;
- an extension number;
- an extension group number;
- line number;
- line group number, or
- System or Personal Speed Call number.

Every personal key has a dual-colored (red and green) light associated with it which gives the status of an extension, extension group, line, line group or feature programmed under the key. If you have a personal key programmed to represent another extension on the system, the key's light gives the status of the extension (Busy Lamp Field). This key can also be used to directly dial, transfer a call to, or pick up a call ringing at the extension (Direct Station Selection). Refer to *Using your Mitel Networks 5020 IP Phone* for detailed operating instructions on programming and using the personal keys.

Frequently-dialed external numbers (Personal Speed Calls) may also be stored as a secondary feature under any of the twelve keypad keys. To dial a Personal Speed Call stored under a keypad key or under a personal key at the secondary level, press **Shift** followed by the required key. Refer to *Personal Speed Calls* for more information on setting up and using this feature.

Handsfree operation, which allows you to answer and make calls without lifting your handset is also available on the Mitel Networks 5020 IP Phone, and is described in more detail under *Handsfree Operation*.

The ▲ and ▼ keys, positioned above the keypad, are used to control the handset, ringer and loudspeaker volume, plus the display contrast on the LCD. These keys are also used to navigate around the Phonebook. Refer to *Tips for your Comfort and Safety* and *Phonebook*, respectively, for more information on changing the volume and using the Phonebook feature.

The base of the telephone tilts to provide a better view of the keys and display. The telephone is also equipped with a dedicated headset jack, which eliminates the need for an amplifier box when used with Mitel Networks headsets. For more information refer to *Tips for your Comfort and Safety*.

The Mitel Networks 5020 IP Phone can also have a Mitel Networks 5415 Programmable Key Module attached, which will give an 48 personal keys. For more information refer to *Mitel Networks 5415 Programmable Key Module*.

Fixed Function Keys

The following fixed function keys are available on your Mitel Networks 5020 IP Phone. These key functions cannot be modified or deleted:

SuperKey

Used for programming features under personal keys and setting up call forwarding, and accessing the Phonebook allowing you to make calls from the System Directory and your Personal Directory.

Hold

Used for placing callers on hold.

Message

Used to leave a message waiting indicator at another extension. The called extension can call you back by pressing **Message**. This key is used in conjunction with the Message Indicator which flashes when you have a message waiting. Refer to *Message Waiting* for more information.

Cancel

Used to cancel the current operation and return you to dial tone. Pressing this key is equivalent to replacing your handset and lifting it up again. When this key is pressed during programming using **SuperKey**, you are returned to the previous programming step.

Trans/Conf

Used to temporarily place a call on hold before transferring to another party, and to initiate a three-party conference call.

Shift

Used to program and access Personal Speed Call numbers saved as secondary features under personal keys and keypad keys.

Pressing **Shift** twice redials the last externally-dialed number.

Speaker

Used to enable handsfree working.

Microphone

Used to disable the microphone during a handsfree conversation. The **Microphone** key LED is extinguished when the microphone is disabled.

Intercom

Used to indicate calls for your extension and allows you to retrieve calls from hold. When a call arrives at your extension, **Intercom** flashes with ringing cadence. The call can then be answered by picking up the handset or pressing **Intercom** or **Speaker**. After answering an incoming call, **Intercom** lights green, indicating that a call is in progress.

▲ and ▼

Used to change the ringing, handset and loudspeaker volume, plus the display contrast on the LCD. These keys are also used to navigate through the Phonebook.

Customizing your Mitel Networks 5020 IP Phone

While your Mitel Networks 5020 IP Phone is ringing, you can adjust the ringing volume, handset, headset and speaker volume. While your extension is idle you can adjust the ringer pitch and display contrast.

All the volume settings are individual, so changing one does not impact the others.

Ringer Control

To adjust the ringer volume while your extension is ringing, press ▲ to increase the volume and ▼ to decrease the volume.

Ringer Pitch

You can adjust the ringing characteristics of your Mitel Networks 5020 IP Phone to distinguish it from other phones in the area by adjusting the ring pitch.

To adjust the Ringer Pitch while your extension is idle:

1. Dial the Ringer Pitch feature access code, **651**.
Your extension starts to ring continuously..
2. Press ▲ to increase the pitch and ▼ to decrease the pitch.
3. When you are satisfied with the pitch, replace your handset or press **Speaker**.

Handset Receiver Volume Control

To adjust the Handset Receiver volume when you are using the handset, press ▲ to increase the volume and ▼ to decrease the volume.

Headset Volume Control

To adjust the Headset volume when you are using the headset, press ▲ to increase the volume and ▼ to decrease the volume.

Speaker Volume Control

To adjust the Speaker volume during a handsfree conversation, press ▲ to increase the volume and ▼ to decrease the volume.

Display Contrast Control

To adjust the contrast control on your telephone's LCD:

- Press ▲ to increase the display contrast and ▼ to decrease the contrast.

Programming your Keys

Programming a Personal Key

Every personal key on your Mitel Networks 5020 IP Phone, and on the Mitel Networks 5415 Programmable Key Module, if attached, can be programmed to store a feature and a speed call number. You can assign one feature to each personal key.

Additionally, Personal Speed Call numbers can be stored under a personal key on your Mitel Networks 5020 IP Phone along with a feature; these are stored at the "secondary" level and are described in more detail under *Personal Speed Calls*.

The following illustration shows the personal keys available on your Mitel Networks 5020 IP Phone, and when attached to a Mitel Networks 5415 PKM.



Figure 3, 5020 IP Phone with 5415 PKM attached

Note : When programming your keys, you can press **SuperKey** at any time to leave programming, or press **Cancel** to return to the previous menu.

To program a personal key:

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the key to be programmed (on your Mitel Networks 5020 IP Phone or Mitel Networks Programmable Key Modules).
*If a feature or speed call is already stored under the selected key, it is displayed with the option to **Change** or **Clear** the key.*
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of available features until the desired feature is displayed.
7. Press the **Yes** softkey to select the feature.
If additional information is required, for example, the inclusion of an extension number, this is requested next.
If the information is mandatory, you cannot proceed until this information is included. The Accessing Features section lists the features which require optional or mandatory information.
8. Press **SuperKey** to complete the operation or press another personal key and proceed to program another feature.
9. Write the feature name on the key label.

Removing a Feature from a Personal Key

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the key to be cleared.
The feature currently stored is displayed.
5. Press the **Clear** softkey.
The key's feature is removed.

Alternatively, you can follow the steps described above but press the **Change** softkey, instead of the **Clear** softkey, to re-program the key to another feature as described above.

Programming a DSS/BLF key

A **DSS/BLF** (Direct Station Selection/Busy Lamp Field) key allows you to call another extension user with a single key press. The **DSS/BLF** key lights to indicate the status of the extension:

Table 1, DSS/BLF Key Status on a 5020 IP Phone

| Key Status | Explanation |
|---------------------------------------|---|
| Lit (Red) | Programmed extension is busy, off-hook, or has set Do Not Disturb. |
| Lit (Green) | You are connected to the extension programmed under this key. |
| Unlit | The extension is idle. |
| Flashing (Red) with ringing cadence | Programmed extension is ringing and the call can be picked up by the extension with the DSS/BLF key. |
| Flashing (Green) with ringing cadence | Programmed extension is calling your extension. |
| Flashing (Red) with held cadence | Programmed extension has placed a call on System Hold and the call can be picked up. |
| Flashing (Green) with held cadence | You have placed this extension on System or Exclusive Hold. |

Table 2, DSS/BLF Key Status on a 5415 PKM

| Key Status | Explanation |
|-------------------------------|---|
| Lit | The extension is busy, off-hook, has set Do Not Disturb or you are connected to the extension programmed under this key. |
| Unlit | The extension is idle. |
| Flashing with ringing cadence | Extension is ringing. |
| Flashing with held cadence | Extension has been placed on System Hold or the extension user has placed a call on System Hold and the call can be picked up, or you have placed this extension on System or Exclusive Hold. |

To program a DSS/BLF key:

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the personal key to be programmed.
*If a feature is already stored under the selected key, the existing feature is displayed with the option to **Change** or **Clear** the key.*
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of features until **DSS/BLF** is displayed.
7. Press the **Yes** softkey.
8. Dial the required extension number.
*If you make a mistake when dialing the extension number, press the **Del** softkey to remove the incorrect digits.*
9. Press the **Save** softkey to save the extension number under the selected personal key.
*If you dial an invalid extension number, the system will not allow you to save the extension number, that is, pressing the **Save** softkey has no effect.*
10. Press **SuperKey** to complete the operation or press another personal key and proceed to program another feature.
11. Write the extension number on the key label.

Programming an EXTENSION GROUP key

An **EXTENSION GROUP** key allows you to call an extension group with a single key press. Membership of an extension group is setup by your Administrator, and an extension group can be, for example, all members of the Sales Department. When an extension group is called, all extensions in the group ring until the call is answered.

Contact your Administrator for a list of extension group numbers.

The **EXTENSION GROUP** key light indicates the status of an extension group:

Table 3, EXTENSION GROUP Key Status on a 5020 IP Phone

| Key Status | Explanation |
|-------------------|---|
| Lit (Red) | All extensions in the extension group are busy |
| Unlit | At least one extension in the extension group is idle |
| Flashing (Red) | Extension group is ringing |

Table 4, EXTENSION GROUP Key Status on a 5415 PKM

| Key Status | Explanation |
|-------------------|---|
| Lit | All extensions in the extension group are busy |
| Unlit | At least one extension in the extension group is idle |
| Flashing | Extension group is ringing |

To program an EXTENSION GROUP key:

1. Press **SuperKey**.
2. Press the **No** softkey until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the key to be programmed.
*If a feature is already stored under the selected key, the existing feature is displayed with the option to **Change** or **Clear** the key.*
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of features until EXTENSION GROUP is displayed.
7. Press the **Yes** softkey.
8. Dial the required extension group number.
*If you make a mistake when dialing the extension group number, press the **Del** softkey to remove the incorrect digits.*
9. Press the **Save** softkey to save the extension group number under the selected personal key.
*If you dial an invalid extension group number, the system will not allow you to save the extension group number, that is, pressing the **Save** softkey has no effect.*
10. Press **SuperKey** to complete the operation or press another personal key and proceed to program another feature.
11. Write the extension group number on the key label.

Programming a LINE key

A **LINE** key allows you to access and answer calls from a line with a single key press.

The **LINE** key light indicates the status of a line:

Table 5, LINE Key Status on a 5020 IP Phone

| Key Status | Explanation |
|-------------------------------------|--|
| Lit (Red) | The line is in use at another extension. |
| Lit (Green) | The line is in use at your extension. |
| Unlit | The line is idle. |
| Flashing (Red) with ringing cadence | An external call is ringing on this line and can be answered by any extension user. |
| Flashing (Red) with held cadence | The external call, on this line, is held on System Hold and any extension user can pick up the call. |
| Flashing (Green) with held cadence | You have placed this line on System or Exclusive Hold. |

Table 6, LINE Key Status on a 5415 PKM

| Key Status | Explanation |
|-------------------------------|---|
| Lit | The line is in use. |
| Unlit | The line is idle. |
| Flashing with ringing cadence | An external call is ringing on this line. |
| Flashing with held cadence | You have placed this line on hold. |

To program a LINE key:

1. Press **SuperKey**.
2. Press the **No** softkey until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the key to be programmed.
*If a feature is already stored under the selected key, the existing feature is displayed with the option to **Change** or **Clear** the key.*
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of features until LINE is displayed.
7. Press the **Yes** softkey.
8. Dial the required line number in three-digit format, for example, 001.
*If you make a mistake when dialing the line number, press the **Del** softkey to remove the incorrect digits.*
9. Press the **Save** softkey to save the line number under the selected personal key.
*If you dial an invalid line number, the system will not allow you to save the line number, that is, pressing the **Save** softkey has no effect.*
10. Press **SuperKey** to complete the operation or press another personal key and proceed to program another feature.
11. Write the line number on the key label.

Programming a LINE GROUP key

A **LINE GROUP** key allows an extension user to access and answer calls from that line group with a single key press. The **LINE GROUP** key light indicates the status of a line group:

Table 7, LINE GROUP Key Status on a 5020 IP Phone

| Key Status | Explanation |
|-------------------|---|
| Lit (Red) | All lines in the line group are busy |
| Unlit | At least one line in the line group is idle |
| Flashing (Red) | Line group is ringing |

Table 8, LINE GROUP Key Status on a 5415 PKM

| Key Status | Explanation |
|-------------------|---|
| Lit | All extensions in the extension group are busy |
| Unlit | At least one extension in the extension group is idle |
| Flashing | Line group is ringing |

To program a LINE GROUP key:

1. Press **SuperKey**.
2. Press the **No** softkey until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the key to be programmed.
*If a feature is already stored under the selected key, the existing feature is displayed with the option to **Change** or **Clear** the key.*
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of features until LINE GROUP is displayed.
7. Press the **Yes** softkey.
8. Dial the required line group number.
*If you make a mistake when dialing the line group number, press the **Del** softkey to remove the incorrect digits.*
9. Press the **Save** softkey to save the line group number under the selected personal key.
*If you dial an invalid line group number, the system will not allow you to save the line group number, that is, pressing the **Save** softkey has no effect.*
10. Press **SuperKey** to complete the operation or press another personal key and proceed to program another feature.
11. Write the line group number on the key label.

Account Codes

You can assign an account code to an incoming or outgoing call for tracking purposes. You can program an **ACCOUNT CODE** key with or without specifying an account code. If you have an account code that you use on a regular basis, it may be easier to store the account code with the **ACCOUNT CODE** key; this saves you from having to dial the account code every time you want to associate a call with an account code.

Account codes are three-digits in length, and in the range 000-999.

Notes:

1. Contact your Administrator for a list of account codes.
2. You must have a pre-programmed **EXCLUSIVE HOLD** key setup on your extension to use this feature. Refer to *Exclusive Hold* for more information on the use of this feature.

PROGRAMMING

Program an **ACCOUNT CODE** key and **EXCLUSIVE HOLD** key as described under *Programming a Personal Key*.

Note: An **ACCOUNT CODE** key can be saved with or without the inclusion of an account code.

Allocating an Account Code to an Outgoing Call

If you have an ACCOUNT CODE key programmed with a specific account code:

1. Press the **ACCOUNT CODE** key.
2. Access a line and dial the external number.

If you have an ACCOUNT CODE key without a specific account code programmed:

1. Press the **ACCOUNT CODE** key.
2. Dial the required Account Code.
3. Access a line and dial the external number.

If you do not have an ACCOUNT CODE key programmed:

1. Dial the Account Code feature access code, **665**.
2. Dial the required Account Code.
3. Access a line and dial the external number.

Allocating an Account Code to a Call in Progress

If you wish to change the account code associated with an incoming or outgoing call, perhaps a call has been transferred to you from a department with a different account code, you may assign a different account code while connected to the call. In this way numerous account codes can be associated with one call.

If you have an ACCOUNT CODE key programmed with a specific account code:

1. While in conversation with another party, press the **EXCLUSIVE HOLD** key.
2. Press the **ACCOUNT CODE** key.
3. Press the **EXCLUSIVE HOLD** key again.
The caller is re-connected and the call assigned with the new account code.

If you have an ACCOUNT CODE key without a specific account code programmed:

1. While in conversation with another party, press the **EXCLUSIVE HOLD** key.
2. Press the **ACCOUNT CODE** key.
3. Dial the required account code.
4. Press the **EXCLUSIVE HOLD** key again.
The caller is re-connected and the call assigned with the new account code.

If you do not have an ACCOUNT CODE key programmed:

1. While in conversation with another party, press the **EXCLUSIVE HOLD** key.
2. Dial the Account Code feature access code, **665**.
3. Dial the required account code.
4. Press the **EXCLUSIVE HOLD** key again.
The caller is re-connected and the call assigned with the new account code.

Alarm Calls

You can setup an alarm (wake-up or reminder) call to ring at your extension at a specified time. You must answer a ringing alarm call before you can continue with any other operation at your extension.

When you receive an alarm call, your extension rings for up to 60 seconds (default) or until you answer the call. If you do not answer the call within this time period, your extension rings again every 2 minutes (default); this process is repeated up to a maximum of ten times or until you answer your alarm call.

Notes:

1. An alarm call is not repeated on successive days, which means that you must setup the alarm call daily.
2. You can request your Administrator to setup an alarm call for you as described under *Administrator Remote Alarm Calls*.

OPERATION

To setup an Alarm Call from your extension:

1. Dial the Alarm Call feature access code, **668**.
2. Dial the time using the 24-hour clock.

To cancel an Alarm Call:

- Dial the Alarm Call Cancel feature access code, **669**.

Answer External Call

If you want to answer external calls in the order that they arrive at your extension, you need to program an **ANSWER EXTERNAL** key. You answer the incoming call by pressing the flashing, pre-programmed **ANSWER EXTERNAL** key. Your **ANSWER EXTERNAL** key continues to flash until all incoming external calls have been answered.

PROGRAMMING

Program the **ANSWER EXTERNAL** key as described under *Programming your Keys*.

OPERATION

Note: You must have a pre-programmed **ANSWER EXTERNAL** key setup on your extension to use this feature.

To answer external calls:

- Press the flashing **ANSWER EXTERNAL** key.
*The **ANSWER EXTERNAL** key continues to flash until all the incoming external calls have been answered.*

Answer Next Call

This feature is similar to *Answer External Call*, however, it applies to all incoming internal and external calls. Answer Next Call allows you to answer all calls in the order that they are presented at your extension. You answer the incoming call by pressing the flashing, pre-programmed **ANSWER NEXT CALL** key. Your **ANSWER NEXT CALL** key continues to flash until you have answered all the calls.

Note: External calls have priority over internal ones, that is, external calls are answered first.

PROGRAMMING

Program the **ANSWER NEXT CALL** key as described under *Programming your Keys*.

OPERATION

Note: You must have a pre-programmed **ANSWER NEXT CALL** key setup on your extension to use this feature.

To answer internal and external calls in the order that they are presented at your extension:

- Press the flashing **ANSWER NEXT CALL** key.
*The **ANSWER NEXT CALL** key continues to flash until all incoming calls have been answered.*

Auto Answer

This feature, when activated, enables internal calls presented at your extension to be answered automatically, that is, you are connected to the caller without your extension ringing. Calls presented at your extension are announced by a single burst of ringing; then, the microphone and loudspeaker are activated and the call is answered automatically. You can continue the call handsfree or use the handset.

You can automatically answer calls from a specific extension or from all extensions on the system. Refer to *Handsfree Operation* for information on using your extension handsfree.

Notes:

1. **Auto Answer** can only be enabled to answer incoming internal calls.
2. You should de-activate Automatic Answer when you leave your desk.

PROGRAMMING

Program an **Auto Answer** key as described under *Programming a Personal Key*.

OPERATION

Note: You must have a pre-programmed **Auto Answer** key setup on your extension to use this feature.

CAUTION: Do not leave your desk when this feature is active.

To activate Auto Answer:

- Press the **Auto Answer** key.
*The **Auto Answer** key lights solid red and **Auto Answer** is displayed on your LCD.*

Note: Pressing the **Auto Answer** key toggles between switching the feature on and off - the key lights solid red when this feature is active.

Automatic Hold

While in conversation with another party, this feature allows you to make or receive a call without placing the current call on hold first.

Note: You must have a pre-programmed **EXCLUSIVE HOLD** key setup on your extension to use this feature. Refer to *Exclusive Hold* for more information on the use of this feature.

PROGRAMMING

Program an **EXCLUSIVE HOLD** key as described under *Programming a Personal Key*.

OPERATION

Outgoing Calls

To place the current call on Automatic Exclusive Hold and make another call:

- While in conversation with an established call, make another call. The caller placed on hold hears silence, tone or music on hold.

To return to the call placed on hold:

- Press the **EXCLUSIVE HOLD** key, or if a pre-programmed key is available, press the appropriate flashing **DSS/BLF** or **LINE** key.

To transfer the held party to the newly-called party:

- While in conversation with the newly-called party, replace your handset or press **Speaker**.

Incoming Calls

To place the current call on Automatic System Hold and answer an incoming call:

1. While in conversation with an established call, press the flashing key which is indicating the incoming call.
2. Handle the new call as usual.

To return to the held call:

- Press the appropriate flashing **DSS/BLF** or **LINE** key, or if not available, press **Intercom**.

Callback when Free

If you hear busy tone when you attempt to call an internal extension or access a line, you can reserve access to the extension or line as soon as it becomes available using this feature.

Your extension starts ringing when the called extension or line becomes available and automatically redials the other extension or accesses the line when you answer the callback.

Notes:

1. Callbacks on lines only apply when the line is in use, and not when the called party is busy.
2. Your Administrator can setup the system so that a single-digit can be used instead of programming a **CALL BACK** key. Contact your Administrator for a list of single-digit access codes.

PROGRAMMING

Program the **CALL BACK** key as described under *Programming a Personal Key*.

OPERATION

To place a callback on a busy extension or line:

- While listening to busy tone, press the **CALL BACK** key or dial the single-digit access code, 5 (system default).
*If programmed, your **CALL BACK** key lights solid red, and dial tone is returned to indicate successful activation.*

When the target extension or line becomes available:

1. Your extension rings with rapid ringing and your **CALL BACK** key, if programmed, and **Intercom** flash. A message similar to the following is displayed: EXT xxxx CALLBACK.
2. Lift your handset to take the call or press the flashing key.
If you had placed the callback on an extension you hear ringing tone, if placed on a line you hear dial tone.
*If programmed, your **CALL BACK** key extinguishes indicating that the call can be handled in the normal way.*

Note: If you do not respond to the callback within 30 seconds or you obtain access to the required extension or line before the callback matures, your request is cancelled.

To cancel a callback:

- While your extension is idle, press the **CALL BACK** key or dial the single-digit access code, 5.

Call Forwarding

Incoming internal and external calls presented at your extension can be forwarded in the following ways:

- Call Forward All (CFA) - forwards all your calls to another extension or extension group without first presenting the calls at your extension. See *Call Forward All (CFA)*.
- Call Forward on No Answer or Busy (CFN/CFB) - forwards your calls to another extension or extension group when you are busy on another call or away from your desk. See *Call Forward on No Answer or Busy (CFN/CFB)*.
- Follow Me and Follow Me (I'm Here) _ forwards your calls to another extension where you wish to take your calls. See *Follow Me and Follow Me (I'm Here)*.
- Manager/Secretary - forwards all your calls to another extension when you do not wish to receive calls or away from your desk. See *Manager/Secretary Operation* and *Calls For*.
- Remote Call Forward - forwards all your incoming calls to an external destination; for example, a cellular phone or you home number. See *Remote Call Forward*.

Each type forwarding can be programmed via **SuperKey**, under a personal key and invoked by pressing that key, or by dialing the appropriate feature access code.

Note: You can also forward your calls to VoiceMail, if available. Contact your Administrator for the extension number of the Voicemail system.

Call Forward All (CFA)

This feature allows you to forward all your calls to another extension or an extension group without ringing at your extension first. If you always forward your calls to the same extension or extension group, you can program a **CALL FORWARD ALL** key with this number. Alternatively, you can program the **CALL FORWARD ALL** key without specifying a destination number, which means that you must dial an extension or extension group number each time you want to forward your calls. You can setup a number of **CALL FORWARD ALL** keys on your extension, each holding a different destination extension or extension group number.

This feature can be setup using **CALL FORWARD** under **SuperKey** and does not have to be programmed under a personal key. Refer to the operation described below.

PROGRAMMING

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the key to be programmed.
*If a feature is already stored under the selected key, the existing feature is displayed with the option to **Change** or **Clear** the key.*
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of available features until **CALL FORWARD** is displayed.
7. Press the **Yes** softkey to select this option.
8. Press the **Yes** softkey at the **ALWAYS** prompt.
At this point, you can choose to program the key with or without a destination extension or extension group.
9. Either, dial an extension number or extension group number, followed by **Save** to save the dialed number.
10. Alternatively, press **Ext** to forward all your calls to an extension or **Extgrp** to forward all your calls to an extension group.
When the key is pressed, you must dial an extension number or extension group number before the forwarding is active.

OPERATION

Notes:

1. If you activate a forward using **SuperKey**, and forwarding is active via a programmed **CALL FORWARD ALL** key, the current forwarding is overridden, and vice versa.
2. You cannot forward your calls to an internal extension if you are forwarding to an external destination or vice versa.

Forwarding your calls using SuperKey

To forward all your calls to another extension or extension group using SuperKey:

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly to scroll down the list until CALL FORWARD? is displayed.
3. Press the **Yes** softkey to select the feature.
ALWAYS is displayed.
4. Press the **Review** softkey.
If programmed, ALWAYS is displayed along with a target extension number or extension group number.
If a target extension number or extension group number is displayed prefixed with an asterisk, it indicates that forwarding is already active.
If a target extension number or extension group number has not been programmed, you are prompted to dial an extension number:
5. Press the **Progrm** softkey.
6. At the TO: prompt, dial the extension number you wish to forward your calls to.
*If you make a mistake when dialing the extension number, press the **Del** softkey to remove the incorrect digits.*
7. Press the **Save** softkey to save the extension number.
If you dial an invalid extension number, the system will not allow you to save the extension number.

If a target extension number or extension group number has been programmed:

8. Press the **Change** softkey.
9. Press the **Turnon** softkey.
ALWAYS is displayed with the target extension or extension group number prefixed with an asterisk. The asterisk indicates that the diversion is now active.
10. Press **SuperKey**.
When you lift your handset, you hear interrupted dial tone indicating that your calls are being diverted.

Forwarding your calls using a programmed key

To forward all your calls using a key programmed with a destination extension or extension group number:

- Press a specific **CALL FORWARD ALL CALLS** key
The associated CALL FORWARD ALL CALLS key lights solid red. When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

To forward all your all calls to another extension or extension group using a key which does not have an extension or extension group programmed:

1. Press a **CALL FORWARD ALL CALLS** key.
2. Dial an extension or extension group number, or press a **DSS/BLF** or **EXTENSION GROUP** key.
The associated CALL FORWARD ALL CALLS key lights solid red. When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

To forward your calls when you hear Call Waiting tone while in conversation:

- Press a **CALL FORWARD ALL CALLS** key programmed with a destination extension or extension group number.
The incoming call is forwarded.

Forwarding your calls using the feature access code

To forward your calls using the Call Forward All Calls to Extension feature access code:

1. Dial the Call Forward All Calls to Extension feature access code, **616**.
2. Dial an extension number, or press a **DSS/BLF** key.
When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

To forward your calls using the Call Forward All Calls to Extension Group feature access code:

1. Dial the Call Forward All Calls to Extension Group feature access code, **607**
2. Dial an extension group number, or press an **EXTENSION GROUP** key.
When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

Canceling

To cancel forwarding using SuperKey:

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly to scroll down the list until CALL FORWARD? is displayed.
3. Press the **Yes** softkey to select the feature.
ALWAYS is displayed.
4. Press the **Review** softkey.
ALWAYS is displayed along with a target extension number or extension group number prefixed with an asterisk.
5. Press the **Change** softkey.
6. Press the **Turnoff** softkey.
ALWAYS is displayed with the target extension or extension group number. The asterisk has been removed.
Note: If you have other call forwards programmed, that is, the forwarding is prefixed by an asterisk, the next available programmed forwarding type is selected and activated..
7. Press **SuperKey**.

To cancel forwarding:

- Press the active **CALL FORWARD ALL CALLS** key or dial the Cancel Call Forward feature access code, **617**.
If you have a programmed key, the key extinguishes.

Call Forward on No Answer or Busy (CFN/CFB)

This feature allows you to forward your calls to a nominated extension or extension group when you are busy on another call or you are unable to answer the call. If you always forward your calls to the same extension or extension group, you can program the **CFN/CFB** key with this number. Alternatively, you can program the **CFN/CFB** key without specifying a destination number, which means that you must dial an extension or extension group number each time you want to forward your calls. You can setup a number of **CFN/CFB** keys on your extension, each holding a different extension or extension group number.

This feature can be setup using CALL FORWARD under **SuperKey** and does not have to be programmed under a personal key. Refer to the operation described below.

PROGRAMMING

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the key to be programmed.
*If a feature is already stored under the selected key, the existing feature is displayed with the option to **Change** or **Clear** the key.*
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of available features until CALL FORWARD? is displayed.
7. Press the **Yes** softkey to select this option.
8. Press the **No** softkey repeatedly until NA/B is displayed.
9. Press the **Yes** softkey at the NA/B prompt to forward all your calls to another extension or extension group when you are busy on another call or away from your desk.
At this point, you can choose to program the key with or without a destination extension or extension group.
10. Either, dial an extension number or extension group number, followed by **Save** to save the dialed number.
11. Alternatively, press **Ext** to forward your calls to an extension or **Extgrp** a to forward your calls to an extension group.
When the key is pressed, you must dial an extension number or extension group number before the forwarding is active.

OPERATION

Notes:

1. If you activate forwarding using **SuperKey**, and forwarding is active via a programmed **CFN/CFB** key, the current forwarding is overridden, and vice versa.
2. You cannot forward your calls to an internal extension if you are forwarding to an external destination or vice versa.

Forwarding your calls using SuperKey

To forward your calls to another extension or extension group when your extension is busy or you are unable to answer the call using SuperKey:

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly to scroll down the list until CALL FORWARD? is displayed.
3. Press the **Yes** softkey to select the feature.
4. Press the **Next** softkey repeatedly until NA/B is displayed.
5. Press the **Review** softkey.
If programmed, NA/B is displayed along with a target extension number or extension group number.
If a target extension number or extension group number is displayed prefixed with an asterisk, it indicates that forwarding is already active.
If a target extension number or extension group number has not been programmed, you are prompted to dial an extension number:
6. Press the **Progrm** softkey.
7. At the TO: prompt, dial the extension number you wish to forward your calls to.
*If you make a mistake when dialing the extension number, press the **Del** softkey to remove the incorrect digits.*
8. Press the **Save** softkey to save the extension number.
If you dial an invalid extension number, the system will not allow you to save the extension number.
If a target extension number or extension group number has been programmed:
9. Press the **Change** softkey.
10. Press the **Turnon** softkey.
NA/B is displayed with the target extension or extension group number and an asterisk. The asterisk indicates that the forwarding is now active.
11. Press **SuperKey**.
When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

Forwarding your calls using a programmed key

To forward your calls to another extension when your extension is busy or you are unable to answer the call using a key programmed with a destination extension or extension group number:

- Press a **CFN/CFB** key.
*The associated **CFN/CFB** key lights solid red. When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.*

To forward your calls to another extension or extension group using a key which does not have an extension or extension group programmed:

1. Press a **CFN/CFB** key.
2. Dial an extension or extension group number, or press a **DSS/BLF** or **EXTENSION GROUP** key.
*The associated **CFN/CFB** key lights solid red. When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.*

Forwarding your calls using the feature access code

To forward your calls to another extension using the CALL FORWARD ON NO ANSWER OR BUSY to Extension feature access code:

1. Dial the Call Forward All Calls to Extension feature access code, **616**.
2. Dial an extension number or press a **DSS/BLF** key.
When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

To forward your calls to an extension group using the CALL FORWARD ON NO ANSWER OR BUSY to Extension Group feature access code:

1. Dial the Call Forward All Calls to Extension Group feature access code, **607**.
2. Dial an extension group number or press an EXTENSION GROUP key.
When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

Canceling

To cancel forwarding using SuperKey:

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly to scroll down the list until CALL FORWARD? is displayed.
3. Press the **Yes** softkey to select the feature.
4. Press the **Next** softkey repeatedly until NA/B is displayed.
5. Press the **Review** softkey.
NA/B is displayed along with a pre-defined target extension number or extension group number and an asterisk.
6. Press the **Change** softkey.
7. Press the **Turnof** softkey.
NA/B is displayed with the target extension or extension group number. The asterisk has been removed.
Note: If you have Follow Me and/or Remote Call Forward programmed, that is, the forwarding is prefixed by an asterisk, the next available programmed forwarding type, from the two given, is selected and activated..
8. Press **SuperKey**.

To cancel forwarding:

- Press the active **CALL FORWARD ALL CALLS** key or dial the Cancel Call Forward feature access code, **617**.
If you have a programmed key, the key extinguishes.

Call Park

This feature allows you to answer an external call and place it in a type of hold which enables anyone on the system to retrieve it. You inform another extension user that a call is waiting to be answered on a specific line using the Extension Paging feature. The extension user picks up the call by dialing the Call Park Pick-up feature access code, **660**, followed by the specified line number.

Refer to *Call Park Pick-up* for more information on retrieving a parked call, and to *Extension Paging* for information on broadcasting to other extension users.

PROGRAMMING

Program the **PARK** key as described under *Programming a Personal Key*.

OPERATION

Note: You must have a pre-programmed **PARK** key setup on your extension to use this feature.

To park an incoming external call:

1. After answering the call, press the **PARK** key.
A message similar to the following is displayed: LINE xx HELD. Where xx is the line number the caller is held on.
Mitel Networks 5020 IP Phones _ if programmed, the LINE key flashes green with held cadence at your extension.
Mitel Networks Programmable Key modules - if programmed, the LINE key flashes red with held cadence at your extension.
2. Press the **EXTENSION PAGING** key to announce the call.
When the call is picked up, your LINE key lights solid red, if programmed.
If the call is not picked up, press the flashing LINE key, if programmed, and speak to the caller.

To retrieve an unanswered parked call:

- If programmed, press the relevant **LINE** key.
You are connected to the parked call.

Alternatively:

1. Dial the Call Park Pick-up feature access code, **660**.
2. Dial the line number, using the two-digit format, for example, 01.
You are now connected to the parked call.

Call Park Pick-up

This feature allows you to pick-up an external call held on a specific line by another extension user by dialing the Call Park Pick-up feature access code followed by the line number.

An extension user broadcasts a message informing you that you have a call waiting to be answered and on which line the call is held. To retrieve the call you must dial the Call Park feature access code followed by the line number on which the call is waiting. For more information on parking a call refer to *Call Park*.

Note: Your Administrator can setup the system so that a single-digit can be used to pick-up the call instead of using the three-digit access code.

Contact your Administrator for a list of single-digit access codes.

OPERATION

On receiving a broadcast message of a call waiting to be answered on a specific line for you:

1. Dial the Call Park Pick-up feature access code, **660**.
2. Dial the line number, using the two-digit format, for example, 01, or if you have an associated LINE key programmed at your extension, press the flashing LINE key.

You are now connected to the caller.

Note: Refer to *System Hold* for detailed information on picking up calls in this way.

Call Status Information

Your LCD provides information about the status of your extension and of the current call. Table 9 lists the messages that can be displayed:

Table 9, Call Status Information and Feature Messages

| Key Status | Explanation |
|---------------------|--|
| ALARM CALL RINGING | An alarm call is ringing at your extension. |
| ALARM CALL ANSWERED | You have answered an alarm call. |
| BCAST FROM EXT xxxx | You are currently receiving a broadcast message from the displayed extension. |
| BROADCAST ALL | You are currently broadcasting a message to all extensions on the system. |
| BROADCAST GROUP xx | You are currently broadcasting a message to a specific extension group. |
| DO NOT DISTURB | Do Not Disturb is currently active at your extension. |
| CONTACT INSTALLER | The incoming call is on a line which does not have a line number allocated. |
| EXT xxxx ANSWERED | The called extension has answered. |
| EXT xxxx BUSY | The called extension is busy. |
| EXT xxxx CALLING | The displayed extension is ringing your extension. |
| EXT xxxx DND | The called party has Do Not Disturb activated. |
| EXT xxxx FORWARDED | The called extension is currently forwarding incoming calls. |
| EXT xxxx HELD | The specified extension is on hold at your extension. |
| EXT xxxx CALLBACK | The call that you transferred to a specific extension, has returned to your extension because the called extension did not answer. |
| EXT xxxx RINGING | The extension number you dialed is ringing. |
| EXT xxxx SPEAKING | You are currently speaking to the displayed extension. |
| GROUP xx RINGING | The extension group number you dialed is ringing. |
| LINE xx ANSWERED | You have answered a call on the specified line. |
| Lxx REV EXT xxxx | The call on line number XX has reverted from the displayed extension. |
| Lxx R EXT GRP xx | The call on line number XX has reverted from the displayed extension group. |
| LINE xx HELD | You have placed an external call on hold. |
| LINE xx REVERTED | An external call has reverted to the originating extension. |
| LINE xx RINGING | You have an incoming call on the specified line. |
| LISTEN EXT xxxx | You are currently receiving a broadcast message from the displayed extension. |
| MESSAGE WAITING | You have a message waiting to be answered at your extension. |
| NIGHT SERVICE x | The specified Night Service is active. |
| RINGER ON/OFF | Your extension's ringer is currently switched off. |
| SPEAK EXT xxxx | You are broadcasting a message to the displayed extension. |
| THIS IS EXT xxxx | Displays your extension number. |
| THREE PARTY | You are currently involved in a three-party conference call. |
| XX CALLS WAITING | The number of calls waiting to be answered at your extension. |

Note: Where systems are setup with six-digit extension or extension group numbering, shortened messages are displayed.

Call Store

This feature allows you to place a call on hold under a key and leave it on hold for a pre-defined time. To retrieve a held call press the flashing **STORE** key. You can program up to 30 **STORE** keys on your extension.

Notes:

1. The full complement of **STORE** keys can only be achieved if you have a Mitel Networks 5415 Programmable Key Module attached.
2. A stored call cannot be picked by another extension user and you cannot transfer the stored call to another extension.

PROGRAMMING

Program **STORE** keys as described under *Programming a Personal Key*.

Note : When requested, dial the **STORE** key's number in two-digit format, for example, 01.

OPERATION

Note: You must have a pre-programmed **STORE** key setup on your extension to use this feature.

To store a call while in conversation with another party:

- Press a **STORE** key.
The following message is displayed: LINE xx STORED and you hear dial tone.
*Mitel Networks 5020 IP Phones - the chosen **STORE** key flashes green with held cadence.*
*Mitel Networks Programmable Key modules - the chosen **STORE** key flashes red with held cadence.*

To retrieve a call:

- Press the flashing **STORE** key.

Call Transfer

This feature allows you to move a call from your extension to another.

OPERATION

To make an announced transfer:

1. While in conversation with an established call, press **Trans/Conf**.
You hear dial tone.
2. Press a **DSS/BLF** key or dial the extension number or external number.
You hear ringing tone.
3. If the extension user or external called party answers, speak to the called party and ask them if they wish to take the call.
4. If the called party accepts the call, replace your handset.
The call is automatically transferred to the called number.
5. If the called party does not accept the call, press the **Cancel** key.
The call is returned to you.

To make an unannounced transfer:

1. While in conversation with an established call, press **Trans/Conf**.
You hear dial tone.
2. Press a **DSS/BLF** key or dial the extension number or external number.
You hear ringing tone.
3. Replace your handset.
The call is automatically transferred to the called number.

Note: If the call is unanswered, the call returns to your extension.

Calls For

This feature identifies the extension number of a user who has forwarded calls to your extension. When a forwarded call is presented at your extension, the labeled **CALLS FOR** key flashes red, and your LCD temporarily displays who the call was originally intended for. Press the **CALLS FOR** key to answer the call (with the appropriate greeting). If a number of extension users forward their calls to you regularly, you can setup a **CALLS FOR** key for each extension.

Note: The **CALLS FOR** key should be labeled with the name or number of the forwarding extension.

If your extension is setup for Manager/Secretary working and you have a programmed **CALLS FOR** key, the **CALLS FOR** key lights solid red when the Manager/Secretary is absent. If your extension is setup as a Secretary extension involved in one-to-one Manager/Secretary working, and you have a **CALLS FOR** key programmed for your Manager, you can press this key to toggle the Manager's extension to the absent or present state. Refer to *Manager/Secretary Operation* for more information.

PROGRAMMING

Note: You must have a pre-programmed **CALLS FOR** key setup on your extension to use this feature.

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the key to be programmed.
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of available features until CALL FORWARD? is displayed.
7. Press the **Yes** softkey to select this option.
8. Press the **No** softkey repeatedly until CALLS FOR is displayed.
9. Press the **Yes** softkey at the CALLS FOR prompt.
10. Dial the extension number of the forwarding extension at the FOR: prompt, followed by the **Save** softkey.

*Program an **ABSENT/PRESENT** key as described under Programming a Personal Key.*

OPERATION

To answer a call forwarded from another extension:

- Press the flashing **CALLS FOR** key.

Directed Call Pick-up

This feature allows you to pick up a call which is ringing at another extension which is not in your pick-up group. If there is more than one call ringing at an extension when you activate this feature, the call with the highest priority is answered, that is, an external call will always be answered before an internal or reverted call.

Note: Your Administrator can setup the system so that a single-digit can be used to pick-up the call instead of using the three-digit access code.

Contact your Administrator for a list of single-digit access codes.

OPERATION

To answer a call that is ringing at another extension:

- If programmed, press the flashing **DSS/BLF** key.
You are connected to the caller of the ringing extension.
Or:
- Dial the Directed Call Pick-up feature access code, **677**, followed by the ringing extension's number.
You are connected to the caller of the ringing extension.
Or:
- Dial the single-digit Directed Call Pick-up access code, followed by the ringing extension's number.
You are connected to the caller of the ringing extension.

Do Not Disturb (DND)

When an extension user calls your extension when Do Not Disturb is active, they hear busy tone and a message similar to the following is displayed on their LCD: EXT xxxx DND. This feature also disables your extension's Ringer. External calls that are usually presented at your extension under a personal key, for example, LINE key and **ANSWER EXTERNAL CALL** key, continue to be presented; the associated key flashes with ringing cadence, however, your extension does not ring. Answer the call by pressing the flashing personal key.

When Do Not Disturb is active at your extension, you hear interrupted dial tone, and if programmed, your **DO NOT DISTURB** key is lit. When this feature is active, your extension also ignores any paging calls.

PROGRAMMING

Note: This feature can be programmed under a personal key or activated by dialing the feature access code.

Program the **DO NOT DISTURB** key as described under *Programming a Personal Key*.

OPERATION

Note: You cannot activate this feature if another extension user is forwarding calls to you.

To activate Do Not Disturb:

- Press the **DO NOT DISTURB** key or dial the Do Not Disturb feature access code, **619**.
DO NOT DISTURB is displayed on your extension, and if programmed, your DO NOT DISTURB key lights solid red, irrespective of how you invoked the feature.
*When you press **Intercom** or lift your handset you hear interrupted dial tone indicating that the feature is active.*

To de-activate Do Not Disturb:

- Press the DO NOT DISTURB key again or dial the Do Not Disturb feature access code, **619**.
*If programmed, your **DO NOT DISTURB** key extinguishes, and your LCD returns to normal.*
Normal dial tone returns.

DTMF (Dual Tone Multi-Frequency) Tone Dialing

If your system has loop disconnect signaling, you can still access services that require the use of dual tone multi-frequency tones, such as banking and voicemail systems.

Your Administrator can advise on the type of signaling in use on the system. The following procedure is not necessary for ISDN lines or lines configured for dual tone multi-frequency (DTMF) signaling.

OPERATION

1. Access a line, either using the out access digit or press a **LINE** or **LINE GROUP** key.
You hear external dial tone.
2. Dial the required external number to access the service you require.
You hear ringing tone and an indication of the system answering.
3. Press *.
The signaling from your extension is now multi-frequency; all digits now dialed are received and acted upon by the called system.
4. When the call is finished, replace you handset.
The signaling is now reset to its original setting.

Exclusive Hold

If you do not have dedicated LINE or **DSS/BLF** keys programmed on your extension, this type of hold allows you to place a single party on hold using the **EXCLUSIVE HOLD** key. If you do have dedicated keys, you can place a number of parties on Exclusive Hold.

Mitel Networks 5020 IP Phones - the dedicated **LINE** or **DSS/BLF** key flashes green with held cadence indicating that a call is currently being held and can be retrieved by pressing this key.

Mitel Networks Programmable Key modules - the dedicated **LINE** or **DSS/BLF** key flashes red with held cadence indicating that a call is currently being held and can be retrieved by pressing this key.

PROGRAMMING

Program the **EXCLUSIVE HOLD** key as described under *Programming a Personal Key*.

OPERATION

The following paragraphs describe how to use Exclusive Hold depending on what keys you have setup at your extension.

Note: You must have a pre-programmed **EXCLUSIVE HOLD** key setup on your extension to use this feature.

Using Exclusive Hold if you do NOT have dedicated DSS/BLF or LINE keys

To place a call on hold to make an enquiry call or answer another call:

- While in conversation with an established call, press the **EXCLUSIVE HOLD** key.
The current call is placed on hold.
*Mitel Networks 5020 IP Phones - the **EXCLUSIVE HOLD** key flashes green with held cadence.*
*Mitel Networks Programmable Key modules - the **EXCLUSIVE HOLD** key flashes red with held cadence.*

To retrieve a call from hold:

- Press the **EXCLUSIVE HOLD** key after clearing the enquiry call or incoming call.
You are re-connected to the held party.

Using Exclusive Hold if you do HAVE dedicated DSS/BLF or LINE keys

To place a call on hold to make an enquiry call or answer another call:

- While in conversation with an established call, press the **EXCLUSIVE HOLD** key.
The current call is placed on hold.
*Mitel Networks 5020 IP Phones - the **DSS/BLF** or **LINE** key, flashes green with held cadence.*
*Mitel Networks Programmable Key modules - the **DSS/BLF** or **LINE** key, flashes red with held cadence.*

To retrieve a call from hold:

- Press the flashing **DSS/BLF** or **LINE** key.
You are re-connected to the held party.

Extension Paging

This feature allows you to turn on the loudspeaker at another extension, or at a number of extensions, and broadcast a message to these extension users. The types of broadcast messages that can be made are:

- broadcast a message to another extension user;
- broadcast a message to all extension users in an extension group;
- broadcast a message to all extension users on the system.

Note: You cannot broadcast a message to your own extension group.

PROGRAMMING

Note: You can choose to save an **EXTENSION PAGING** key with or without specifying the target extension(s).

Program an **EXTENSION PAGING** key as described under *Programming a Personal Key*.

OPERATION

To broadcast a message to an extension, extension group or all extensions on the system if you have a dedicated EXTENSION PAGING key:

1. Lift your handset or press **Intercom**.
2. Press the **EXTENSION PAGING** key.
Your EXTENSION PAGING key lights solid red and you hear a short burst of tone.
3. Make the announcement.
4. Replace your handset.
Your EXTENSION PAGING key extinguishes.

To broadcast a message to an extension or extension group if you do NOT have a dedicated EXTENSION PAGING key:

1. Lift your handset or press **Intercom**.
2. Press the **EXTENSION PAGING** key or dial the **EXTENSION PAGING** feature access code, **613**.
3. Dial the required target extension or extension group or press a **DSS/BLF** or **EXTENSION GROUP** key.
Your EXTENSION PAGING key lights solid red and you hear a short burst of tone. A message similar to the following is displayed: SPEAK EXT xxxx, where xxxx is the extension number you have paged.
4. Make the announcement.
5. Replace your handset.

To broadcast a message to all extensions on the system if you do NOT have a dedicated EXTENSION PAGING key:

1. Lift your handset or press **Intercom**.
2. Press the **EXTENSION PAGING** key or dial the Extension Paging feature access code, **613**.
3. Dial *.
Your EXTENSION PAGING key lights solid red and you hear a short burst of tone.
4. Make the announcement.
5. Replace your handset.

External Call Waiting Tone

This feature enables or disables Call Waiting tone on your extension. When enabled, a short burst of tone is generated when an external call arrives at your extension and your extension is busy.

When Call Waiting tone is heard, you can leave the incoming call unanswered until you have finished the current call, or place the current call on hold and answer the new call.

OPERATION

To enable Call Waiting tone:

1. Dial the Call Waiting tone feature access code, **687**.
2. Press **1**.

To disable Call Waiting tone:

1. Dial the Call Waiting tone feature access code, **687**.
2. Press **0**.

Follow Me

This feature allows you to temporarily forward your calls to another extension before leaving your original extension to work at another desk; your calls follow you to your new desk. If you always forward your calls to the same extension, you can program a **FOLLOW ME** key with this extension number. Alternatively, you can program the **FOLLOW ME** key without specifying a destination number, which means that you must dial an extension number each time you want to forward your calls. You can setup a number of **FOLLOW ME** keys on your extension, each holding a different destination extension number.

If you do not dial a target extension number when setting up this feature, the feature is enabled but is not fully active, this means that another extension can "pull" calls from your extension at a later time by using the Follow Me (I'm Here) feature.

This feature can be setup using **CALL FORWARD** under **SuperKey** and does not have to be programmed under a personal key. Refer to the operation described below.

PROGRAMMING

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the key to be programmed.
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of available features until CALL FORWARD? is displayed.
7. Press the **Yes** softkey to select this option.
8. Press the **No** softkey repeatedly until **FOLLOW ME** is displayed.
9. Press the **Yes** softkey.
At this point, you can choose to program the key with or without a destination extension number.
10. Either press the **Save** softkey to program a key without a destination extension, or dial the extension number of the forwarding extension at the TO: prompt, followed by the **Save** softkey.

OPERATION

Note: If you activate forwarding using **SuperKey**, and forwarding is active via a programmed **FOLLOW ME** key, the current forwarding is overridden, and vice versa.

Setting up Follow Me using SuperKey

To allow your calls to follow you to another extension using SuperKey:

1. Press **SuperKey**.
2. Press the **No** softkey to scroll down the list until CALL FORWARD? is displayed.
3. Press the **Yes** softkey to select the feature.
4. Press the **Next** softkey until **FOLLOW ME** is displayed.
5. Press the **Review** softkey.

*If programmed, **FOLLOW ME** is displayed along with a target extension number.*

If a target extension number is displayed prefixed with an asterisk, it indicates that forwarding is already active.

If a target extension number has not been programmed, you are prompted to dial an extension number:

- a. Press the **Program** softkey.
- b. At the TO: prompt, dial the extension number you wish to forward your calls to.
*If you make a mistake when dialing the extension number, press the **Del** softkey to remove the incorrect digits.*
- c. Press the **Save** softkey to save the extension number.
If you dial an invalid extension number, the system will not allow you to save the extension number.

If a target extension number has been programmed:

- a. Press the **Change** softkey.
- b. Press the **Turnon** softkey.
FOLLOW ME is displayed with the target extension number and an asterisk. The asterisk indicates that the forwarding is now active.
- c. Press **SuperKey**.
When you lift your handset, you hear interrupted dial tone indicating that your calls are being forwarded.

Setting up Follow Me using a programmed key

To enable your calls to follow you to another extension using a key programmed with the destination extension number:

- From your extension, press the **FOLLOW ME** key.
*The **FOLLOW ME** key lights solid red and when you lift your handset you hear interrupted dial tone indicating that your calls are being forwarded.*

To enable your calls to follow you to another extension using a FOLLOW ME key which does not have a destination extension number programmed:

1. From your extension, press the **FOLLOW ME** key.
2. Dial the extension number or press a **DSS/BLF** key where you wish to forward your calls.
*The **FOLLOW ME** key lights solid red and when you lift your handset you hear interrupted dial tone indicating that your calls are being forwarded.*

Setting up Follow Me using the feature access code

To enable your calls to follow you to another extension using the Follow Me feature access code:

1. From your extension, dial the Follow Me feature access code, **622**.
2. Dial the extension number or press the **DSS/BLF** key where you wish to forward your calls.
When you lift your handset, you hear interrupted dial tone indicating that your calls are being forwarded.

Enabling Follow Me

To enable, but not activate, Follow Me from your usual extension:

- Press a **FOLLOW ME** key (which does not hold an extension number) or dial the Follow Me feature access code, **622**.
Your calls are not forwarded until another extension invokes the Follow Me (I'm Here) feature.

Canceling Follow Me from your usual extension

To cancel Follow Me via SuperKey:

1. Press **SuperKey**.
2. Press the **No** softkey to scroll down the list until CALL FORWARD? is displayed.
3. Press the **Yes** softkey to select the feature.
4. Press the **Next** softkey until **FOLLOW ME** is displayed.
5. Press the **Review** softkey.
***FOLLOW ME** is displayed along with a pre-defined target extension number and an asterisk.*
6. Press the **Change** softkey.
7. Press the **Turnof** softkey.
***FOLLOW ME** is displayed with the target extension number. The asterisk has been removed.*
8. Press **SuperKey**.

To cancel from your usual extension using the FOLLOW ME key:

- Press the **FOLLOW ME** key.
The key extinguishes to indicate that the feature is disabled.

To cancel from your usual extension using the Cancel Call Forward feature access code:

1. Lift your handset or press **Intercom**.
You hear interrupted dial tone.
2. Dial the Cancel Call Forward feature access code, **617**.
You hear normal dial tone; your calls are no longer forwarded to the nominated extension.

Canceling Follow Me from the remote extension

To cancel Follow Me from the remote extension:

1. Dial the Cancel Call Forward feature access code, **617**.
2. Dial your usual extension number.

Follow Me (I'm Here)

This feature enables you to "pull" calls from your usual extension to the extension at which you are currently working. You can use this feature to ensure that your calls continue to follow you when you are working at various desks within your office.

PROGRAMMING

Program a **FOLLOW ME** key without a destination extension number as described under *Follow Me*.

Enabling

To enable Follow Me from your usual extension:

- Press a **FOLLOW ME** key which does not hold an extension number or dial the Follow Me feature access code, **622**.

Activating

To activate from a remote extension:

1. Dial the Follow Me (I'm Here) feature access code, **626**.
2. Dial your usual extension number.
Your calls are forwarded to the new extension.
When you move to another extension repeat the above steps and your calls will follow you.

Canceling from the remote extension

To cancel from the remote extension:

1. Dial the Cancel Call Forward feature access code, **617**.
2. Dial your usual extension number.

Canceling from your usual extension

To cancel from your usual extension using SuperKey:

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly to scroll down the list until CALL FORWARD? is displayed.
3. Press the **Yes** softkey to select the feature.
4. Press the **Next** softkey repeatedly until FOLLOW ME is displayed.
5. Press the **Review** softkey.
FOLLOW ME is displayed along with a pre-defined target extension number and an asterisk.
6. Press the **Change** softkey.
7. Press the **Turnof** softkey.
FOLLOW ME is displayed with the target extension number. The asterisk has been removed.
8. Press **SuperKey**.

To cancel from your usual extension:

- Press the **FOLLOW ME** key once to de-activate or twice to cancel all Follow Me requests.
Calls are received normally at your usual extension.

Group Call Pick-up

This feature allows you to pick up an incoming call which is ringing at another extension in your pick-up group. If there is more than one extension ringing in your pick-up group, you answer the call with the highest priority, that is, an external call takes priority over an internal call.

A pick-up group is a group of extensions which, when one extension rings, other extension users in the group can pick-up the call if, for example, the extension user is absent. Refer to your Administrator if you feel that you need to be placed in a certain group, for example, a pick-up group for your department.

You can also pick up a call ringing at another extension which is not in your pick-up group, for more information refer to *Directed Call Pick-up*.

Note: Your Administrator can setup the system so that a single-digit can be used to pick-up the call instead of using the three-digit access code. Contact your Administrator for a list of single-digit access codes.

PROGRAMMING

Program a **GROUP CALL PICK-UP** key as described under *Programming a Personal Key*.

OPERATION

To answer a call that is ringing at another extension in your pick-up group:

1. Lift your handset or press **Intercom**.
2. Press the **GROUP CALL PICK-UP** key or dial the single-digit access code, 8 (system default), or dial the Group Call Pick-up feature access code, **666**.
You are connected to the caller of the ringing extension.

Group Listen

During a handset call, this feature turns on your extension's loudspeaker to allow others nearby to listen to your current call while your handset microphone remains on allowing you to speak to the other person.

PROGRAMMING

Note: You must have a pre-programmed **GROUP LISTEN** key setup on your extension to use this feature.

Program a **GROUP LISTEN** key as described under *Programming a Personal Key*.

OPERATION

To activate your extension's loudspeaker during a call:

- Press the **GROUP LISTEN** key.
*Your **GROUP LISTEN** key lights solid red when your loudspeaker is enabled and the following message is displayed: **GROUP LISTEN***

To de-activate your extension's loudspeaker:

- Press the **GROUP LISTEN** key again.
*Your **GROUP LISTEN** key light extinguishes and your LCD returns to normal.*

Handsfree Operation

Handsfree operation allows you to answer and make calls without lifting your handset.

For best results:

- ensure that the microphone is unobstructed;
- minimize background noise (such as printers, fans, and radios);
- sit within reach of your telephone;
- speak at normal volume towards the microphone.

Handsfree operation may be activated by:

- pressing **Intercom** while the handset is on-hook;
- pressing **Speaker** while the handset is on-hook;
- pressing **Speaker** while involved in a call using the handset;
- answering a call while on-hook;
- pressing a **DSS/BLF** or **LINE** key while on-hook;
- being the recipient of a broadcast message.

OPERATION

To use handsfree operation to make calls:

1. Press **Intercom**, or press a **DSS/BLF** key or **LINE** key, or dial the external or internal number.
2. Communicate by using the microphone and loudspeaker.
3. Press **Speaker** to terminate the call.

To use handsfree operation to answer calls:

1. Press the flashing **DSS/BLF** key or **LINE** key, or press **Intercom** or **Speaker**.
2. Communicate by using the microphone and loudspeaker.
3. Press **Speaker** to terminate the call.

To activate handsfree during a handset call:

1. Press **Speaker**.
2. Replace your handset.
3. Communicate by using the microphone and loudspeaker.
4. Press **Speaker** to terminate the call.

To temporarily disable the microphone during handsfree operation:

- Press **Microphone**.
The Microphone's light extinguishes.

To re-enable the microphone and return to the conversation:

- Press **Microphone**.
The Microphone lights solid red.

To disable handsfree operation:

- Lift your handset.

To return to handsfree operation:

1. Press **Speaker**.
2. Replace your handset.

Headset Operation

Headset operation allows you to use a headset to answer and make calls.

Call answering, making and handling can be carried out as normal.

Note: The handset must be left on-hook.

OPERATION

To answer a call:

- Press the flashing **DSS/BLF** key or **LINE** key, or press **Intercom** or **Speaker**.

To end a call:

- Press **Cancel** or **Speaker**.

Intrude

This feature allows you to enter an established call and speak to the parties involved; your entry is announced by a warning tone that all parties can hear.

The availability of this feature depends on the "Intrude Priority" assigned to your extension. Check with your Administrator.

You cannot intrude on an extension which has:

- SUPER intrude priority;
- a higher intrude priority than allocated at your own extension;
- a Three-Party Conference call in progress;
- Do Not Disturb activated.

Note: Your Administrator can setup the system so that a single-digit can be used to intrude into an established call instead of using the three-digit access code. Contact your Administrator for a list of single-digit access codes.

PROGRAMMING

Program an **INTRUDE** key and **EXCLUSIVE HOLD** key as described under *Programming a Personal Key*.

OPERATION

Note: You must have a pre-programmed **EXCLUSIVE HOLD** key setup on your extension to use this feature.

Intruding on an Established Conversation

You attempt to call extension "A", but "A" is in conversation with party "B" and you hear busy tone:

- Press the **INTRUDE** key or dial the single-digit Intrude code.
Parties "A" and "B" hear a short warning tone before you are connected. During the intrusion all parties hear a warning tone and a message similar to the following is displayed on all extensions involved in the intrusion: EXT. xxxx INTRUSION.
*Mitel Networks 5020 IP Phones - your **INTRUDE** key lights solid green.*
*Mitel Networks Programmable Key Modules - your **INTRUDE** key lights solid red.*

Speaking to Party "A" only

After intruding into a conversation:

1. Press the **INTRUDE** key again or dial the single-digit Intrude code.
You are connected to Party "A". Party "B" is placed on hold, and if setup, Party "B" hears music on hold or tone.
*If programmed, your **INTRUDE** key extinguishes, Intrude tone is removed, and your LCD returns to normal.*
Or:
2. if you have a **DSS/BLF** key for Party "A", press Party "A"'s **DSS/BLF** key.
You are connected to Party "A". Party "B" is placed on hold, and if setup, Party "B" hears music on hold or tone.
*If programmed, your **INTRUDE** key extinguishes, Intrude tone is removed, and your LCD returns to normal.*

Speaking to Party "B" only

After intruding into a conversation:

- If you have a **DSS/BLF** or **LINE** key for Party "B", press this key.
*You are connected to Party "B". Party "A" is placed on hold, and if setup, Party "A" hears music on hold or tone.
If programmed, your **INTRUDE** key extinguishes, Intrude tone is removed, and your LCD returns to normal.*

Note: You cannot use the **INTRUDE** key to reconnect to the two parties after the call has been "split", however, if you wish to talk to both parties again, you must setup a three-party conference. Refer to *Three-Party Conference* for more information on this feature.

Withdrawing from an intrusion

To exit, leaving Parties "A" and "B" in private conversation:

- Replace your handset.
Parties "A" and "B" are reconnected in a normal two-party conversation. Intrude tone is no longer heard.

If you placed a call on Exclusive Hold before using the Intrude feature

- Press the **EXCLUSIVE HOLD** key or press the flashing **LINE** or **DSS/BLF** key.
Parties "A" and "B" are reconnected in a normal two-party conversation; you are reconnected to the held caller.

If a flashing key indicates that a call is incoming to your extension

- Press the flashing **LINE** or **DSS/BLF** key.
Parties "A" and "B" are reconnected in a normal two-party conversation; you are connected to the incoming call.

Last Call Duration Display

This feature enables the duration of the last external call that was made from your extension to be displayed on your extension's LCD.

The duration of the current call is dynamically displayed during the call.

PROGRAMMING

Program a **LAST CALL DURATION** key as described under *Programming a Personal Key*.

OPERATION

To display the duration of the last external call:

- While your extension is idle, press the **CALL DURATION** key or dial the Last Call Duration feature access code, **663**.
The duration of the last call is displayed on your LCD in hours, minutes and seconds

Last Number Redial

This feature enables you to redial the last external number dialed from your extension.

Also refer to *Redial List* which allows you to redial external numbers from a stored list.

Note: You cannot redial an external number if it was called via a Personal Speed Call.

OPERATION

To redial the last external number:

- Press **Shift** twice or dial the Last Number Redial feature access code, **600**.

List of Calls

This feature lists the last ten most recent, different incoming calls to your extension, irrespective of whether the call has been dealt with. The options available to you are:

- Dial - to call the displayed entry;
- Date/Time - displays the date and time of the call and how many times that number has called;
- Edit - to edit the currently displayed entry;
- Delete - to delete currently displayed entry;
- Exit - returns you to the previous menu.

OPERATION

To display a list of the last ten incoming calls:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **No** softkey until LIST OF CALLS? is displayed.
3. Press the **Yes** softkey.
The most recent incoming call is displayed.
4. Use **▲** and **▼** to scroll through the list of callers.
5. When you have selected the required entry, press the **Opts** softkey to move to the desired option, as shown above, or press the **Dial** softkey to dial the selected entry.

Manager/Secretary (Absent/Present) Operation

This feature enables your extension to be nominated as a "Secretary" or "Manager" extension. A Secretary extension can serve one, or more Manager extensions. Each extension must have an **ABSENT/PRESENT** key and the Secretary extension must also have a **CALLS FOR** key. If a Secretary has only one Manager, the Manager extension should also have a **CALLS FOR** key programmed with the Secretary's extension number.

When a Manager presses the **ABSENT/PRESENT** key, all calls are forwarded to the associated Secretary. A Secretary answers calls ringing at a Manager's extension by pressing the lit **CALLS FOR** key assigned to that Manager. A Secretary can also remotely set the 'Absent/Present' status of a Manager's extension by pressing the relevant **CALLS FOR** key.

If a Secretary has only one Manager and either extension is placed into the Absent state, all calls are transferred to the other extension. If both extensions are in the Absent state, calls are forwarded to the Answer Backup. When absent, a Secretary who serves several Managers can also use the Absent/Present feature to forward calls to the Answer Backup.

Note: Manager/Secretary working can only be setup from an Administrator Extension. Contact your Administrator if you require this feature.

PROGRAMMING

Note: You must have a pre-programmed **ABSENT/PRESENT** key setup on your extension to use this feature.

Program an **ABSENT/PRESENT** key as described under *Programming a Personal Key*. Program a **CALLS FOR** key as described under *Calls For*.

OPERATION

If you are a Manager and wish to forward your calls to your Secretary's extension:

- Press the **ABSENT/PRESENT** key.
*Your **ABSENT/PRESENT** key lights solid red indicating that you are forwarding your calls. Repeatedly pressing the **ABSENT/PRESENT** key toggles between placing your extension in absent or present mode.*

If you are a Secretary and wish to forward your calls to your Manager's extension:

Note: This is only possible if you have only ONE Manager.

- Press the **ABSENT/PRESENT** key.
*Your **ABSENT/PRESENT** key lights solid red indicating that you are forwarding your calls.*

If you are a Secretary and wish to forward your calls to the Answer Backup when you only have ONE Manager:

- Both yourself and your Manager press your **ABSENT/PRESENT** keys.
All calls are re-routed to the Answer Backup.

If you are a Secretary and wish to forward your calls to the Answer Backup when you serve more than one Manager:

- Press your **ABSENT/PRESENT** key.
All calls are re-routed to the Answer Backup.

To toggle the Absent/Present state of a Manager's extension:

- Press the **CALLS FOR** key associated with the Manager's extension.
*Your **CALLS FOR** key and your Manager's **ABSENT/PRESENT** key light or extinguish, as appropriate.*

Message Waiting

When you call another extension and your call is unanswered or the called extension is busy, you can leave a message waiting indication to alert the user to return your call. The called extension user is informed of the message waiting indication by their Message Indicator flashing and their LCD displays MESSAGE WAITING. The Message Indicator and display message at the target extension are removed when a connection is established between you and the called extension.

You can also leave a message waiting indication at another extension directly, that is, without dialing the extension number, using the Directed Message Waiting feature access code while your extension is idle.

Note: You cannot leave a message waiting indicator at an extension which already has a message waiting from another extension user; you hear reorder tone.

If you have left a message waiting indication at another user's extension and wish to cancel it, you can do so via the pre-programmed **CANCEL MESSAGE** key or feature access code **628**. Refer to *Canceling a Message Waiting Indication* below.

PROGRAMMING

You can program a **CANCEL MESSAGE** key with or without the inclusion of an extension number. Program a **CANCEL MESSAGE** key as described under *Programming a Personal Key*.

OPERATION

Leaving a Message Waiting Indication

To leave a message waiting indication after calling an extension which is unanswered or busy:

- While listening to ringing or busy tone, press **Message**.

To leave a message waiting indication at an extension without calling the extension:

1. While your extension is idle, dial the Directed Message Waiting feature access code, **673**.
2. Enter the extension number of the target extension, or press the relevant **DSS/BLF** key.

Responding to a Message Waiting Indication

If your extension's Message Indicator is flashing and MESSAGE WAITING is displayed on your LCD:

- Press **Message** or dial the Message Waiting feature access code, **643**.
If the message waiting indication is from another extension user, the originating extension of the message waiting indicator is called. If you have a message waiting indication from the Voicemail system, the Voicemail extension is called.
- Note:** If you have two message waiting indications left at your extension, that is, one to call the Voicemail system and the other from another extension user, the Voicemail system is always called first.

Canceling a Message Waiting Indication

Note: A message waiting indication can only be canceled from your extension.

To cancel a Message Waiting indication using a CANCEL MESSAGE key which does not include an extension number:

1. Press the **CANCEL MESSAGE** key or dial the Cancel Message Waiting feature access code, **628**.
2. Dial the extension number of the called extension or press the relevant **DSS/BLF** key.

To cancel a Message Waiting indication using a CANCEL MESSAGE key which holds an extension number:

- Press the **CANCEL MESSAGE** key.

To cancel a Message Waiting indication using the Cancel Message feature access code:

1. Dial the Cancel Message feature access code, **628**.
2. Dial the extension number of the called extension or press the relevant **DSS/BLF** key.

Messaging

You can program your extension to display a message at a calling extension; the message remains on the calling extension's LCD for the duration of ringing and is cleared when the caller hangs up or you answer the call.

Table 10, Advisory Messages

| Msg. No. | Message |
|-----------------|-----------------------------------|
| 1 | AWAY SICK |
| 2 | AWAY ON HOLIDAY |
| 3 | BACK TOMORROW / MONDAY ... SUNDAY |
| 4 | BACK AM/BY MIDDAY/11AM ... 1AM* |
| 5 | GONE TO LUNCH |
| 6 | BACK PM/BY 1PM, 2PM ... MIDNIGHT* |
| 7 | GONE HOME |
| 8 | PLEASE CALL BACK |
| 9 | BUSY IN MEETING |
| 0 | NO CALLS PLEASE |
| * | BACK SOON |
| # | AWAY ON BUSINESS |

* Repeated presses of this key steps through the available displays.

OPERATION

To turn Messaging on:

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly until ADVISORY MESSAGES? is displayed.
3. Press the **Yes** softkey.
4. Press the keypad key corresponding to the message that you wish to leave (refer to Table 10).
5. Press the **Turnon** softkey to select the message.
MESSAGE TURNED ON is displayed indicating that your request has been successful, then the selected message is displayed on your extension.

To turn Messaging off:

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly until ADVISORY MESSAGES? is displayed.
3. Press the **Yes** softkey.
4. Press the keypad key corresponding to the message that you wish to remove.
5. Press the **Turnof** softkey to remove the advisory message.
The advisory message is removed from your extension's LCD.

Night Service

Placing the system into Night Service mode is only available from an Administrator Extension, however, an extension user can setup a **NIGHT SERVICE** key on their extension to monitor whether the system is in Day or Night Service mode.

Two night service modes are available: Night Service 1 and 2. An Administrator can setup the system to direct incoming calls to an extension or a number of extensions which will be answered outside of regular working hours.

Each Night Service mode has an associated pick-up group, and when a night service mode is operating, incoming calls can be picked up by any extension user in the group. Refer to *Night Service Pick-up*.

PROGRAMMING

Program a **NIGHT SERVICE 1** or **NIGHT SERVICE 2** key as described under *Programming a Personal Key*.

OPERATION

To monitor whether the system is in Day or Night Service mode:

- When the system moves into Night Service 1 or 2 mode the programmed **NIGHT SERVICE 1** or **NIGHT SERVICE 2** key lights and the following message is displayed: NIGHT SERVICE x, where x indicates the Night Service mode.

Night Service Pick-up

When either of the Night Service modes is active, this feature allows you to pick up an incoming external call which is ringing at another extension in your Night Service Pick-up group.

Note: Your Administrator can setup the system so that a single-digit can be used to pick-up the call instead of using the three-digit access code.

Contact your Administrator for a list of single-digit access codes.

PROGRAMMING

Program a **NIGHT SERV PICKUP** key as described under *Programming a Personal Key*.

OPERATION

To answer a call that is ringing at another extension in your Night Service Pick-up group:

- Press the **NIGHT SERVICE PICKUP** key, or dial the Call Pick-up single-digit access code (system default), 8 or dial the Night Service Pick-up feature access code, **633**.
You are connected to the caller of the ringing extension.

Personal Speed Calls

This feature allows you to save frequently-dialed external numbers under personal keys and keypad keys. A Personal Speed Call can be saved under a personal key as a primary or secondary feature.

A Personal Speed Call allocated to a personal key, which does not have another feature stored, is defined as being saved at the "primary" level. If a feature is allocated to the key at a later date, the Personal Speed Call moves to the "secondary" level. If a feature is already programmed to a personal key, the Personal Speed Call number is stored at the "secondary" level.

A Personal Speed Call stored under a personal key at the primary level is accessed by a single press of the personal key. If stored under a keypad key or under a personal key at the secondary level, it is accessed by pressing **Shift** followed by the desired keypad key or personal key.

Notes:

1. You cannot store two Personal Speed Call number on the same personal key.
2. You cannot store Personal Speed Call numbers on a Programmable Key Module.
3. Your Administrator can setup the system to store up to 1000 external numbers which you can access via a four-digit access code or you can setup your extension to store a System Speed Call number under a personal key. Refer to *System Speed Call Numbers* for more information.
4. If you wish to store an extension number under a personal key, refer to *Programming a DSS/BLF* key for more information.

PROGRAMMING

Notes:

1. Ensure that you dial the line access digit plus the area code.
2. A pause for dial tone can be inserted in the stored number digit string by pressing Hold at the appropriate point; this inserts a four second delay, for example, 1234P5678. The system dials 1234, waits four seconds, then dials 5678. If required, you can insert multiple pauses.

To program a Personal Speed Call number as a primary feature:

1. Press **SuperKey**.
2. Press the **No** softkey until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press the personal key under which the number is be stored.
If a feature or speed dial number is already stored under the selected key, the feature or number is displayed with the option to change or erase the feature or number.
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of available features until SPEED CALL is displayed.
7. Press the **Yes** softkey.
8. Dial the number that you wish to store.
*At any time during the dialing sequence you can press the **Del** softkey to erase previously inserted digits.*
9. Press the **Save** softkey to save the personal speed call number.
10. Press **SuperKey**.
11. Write the personal speed call number on the key label.

To program a Personal Speed Call as a secondary feature:

1. Press **SuperKey**.
2. Press the **No** softkey until PERSONAL KEYS? is displayed.
3. Press the **Yes** softkey.
4. Press **Shift** followed by the personal key or keypad key under which the number is to be stored.
If a personal speed dial number is already stored under the selected key, the existing number is displayed with the option to change or erase the number.
5. Press the **Change** softkey.
6. Press the **No** softkey repeatedly to scroll down the list of available features until SPEED CALL is displayed.
7. Press the **Yes** softkey.
8. Dial the number that you wish to store.
*At any time during the dialing sequence you can press the **Del** key to erase previously inserted digits.*
9. Press the **Save** softkey to save the personal speed call number.
10. Press **SuperKey**.
11. Write the personal speed call number on the key label or make a note of the keypad key under which the personal speed call is held.

OPERATION

To dial a number stored as a primary feature:

- Press the personal key under which the stored number has been programmed.

To dial a number stored as a secondary feature:

1. Press **Shift**.
2. Press the personal key or keypad key under which the stored number has been programmed.

PIN Codes

Your Administrator can assign a PIN (Personal Identification Number) code to you which, when invoked, prevents unauthorized users from making external calls from your extension, that is, it locks your extension. You can also use your PIN code at another extension to access features or make external calls which would not normally be available from this extension.

Note: You can still make internal calls and dial emergency numbers from a locked extension.

PROGRAMMING

Program the **PIN CODE** key as described under *Programming a Personal Key*.

OPERATION

To lock your extension:

1. While your extension is idle, press the **PIN CODE** key or dial the Pin Code feature access code, **634**.
2. Dial your PIN code.
*If you have a **PIN CODE** key programmed, it lights solid red indicating that the extension is locked.*
3. Replace your handset.

To unlock your extension:

1. While your extension is idle, press the **PIN CODE** key or dial the Pin Code feature access code, **634**.
2. Dial your PIN code.
*The **PIN CODE** key extinguishes, if programmed.*
3. Replace your handset.

To make an external call from another user's locked extension:

1. While your extension is idle, press the **PIN CODE** key or dial the Pin Code feature access code, **634**.
2. Dial your PIN code.
3. Access a line and dial the required external number.
4. At the end of the call, replace your handset.
This extension remains unlocked for 60 seconds (default) allowing you to make further calls if required, after this time the extension returns to its locked state.

Phonebook

This feature enables you to search for and access numbers stored in your Personal Directory and the System Directory. If you receive an incoming call from a person who you have an entry for in your Personal Directory or in the System Directory, the name attached to the incoming call is displayed on the LCD instead of the telephone number.

The options available from the Phonebook are:

Personal Directory - this directory is exclusive to your extension; within this directory you can create, edit and delete your private telephone numbers. Your Administrator or other extension users do not have access to this directory. After you have setup your entries, you can then search, edit and dial from this list;

System Directory - this directory is created by your Administrator and you cannot edit or delete the entries. However, you can search and dial from this list;

List of Calls - displays the last ten incoming numbers and the number of times that the number has called. If the incoming number cannot be displayed on your LCD, for example, the caller blocks the number, the number is not displayed in the list. Refer to *List of Calls* for more information;

Redial List - displays the last ten external outgoing numbers and how many times they have been called. This is used in conjunction with the Redial List feature.

Using your Personal Directory

For each letter in the name, press the appropriate key on the keypad until the letter is shown on your LCD, for example, if the letter C is required, press the digit 2 three times. If the next letter in a name is on the same key as the previous letter, press ▼ before proceeding. If required, use ▼ to add a space between the first and last name.

If you make a mistake when dialing the required name, press the **Opts** softkey, and use ▲ to move over the character you want to change and then dial the correct letter, or press the **DelDigit** softkey.

Adding an Entry to your Personal Directory

To add an entry to your Personal Directory:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **Yes** softkey.
PERSONAL DIRECTORY? is displayed.
3. Press the **Yes** softkey.
4. Press the **Opts** softkey.
5. Press the **Add** softkey.
6. Dial the name to be displayed in your personal directory.
7. When complete, press the **EditNum** softkey.
8. Dial the telephone number to be associated with the name.
9. Press the **Opts** softkey twice.
10. Press the **Save** softkey to save the newly created name in your personal directory.

Editing your Personal Directory

To edit an entry in your Personal Directory:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **Yes** softkey.
PERSONAL DIRECTORY? is displayed.
3. Press the **Yes** softkey.
4. Enter the name displayed in your personal directory that is to be modified.
5. Press the **Opts** softkey.
6. Press the **Edit** softkey.
7. Make your modifications.
8. Press the **EditNum** softkey if you wish to modify the stored number.
9. Press the **Opts** softkey twice.
10. Press the **Save** softkey to save your changes.

Dialing from your Personal Directory

To dial a telephone number from your Personal Directory:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **Yes** softkey.
PERSONAL DIRECTORY? is displayed.
3. Press the **Yes** softkey.
4. Enter the name of the desired party using the keypad keys or the ▲ and ▼ keys to scroll through the list of entries.
5. Press the **Call** softkey to dial the displayed number.

Deleting an Entry

To delete an entry in your Personal Directory:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
 2. Press the **Yes** softkey.
PERSONAL DIRECTORY? is displayed.
 3. Press the **Yes** softkey.
 4. Enter the name of the desired party using the keypad keys or the ▲ and ▼ keys to scroll through the list of entries.
 5. Press the **Opts** softkey three times.
 6. Press the **Delete** softkey.
ENTRY DELETED is displayed if the deletion was successful.
- Note:** You must press **Exit** before the deleted entry is completely removed from your directory.

Using the System Directory

To dial a telephone number from the System Directory:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **Yes** softkey.
PERSONAL DIRECTORY? is displayed.
3. Press the **No** softkey until SYSTEM DIRECTORY? is displayed.
4. Press the **Yes** softkey.
5. Enter the name of the desired party using the keypad keys or the ▲ and ▼ keys to scroll through the list of entries.
6. Press the **Call** softkey to dial the displayed number.

Recall on Lines

While in conversation with a called party at a remote site, you can make an enquiry call to another party on the remote site through the same line.

PROGRAMMING

Program a **RECALL** key as described under *Programming a Personal Key*.

OPERATION

While in conversation with the first called party at the remote site:

1. Press the **RECALL** key to place the call on hold or press the **EXCLUSIVE HOLD** key followed by the Recall feature access code, **602**.
2. Dial the extension number of the second remote party.
You are already connected to the remote site and do not need to dial the line prefix.
3. Speak to the second party.
While in conversation with the second party and you wish to leave the two called parties in conversation, replace your handset.
4. When the enquiry call is complete, press the **RECALL** key again.
You are re-connected to the first party.

Redial List

This feature allows you to save and prioritize up to ten externally-dialed numbers. You can define the position, in a stack of ten, which the last number you dialed should occupy.

Numbers can be stored:

- in an empty location;
- by overwriting previously occupied locations;
- at the top of the list -- if Position 1 is empty the process is complete. If there is an entry at Position 1, all the stored numbers move down the list until a blank space is reached or the store is full. If the store is full the last number in the list is discarded.

PROGRAMMING

Program a **REDIAL PAD** key as described under Programming a Personal Key.

OPERATION

Note: You must have a pre-programmed **REDIAL PAD** key setup on your extension to use this feature.

To store the last externally-dialed number:

1. Press the **REDIAL PAD** key.
2. Dial the digit corresponding with the position that you wish to store the number: number 1 is the first and 0 is the last. Using the * key also places the number in the first position.
You hear dial tone when the number has been successfully stored.

To dial a number stored in the Redial List:

1. Press **SuperKey**.
Scroll through the list of options until REDIAL LIST? is displayed.
2. Press the **Yes** softkey.
The first entry in the list is displayed.
3. Press the ▼ key repeatedly to scroll through the list until the required number is displayed.
4. Press the **Call** softkey to dial the number.

Re-establish

If a call you have transferred to another extension user is unanswered, the call returns to you to deal with. This feature allows you to re-attempt the transfer. When the returned call rings at your extension, the associated key flashes with red with rapid cadence and a message similar to the following is displayed: EXTN xxxx REVERTED.

This feature should be read in conjunction with *Reverted Calls*.

PROGRAMMING

Note: You must have a pre-programmed **RE-ESTABLISH** key setup on your extension to use this feature.

Program a **RE-ESTABLISH** key as described under *Programming a Personal Key*.

OPERATION

To re-establish a returned call without speaking to the caller:

- Press the **RE-ESTABLISH** key.

To speak to the caller of the returned call and re-establish the call:

1. Lift your handset.
2. Speak to the caller.
*The **RE-ESTABLISH** key lights solid red.*
3. Press the **RE-ESTABLISH** key.
4. Replace your handset.

Remote Call Forward

This feature allows you to forward your incoming calls to an external destination, for example, a cellular phone or your home number.

This feature can be setup using CALL FORWARD under **SuperKey** and does not have to be programmed under a personal key. Refer to the operation described below.

Notes:

1. This feature is not available at all extensions, please contact your Administrator if you require this feature.
2. Invoking Remote Call Forward cancels any active internal call forwarding, and vice versa.
3. You cannot store the target external number under a personal key programmed with the Remote Call Forward feature.

PROGRAMMING

Program a **REMOTE CALL FORWARD** key as described under *Programming a Personal Key*.

OPERATION

Notes:

1. If you activate forwarding using **SuperKey**, and forwarding is active via a programmed key, the current forwarding is overridden, and vice versa.
2. You cannot forward your calls to an external destination if you are forwarding to an internal extension, or vice versa.

Forwarding your calls using SuperKey

To forward all your calls to an external destination using SuperKey:

1. Press **SuperKey**.
2. Press the **No** softkey repeatedly until CALL FORWARD? is displayed.
3. Press the **Next** softkey until REMOTE ALWAYS is displayed.
4. Press the **Review** softkey.

If programmed, R.A is displayed along with a target external number.

If a target external number is displayed prefixed with an asterisk, it indicates that forwarding is already active.

If a target external number has not been programmed, you are prompted to dial an external number:

5. Press the **Progrm** softkey.
6. At the TO: prompt, dial the external number (including the line access number) you wish to divert your calls to.
If you make a mistake when dialing the external number, press the Del softkey to remove the incorrect digits.
7. Press the **Save** softkey to save the external number.

If a target external number has been programmed:

8. Press the **Change** softkey.
9. Press the **Turnon** softkey.
R.A is displayed with the target external number and an asterisk. The asterisk indicates that the forwarding is now active.
10. Press **SuperKey**.
When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

Forwarding your calls using a programmed key

To forward all your calls to an external destination using the REMOTE CALL FORWARD key:

1. Press the **REMOTE CALL FORWARD** key.
2. Dial the external number (including the line access number) you wish to forward your calls to.
The associated REMOTE CALL FORWARD key lights solid red. When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

Forwarding your calls using the feature access code

To forward all your calls to an external destination using the Remote Call Forward feature access code:

1. Dial the Remote Call Forward feature access code, **688**.
2. Dial the external number (including the line access number) you wish to forward your calls to.
When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

Forwarding your calls to the last externally-dialed number

To forward your calls to the last externally-dialed number:

1. While your extension is idle, press the **REMOTE CALL FORWARD** key, or dial the Remote Call Forward feature access code, **688**.
2. Press # to complete the digit sequence.
Note: Pressing **Hold** during the sequence indicates a pause for dial tone.

Canceling

To cancel Remote Call Forwarding using SuperKey:

1. Press **SuperKey**.
2. Press the **No** softkey to scroll down the list until CALL FORWARD? is displayed.
3. Press the **Yes** softkey to select the feature.
4. Press the **Next** softkey until REMOTE ALWAYS is displayed.
5. Press the **Review** softkey.
R.A is displayed with the external number and an asterisk.
6. Press the **Change** softkey.
7. Press the **Turnof** softkey.
R.A is displayed with the target external number. The asterisk has been removed.
8. Press **SuperKey**.

To cancel Remote Call Forwarding:

- Press the **REMOTE CALL FORWARD** key or dial the Cancel Call Forward feature access code, **617**.

Reverted Calls

If a call you have transferred to another extension user is unanswered, the call returns to you to deal with. When the reverted call rings at your extension, the associated key flashes red with rapid cadence and a message similar to the following is displayed: EXTN xxxx REVERTED.

OPERATION

You can handle a reverted call in the following ways:

- Press the flashing key and speak to the caller.
Or:
- Answer the call as described above and then dial another extension number and transfer the caller to this extension.
Or:
- Attempt to re-establish the call as described under *Re-establish*.

Ringer On/Off

All incoming external calls that arrive at your extension under programmed personal keys ring to indicate the arrival of the call. This feature allows you to turn off your extension's Ringer. All external calls that arrive at your extension, under a programmed personal key, will be indicated by the key flashing. The keys affected by this feature are:

- **LINE** key;
- **LINE GROUP** key
- **CALLS FOR** key;
- **ANSWER EXTERNAL** key
- **ANSWER NEXT CALL** key.

PROGRAMMING

Program the **RINGER ON/OFF** key as described under *Programming a Personal Key*.

OPERATION

Note: You must have a pre-programmed **RINGER ON/OFF** key setup on your extension to use this feature.

To turn the Ringer off:

- Press the **RINGER ON/OFF** key.
The **RINGER ON/OFF** key lights solid red and **RINGER OFF** is displayed indicating that your extension does not ring when an external call arrives.
Repeatedly pressing the **RINGER ON/OFF** key toggles between switching your extension's Ringer on and off.

Selective Ringer

All incoming external calls that arrive at your extension under programmed personal keys ring to indicate the arrival of the call. This feature allows you to select which keys, programmed for incoming external calls, do not ring at your extension. When this feature is active, external calls incoming on the selected keys, do not ring, however the relevant line key flashes and your LCD indicates the incoming call.

PROGRAMMING

Program the **SELECTIVE RINGER** key as described under *Programming a Personal Key*.

OPERATION

Note: You must have a pre-programmed **SELECTIVE RINGER** key setup on your extension to use this feature.

To disable your extension's Ringer for selected incoming external calls:

1. Press the **SELECTIVE RINGER** key.
*The **SELECTIVE RINGER** key flashes indicating that you must press a **LINE** or **LINE GROUP** key (s).*
2. Press the **LINE** or **LINE GROUP** key(s) that you wish to silence.
*The selected **LINE** or **LINE GROUP** keys light solid red, indicating selection, and extinguish after a few seconds.*
3. Press the **SELECTIVE RINGER** key again, or replace your handset.
*The **SELECTIVE RINGER** key lights solid red indicating that the feature is active.*

To resume normal operation:

- Press the **SELECTIVE RINGER** key.
The key extinguishes; the feature is turned off.

Swap

This feature enables you to place a call on hold, dial another number, talk to the second party and then alternate between the two parties by pressing the **SWAP** key. This feature allows you to speak to both the first and second parties in confidence; at no time during the use of this feature can the two parties converse together.

Note: You can alternate between the two parties any number of times.

PROGRAMMING

Program a **SWAP** key and **EXCLUSIVE HOLD** key as described under *Programming a Personal Key*.

OPERATION

Note: You must have a pre-programmed **SWAP** key and **EXCLUSIVE HOLD** key setup on your extension to use this feature.

While in conversation with an established external call:

1. Dial the number of the party that you wish to consult.
2. Talk to the second party.
3. Return to the held call by pressing the **SWAP** key.
The second party is placed on hold.
4. Press the **SWAP** key to alternate between the two parties.

System Hold

This type of hold allows you to place internal or external calls on System Hold by pressing Hold. You can also place external calls on System Hold using the Call Park feature (refer to *Call Park* for more information). Other extension users can retrieve the call in the following ways:

1. pressing **Intercom**;
2. pressing the appropriately programmed **DSS/BLF** or LINE key;
3. dialing the Call Park Pick-up feature access code if placed on hold using Call Park (refer to Call Park Pick-up for more information).

OPERATION

Refer to *Call Park* for information on placing calls on hold using the Call Park feature.

To place a call on System Hold:

- While in conversation with an established call, press **Hold**.
The call is placed on hold.
*Mitel Networks 5020 IP Phones -- if the call, placed on hold, has a **DSS/BLF** or **LINE** key, it flashes green with held cadence and you hear dial tone.*
*Mitel Networks Programmable Key Modules -- if the call, placed on hold, has a **DSS/BLF** or **LINE** key, it flashes red with held cadence and you hear dial tone.*
*If the call was placed on hold using **Hold**, and there is no associated key, the call is held under the **Intercom** key and the key flashes green with held cadence. You hear dial tone.*

To retrieve a held call:

- While your extension is idle, press **Intercom** or if the call has an associated **DSS/BLF** or **LINE** key, press this key.
You are re-connected to the held party.

System Speed Call Numbers

Mitel Networks 3100 ICP provides a speed-dialing memory which can contain up to 1000 external numbers, each of which can have a maximum of twenty digits. An Administrator stores each number against a four-digit System Speed Call number and you can dial the stored numbers either by dialing the System Speed Call number or by storing the number under a personal key and pressing the key. System Speed Call numbers can only be setup and changed by an Administrator.

Note: Contact your Administrator for a list of System Speed Call numbers.

PROGRAMMING

1. Press **SuperKey**.
Scroll through the list of options until PERSONAL KEYS? is displayed.
2. Press the **Yes** softkey.
3. Press the personal key under which the System Speed Call number is to be stored.
If a feature or number is already stored under the selected key, the existing feature or number is displayed with the option to change or erase.
4. Press the **Change** softkey.
SPEED CALL is displayed.
5. Press the **No** key repeatedly to scroll down the list until SYSTEM SPEED CALL is displayed softkey.
6. Press the **Yes** softkey.
7. Dial the four-digit System Speed Call number that you wish to store.
*At any time during the dialing sequence you can press the **Del** key to erase previously inserted digits.*
8. Press the **Save** softkey.
9. Press **SuperKey**.
10. Write the System Speed Call number on the key label.

OPERATION

To dial an external call using a System Speed Call number:

- Dial the required System Speed Call number.

To dial a System Speed Call number held under a personal key:

- Press the required System Speed Call key.

Three-Party Conference

This feature enables you to setup a conference call between three parties. The conference can consist of:

- three extension users;
- two extension users and an external caller;
- one extension user and two external callers.

Note: Contact your Administrator to check that your extension is setup to hold a conference call with two external parties.

OPERATION

To setup a three-party conference call:

1. Establish a connection with an extension user or external call.
2. Press **Trans/Conf** and establish a connection with a third party.
3. Press **Trans/Conf**.
*You hear a single burst of tone and all three parties are connected.
All extension users involved in the conference have THREE PARTY displayed on their LCDs.*

To clear down from a three-party conference call:

- Replace your handset.
The other parties in the conference remain connected.

To hold a private conversation with one party during in a three-party conference:

Note: This is only available to the originator of the conference call.

- Press **Trans/Conf** or press the associated **DSS/BLF** key, if programmed.
You are connected to the chosen party and the other party hears silence, music on hold or tone.

Who Am I?

This feature displays the number of your extension on your LCD.

OPERATION

To discover your current extension's number:

- Dial the Who Am I? feature access code, **675**.
*The following message is displayed: THIS IS EXT xxxx
After five seconds the extension number is removed from the display, and dial tone is returned.*

ADMINISTRATOR FEATURES

Some features available on the system are only available to an Administrator; these features are described here.

Note: An Administrator extension must be a Mitel Networks 5020 IP Phone.

Administrator External Listen

Note: The use of this feature may violate provincial, local, state and/or federal rules, regulations and/or statutes including, without limitation, criminal or privacy legislation. Retailer and customer are hereby warned to check local laws to ensure that the use of this feature does not contravene any such rules, regulations and/or statutes.

This feature allows you to monitor a call between two external parties, and if necessary, end the call. This feature allows you to prevent abuse of features such as Remote Call Forward.

When you detect that a call between two external parties has been in progress for a considerable time, pressing the **EXTERNAL LISTEN** key allows you to determine if conversation is taking place, or if the line has 'hung'. The original parties in the conversation are not aware of the intrusion.

PROGRAMMING

Program the **EXTERNAL LISTEN** key as described under *Programming a Personal Key*.

OPERATION

Note: You must have a pre-programmed **EXTERNAL LISTEN** key setup on your extension to use this feature.

To listen-in to an external call:

1. Press a lit **LINE** key.
2. If busy tone is heard, press the **EXTERNAL LISTEN** key.
*Your **EXTERNAL LISTEN** key flashes and the message EXTERNAL LISTENING is displayed.*
If conversation is NOT taking place, press the **EXTERNAL LISTEN** key again to terminate the call.
*The call is cleared. You hear dial tone, the **EXTERNAL LISTEN** key extinguishes and the LCD returns to normal.*
If conversation is taking place, and you wish to stop listening-in, replace your handset or press **Speaker** if using your telephone handsfree.
*The **EXTERNAL LISTEN** key extinguishes and the LCD returns to normal.*

Note: If, during the intrusion, one of the original parties replaces their handset or presses **Intercom**, the call ends and you hear dial tone.

Administrator Remote Alarm Calls

This feature allows you to setup an alarm (wake-up or reminder) call to ring at another extension at a specified time. The extension user must answer a ringing alarm call before they can continue with any other operation at their extension.

When an extension user receives an alarm call, the extension rings for upto 60 seconds (default) or until the call is answered. If the extension user does not answer the call within this time period, the extension rings again every 2 minutes (default); this process is repeated up to a maximum of ten times or until the alarm call is answered.

PROGRAMMING

Program the **REMOTE ALARM** key as described under *Programming a Personal Key*. The **REMOTE ALARM** key can be saved with or without the inclusion of an extension number.

OPERATION

Note: You must have a pre-programmed **REMOTE ALARM** key setup on your extension to use this feature.

To setup a Remote Alarm Call (if you have a REMOTE ALARM key setup with an extension number):

1. Press the **REMOTE ALARM** key.
*Mitel Networks 5020 IP Phones -- the **REMOTE ALARM** key lights solid green.*
*Mitel Networks Programmable Key modules -- the **REMOTE ALARM** key lights solid red.*
2. Enter the required time using the 24-hour clock.
3. Press the **Set** softkey.
4. Press the **REMOTE ALARM** key again.
*The **REMOTE ALARM** key extinguishes.*

To setup a Remote Alarm Call (if your REMOTE ALARM key does NOT have an extension number stored):

1. Press the **REMOTE ALARM** key.
2. Enter the target extension number.
*Mitel Networks 5020 IP Phones -- the **REMOTE ALARM** key lights solid green.*
*Mitel Networks Programmable Key modules -- the **REMOTE ALARM** key lights solid red.*
3. Enter the required time using the 24-hour clock.
4. Press the **Set** softkey.
5. Press the **REMOTE ALARM** key again.
*The **REMOTE ALARM** key extinguishes.*

To cancel a Remote Alarm Call (if you have a REMOTE ALARM key setup with an extension number):

1. Press the **REMOTE ALARM** key.
*Mitel Networks 5020 IP Phones -- the **REMOTE ALARM** key lights solid green.*
*Mitel Networks Programmable Key modules -- the **REMOTE ALARM** key lights solid red.*
2. Press the **Cancel** softkey.
The time displayed is replaced by NONE.
3. Press the **REMOTE ALARM** key again.
*The **REMOTE ALARM** key extinguishes.*

To cancel a Remote Alarm Call (if your REMOTE ALARM key does NOT have an extension number stored):

1. Press the **REMOTE ALARM** key.
2. Enter the target extension number.
*Mitel Networks 5020 IP Phones -- the **REMOTE ALARM** key lights solid green.*
*Mitel Networks Programmable Key modules -- the **REMOTE ALARM** key lights solid red.*
3. Press the **Cancel** softkey.
The time displayed is replaced by NONE.
4. Press the **REMOTE ALARM** key again.
*The **REMOTE ALARM** key extinguishes.*

Night Service

Note: Placing the system into Night Service mode is only available from an Administrator Extension, however, an extension user can setup a **NIGHT SERVICE** key at their extension to monitor whether the system is in Day or Night Service mode.

This feature enables you to direct incoming external calls to an extension or a number of extensions which will be answered outside of normal working hours. During programming, the extension(s) which can answer these calls and the line(s) that can be answered are configured. There are two Night Service groups available, and extensions can be included in either or both groups.

Switching between Day Service and either of the Night Service modes can take place automatically at pre-defined times, via the **AUTOMATIC NIGHT SERVICE** key (Night Service 3), or be switched manually by pressing the pre-programmed **NIGHT SERVICE 1** or **NIGHT SERVICE 2** key.

Each Night Service mode has an associated pick-up group, and when a night service mode is operating, incoming calls can be picked up by any extension user in the group. Refer to *Night Service Pick-up*.

PROGRAMMING

Program a **NIGHT SERVICE 1, 2** or **3** key as described under *Programming a Personal Key*.

OPERATION

To invoke Night Service 1 or 2 mode:

- Press the **NIGHT SERVICE 1** or **NIGHT SERVICE 2** key.
*All calls are directed to the selected extensions at the times specified during programming. The relevant **NIGHT SERVICE** key lights solid red, and the following message is displayed: NIGHT SERVICE x, where x indicates the Night Service mode.*

Note: Pressing the **NIGHT SERVICE** key again cancels Night Service; the system resumes normal day service.

To invoke Automatic Night Service mode:

- Press the **AUTOMATIC NIGHT SERVICE** key.
*Mitel Networks 5020 IP Phones -- the **AUTOMATIC NIGHT SERVICE** key lights solid green when active but not enabled. When Automatic Night Service is active and enabled the key lights solid red.*
*Mitel Networks Programmable Key module -- the **AUTOMATIC NIGHT SERVICE** key lights red. When the system switches to Night Service mode at the pre-defined time, the relevant **NIGHT SERVICE** key lights solid red, and the following message is displayed: **NIGHT SERVICE x**, where x indicates the Night Service mode.*

To monitor whether the system is in Day or Night Service mode (available for all non-Administrator extension users):

- When the system moves into Night Service 1 or 2 mode the programmed **NIGHT SERVICE 1** or **NIGHT SERVICE 2** key lights and the following message is displayed: **NIGHT SERVICE x**, where x indicates the Night Service mode.

Phonebook

This feature enables you to search for and access numbers stored in your Personal Directory and the System Directory. If you receive an incoming call from a person who you have an entry for in your Personal Directory or in the System Directory, the name attached to the incoming call is displayed on the LCD instead of the telephone number.

The options available from the Phonebook are:

Personal Directory -- this directory is exclusive to your extension; within this directory you can create, edit and delete your private telephone numbers. Your Administrator or other extension users do not have access to this directory. After you have setup your entries, you can then search, edit and dial from this list;

System Directory -- this directory is created by your Administrator and you cannot edit or delete the entries. However, you can search and dial from this list;

List of Calls -- displays the last ten incoming numbers and the number of times that the number has called. If the incoming number cannot be displayed on your LCD, for example, the caller blocks the number, the number is not displayed in the list. Refer to *List of Calls* for more information;

Redial List -- displays the last ten external outgoing numbers and how many times they have been called. This is used in conjunction with the Redial List feature.

Controlling the System Directory

For each letter in the name, press the appropriate key on the keypad until the letter is shown on your LCD, for example, if the letter C is required, press the digit 2 three times. If the next letter in a name is on the same key as the previous letter, press ▲ before proceeding. If required, use ▲ to add a space between the first and last name.

If you make a mistake when keying in the required name, press the **Opts** softkey, and use ▲ to move over the character you want to change and then key in the correct letter, or press the **DelDigit** softkey.

Adding an Entry

To add an entry to the System Directory:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **No** softkey until ADMINISTRATOR? is displayed.
3. Press the **Yes** softkey.
4. Press the **Opts** softkey.
5. Press the **Add** softkey.
6. Key in the name to be displayed in the System Directory.
7. When complete, press the **EditNum** softkey.
8. Key in the telephone number to be associated with the name.
*If you need to modify the name at this time, press the **EditName** softkey.*
9. Press the **Opts** softkey twice.
10. Press the **Save** softkey to save the newly created name in your personal directory.

Editing an Entry

To edit an entry in the System Directory:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **No** softkey until ADMINISTRATOR? is displayed.
3. Press the **Yes** softkey.
4. Enter the name displayed in your personal directory that is to be modified.
5. Press the **Opts** softkey.
6. Press the **Edit** softkey.
7. Make your modifications.
8. Press the **Opts** softkey.
9. Press the **Save** softkey to save your changes.

Dialing from the System Directory

To dial a telephone number from the System Directory:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **Yes** softkey.
PERSONAL DIRECTORY? is displayed.
3. Press the **No** softkey until SYSTEM DIRECTORY? is displayed.
4. Press the **Yes** softkey.
5. Enter the name of the desired party using the keypad keys or the ▲ and ▼ keys to scroll through the list of entries.
6. Press the **Call** softkey to dial the displayed number.

Deleting an Entry

To delete an entry in the System Directory:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **No** softkey until ADMINISTRATOR? is displayed.
3. Press the **Yes** softkey.
4. Enter the name of the desired party using the keypad keys or the ▲ and ▼ keys to scroll through the list of entries.
5. Press the **Opts** softkey twice.
6. Press the **Delete** softkey.
ENTRY DELETED is displayed if the deletion was successful.

Note: You must press Exit before the deleted entry is completely removed from the System Directory.

Using the System Directory

To dial a telephone number from the System Directory:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **Yes** softkey.
PERSONAL DIRECTORY? is displayed.
3. Press the **No** softkey until SYSTEM DIRECTORY? is displayed.
4. Press the **Yes** softkey.
5. Enter the name of the desired party using the keypad keys or the s and ▲ keys to scroll through the list of entries.
6. Press the **Call** softkey to dial the displayed number.

Redial List

This option lists the last ten external outgoing numbers from your extension. This option is used with Redial List, refer to *Redial List* for more information. When this option is chosen, and you have an entry displayed on your LCD, you are given the following options:

Dial -- to call the displayed entry;

Date/Time -- displays the date and time of the call and how many times that number has been called;

Edit -- allows you to edit the currently displayed entry;

Delete -- allows you to delete currently displayed entry;

Exit -- returns you to the previous menu.

To display the most recent incoming call:

1. Press **SuperKey**.
PHONEBOOK? is displayed.
2. Press the **No** softkey until LIST OF CALLS? is displayed.
3. Press the **Yes** softkey.
The most recent incoming call is displayed.
4. Use ▲ and ▼ to scroll through the list of entries.
5. When you have selected the required entry, press the **Opts** softkey to move to the desired option, as shown above.

Time and Date Change

The date and time displayed on the system's extensions can be modified from an Administrator Extension as described below, or via Administrator programming.

OPERATION

To set the time:

1. Key in the Time Change feature access code, **655**.
2. Enter the required time using the 24-hour clock.

To set the date:

1. Key in the Date Change feature access code, **656**.
2. Enter the date in the format: DDMMYY.

MITEL NETWORKS 5415 PROGRAMMABLE KEY MODULE

The Mitel Networks 5415 Programmable Key Module, which is described below, provides 48 additional personal keys.

Notes:

1. The Mitel Networks 5415 Programmable Key Module can be attached to Mitel Networks 5020 IP Phones.
2. The Mitel Networks 5415 Programmable Key Module is the only Programmable Key Modules which is approved by Mitel Networks for connection to Mitel Networks 5020 IP Phones.

Mitel Networks 5415 Programmable Key Module

The Mitel Networks 5415 Programmable Key Module provides 48 additional personal keys for use with a Mitel Networks 5020 IP Phone.



Each personal key may be programmed with:

- a feature;
- an extension number;
- an extension group number;
- line number;
- line group number, or
- System Speed Call number.

Each personal key has a red light associated with it, which gives the status of an extension, extension group, line, line group or feature programmed under the key. If you have a personal key programmed to represent another extension on the system, the key's light gives the status of the extension (Busy Lamp Field). This key can also be used to directly dial, transfer a call to, or pick up a call ringing at the extension (Direct Station Select). Refer to *Programming your Keys* for information on programming your keys.

The Mitel Networks 5415 PKM connects to a Mitel Networks 5020 IP Phone using the modular cable supplied with the Mitel Networks 5415 PKM and a Mitel Networks 5421 Interface Module which is installed in the set; the module supplies power to the Mitel Networks 5415 PKM. The Mitel Networks 5415 PKM must be connected to a power outlet.

Notes:

- You cannot store Personal Speed Call numbers on the Mitel Networks 5415 Programmable Key Module.
- For installation instructions refer to the Installation Guide supplied with the Mitel Networks 5415 Programmable Key Module.

INTRODUCTION TO THE DESKTOP USER TOOLS

The Desktop User Tools, available with the Mitel Networks 3100 Integrated Communications Platform (ICP) , enables you to manage the following from your PC:

- assign features to your personal keys;
- setup entries in your Personal Directory which can be assigned to your personal keys;
- change your password.

The features that can be assigned to your personal keys are described in more detail in the following sections:

- Using Your Mitel Networks 5020 IP Phone
- Administrator Features
Contact your Administrator for information on accessing the Desktop User Tools.

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle your handset!

Prolonged use of the handset, if you cradle the handset between your ear and shoulder, can lead to neck, shoulder or back discomfort. If you use your phone for long periods, you may find it more comfortable to use a headset.

Protect your Hearing

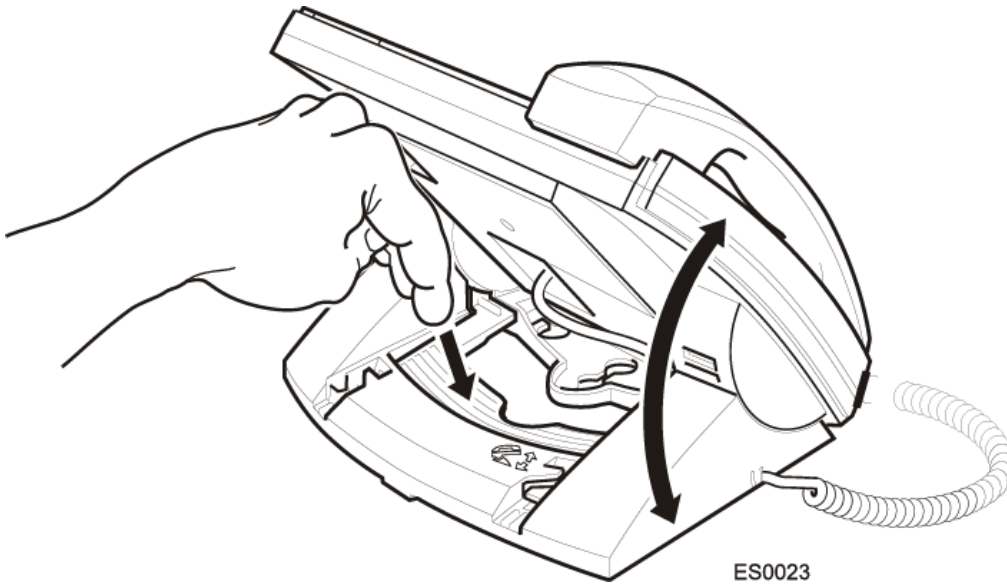
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Angle the phone for easier viewing

The stand built into your phone tilts to give you a better view of the keys and display.

To tilt your telephone:

1. Press the tilt-release paddle on the telephone base.
2. Tilt your telephone to the desired angle.
3. Release the tilt-release paddle.



GLOSSARY

A

| | |
|----------------|--|
| Absent/Present | Works in conjunction with the Calls For feature allowing you to send all your calls to another extension by pressing the pre-programmed ABSENT/PRESENT key. |
| account code | A three-digit access code which is used for tracking or allocation purposes. Account codes are often used by companies that need to bill clients for telephone expenses, for example, accountants and lawyers. |
| Administrator | The person responsible for the day-to-day running of the system; an Administrator configures and maintains the system. |
| answer backup | The Answer Backup is the last extension or extension group to be presented with a call which has been unanswered. Calls can be forwarded to the Answer Backup for a number of reasons, for example, a reverted call goes unanswered or both the Manager and Secretary press their ABSENT/PRESENT keys when working in a one-to-one situation. |
| auto answer | Automatically answers an incoming internal call. Your extension does not ring to indicate the incoming call and you do not need to lift the handset to answer the call. This feature is only available from a Mitel Networks 5010 IP Phone. |

B

| | |
|---------|---|
| BLF | Busy Lamp Field. A personal key which is programmed with an extension user's number; the key's light gives the status of the extension. |
| browser | A GUI-based application which allows you to access documents on the Internet. |
| busy | Your extension is assumed to be busy when you lift the handset or press Intercom. |

C

| | |
|--------------------|---|
| cadence | Used on the system for the key lights and ringing to differentiate between calls and the status of calls at your extension. |
| Call Forward All | Forwards all your calls to another extension or extension group. |
| Call Park | Places an external call on hold which can be picked up by any extension user on the system. |
| Call Park Pick-up | Allows you to pick up call that was parked using the Call Park feature. |
| callback | Allows you to reserve access to an extension or line when you receive busy tone; when the extension or line becomes available you are automatically called back. |
| callers | Internal and external people who make calls to extensions. |
| Calls For | Allows you to answer calls that another extension user has forwarded to you using the Absent/Present feature. |
| CFN/CFB | Call Forward on No Answer Or Busy. Forwards your calls to another extension or extension group when you are unable to take the call or busy on another call. |
| clear | Removes or cancels a feature programmed on a personal key. |
| CLI | Calling Line Identity. A CLI is a number that is sent by the network to identify an incoming call. |
| CLID | Calling Line Identity Display. Displays the number of an incoming external caller. If the external number is included in the System or Personal Directory, the number is replaced by the associated name in the directory. |
| conference call | A connection between three parties simultaneously. |
| <h2>D</h2> | |
| Default | The value of a parameter setup by the system which is used unless an Administrator changes it. For example, the default leading digit for feature access codes is 6, however, an Administrator can change this to suit users' requirements. |
| Doorphone | An extension which is connected to the door interface; this extension rings when someone requires entry. When answered the extension user is connected to the Door Intercom. |
| DSS | Direct Station Selection. A personal key which is programmed with an extension user's number; pressing this key enables you to directly dial, transfer a call to or pickup a call ringing at the extension. |
| DSS/BLF key | Direct Station Selection/Busy Lamp Field key. Personal key assigned with the number of another extension. |

E

| | |
|------------------|---|
| exclusive hold | Call placed on hold which can only be picked up by the extension user who placed the call on hold. |
| extension | The physical Mitel Networks 5010 IP Phone sitting on your desk. |
| extension group | A group of extensions, which is setup by an Administrator, to which calls are directed using a single number. For example, an extension group could contain all extensions in a Sales Department. An extension group can be: 1) standard (all idle extensions ring simultaneously); 2) fixed (all idle extensions in the group ring sequentially, starting with the first extension, until the call is answered); 3) moving (all idle extensions in the group ring sequentially, starting with the extension following the extension that answered the previous call, until the call is answered) |
| extension paging | Makes an announcement through an extension's speaker. An extension user can broadcast to a single extension user, an extension group or all extensions on the system. |
| external listen | Monitors a call between two external parties. |

F

| | |
|---------------------|--|
| feature access code | Gives you access to certain system features. |
| fixed-function keys | Keys on the Mitel Networks 5010 IP Phone which have specific functions; these functions cannot be deleted or modified. |
| follow me | Temporarily forwards your calls to another extension before you leave your desk to work at another desk. |

G

| | |
|--------------------|---|
| group call pick-up | Allows you to answer a call that is ringing at another extension in your pick-up group. |
| group listen | Turns on your extension's speaker so that others nearby can listen to the call. |

H

| | |
|------|---|
| Hold | Allows you to place another party on system hold. |
|------|---|

I

| | |
|----------|---|
| Intercom | Key used to indicate incoming calls at your extension and also allows you to retrieve calls placed on hold. |
|----------|---|

K

keypad The buttons on your Mitel Networks 5010 IP Phone, numbered 1 to 0, plus * and #, which allow you to dial a telephone number or dial a feature access code.

L

LCD Liquid Crystal Display. Two-line, 20 character, alpha-numeric display which gives a visual indication of the current status of your extension.

N

Night Service Pick-up group Allows you to answer a call that is ringing at another extension in your Night Service pick-up group.

O

out access digit You must key in the out access digit before you dial an external number, the digit used is usually 0.

P

personal speed call key Allows you to dial a number using a single or two key presses (this is dependent on which key the number is programmed under).

Phonebook Allows you to search for and access numbers stored in your Personal Directory and the System Directory. If you receive an incoming call from a person who you have an entry for in your Personal Directory or in the System Directory, the name attached to the incoming call is displayed on the LCD instead of the telephone number.

pick-up Allows you to answer a call that is ringing at another extension.

PIN code Personal Identification Number.

Programmable Key Module The 5415 PKM provides 48 additional personal keys. The 5415 PKM can be attached to 5020 IP Phones.

R

re-establish Allows you to retry a transfer to an extension that went unanswered using a single key press.

remote call forward Sends your incoming calls to an external destination -- for example, a cell phone or your home number.

S

| | |
|-----------------------|--|
| scroll | Moves through a window or the choices in a list to view a part of the window or list that is not currently visible. |
| Shift | This key is used to program and access Personal Speed Call numbers saved as secondary features under personal keys and keypad keys. Pressing Shift twice redials the last externally-dialed number. |
| softkey | The softkeys used in conjunction with SuperKey to setup features under personal keys, setup call forwarding and navigate through the Phonebook. Softkeys are only available on 5020 IP Phones. |
| SuperKey | This key is used for storing features under personal keys and setting up call forwarding. When using a 5020 IP Phone gives you access to the Phonebook allowing you to make calls from the System Directory and your Personal Directory. |
| Swap | Allows you to alternate between two calls; neither person can overhear your conversation with the other. |
| system hold | Call placed on hold which can be picked up any extension user on the system. |
| system speed call | Allows you to dial an external number using a four-digit number which is setup the Administrator instead of dialing the full number. |
| system speed call key | Allows you to dial a System Speed Call number using a single key press. |

ACCESSING FEATURES

The following tables show how the system's features are accessed. All the features shown in Table 11 can be assigned to a personal key and are programmed via **SuperKey**. The Additional Information Required column indicates whether optional or mandatory information is required when setting up the personal key, for example, the inclusion of an extension number. Some of the features listed in this table can also be activated by dialing a feature access code; these features are listed on the next page.

Table 11, Features Programmable via **SuperKey**

| Feature Name | Additional Information Required |
|--|--|
| Absent/Present | n/a |
| Account Codes | Optional |
| Administrator External Listen_ | n/a |
| Administrator Remote Alarm Calls | Optional |
| Answer External Call | n/a |
| Answer Next Call | n/a |
| Auto Answer | Optional |
| Callback when free | n/a |
| Call Fwd All to an Ext | Optional |
| Call Fw All to an Ext Grp | Optional |
| Call Fwd No Ans/Busy to an Ext | Optional |
| Call Fwd No Ans/Busy to an Ext Grp | Optional |
| Call Park | n/a |
| Call Store | Mandatory |
| Calls For | Mandatory |
| Cancel Message Waiting | Optional |
| Do Not Disturb (DND) | n/a |
| Door Open | n/a |
| Exclusive Hold | n/a |
| Extension Paging | Optional |
| Follow Me | Optional |
| Group Call Pick-up | n/a |
| Group Listen | n/a |
| Intrude | n/a |
| Last Call Duration Display | n/a |
| Message Waiting | n/a |
| Night Service | Mandatory |
| Night Service Pick-up | n/a |
| PIN (Personal Identification Number) Codes | n/a |
| Recall on Lines | n/a |
| Redial List | n/a |
| Re-establishing Reverted Calls | n/a |
| Remote Call Forward | n/a |
| Ringer On/Off | n/a |
| Selective Ringer | n/a |
| Swap | n/a |

FEATURE ACCESS CODES

| | |
|--|-----|
| Ringer Pitch (1 to 8) | 651 |
| Account Codes | 665 |
| Alarm Calls | 668 |
| Alarm Call Cancel | 669 |
| Call Forward All to an Extension | 616 |
| Call Forward All to an Extension Group | 607 |
| Cancel Divert/Forwarding | 617 |
| Call Park Pick-up | 660 |
| Directed Call Pick-up | 677 |
| Do Not Disturb (DND) | 619 |
| Extension Paging | 613 |
| External Call Waiting | 687 |
| Follow Me | 622 |
| Follow Me (I'm Here) | 626 |
| Group Call Pick-Up | 666 |
| Last Call Duration Display | 663 |
| Last Number Redial | 600 |
| Cancel Message Waiting | 628 |
| Directed Message Waiting | 673 |
| Message Waiting | 643 |
| Night Service Pick-Up | 633 |
| PIN Codes | 634 |
| Recall on Lines | 602 |
| Remote Call Forward | 688 |
| Who Am I? Indication | 675 |
| Time Change | 655 |
| Date Change | 656 |



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