

MITEL

# SX-200 IP Communications Platform

5304 IP Phone  
User Guide



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Mitel 5304 IP Phones  
User Guide

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**ABOUT YOUR PHONE**

The Mitel® 5304 IP Phone is a two-line, dual port telephone that provides voice communication over an IP network. It has a back-lit liquid crystal display (LCD) screen. The 5304 IP Phone offers 8 programmable keys for one-touch feature access and one prime line key. The personal key on the bottom is always your Prime Line.



The 5304 IP Phone

<b>Elements of Your Phone</b>	
<b>Feature</b>	<b>Function</b>
1) Display	Provides a two–line, 20–character liquid crystal display (LCD) viewing area that assists you in selecting and using phone features and identifying callers. When you are using the Superkey feature, prompts and feature information appear on the display screen.
2) Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.
3) Speaker	Provides sound for ringing and paging calls.
4) Programmable Keys	Provides 8 keys that can be programmed as function or feature keys. Write the name (speed call, feature) of the Personal keys programmed on the <b>designation card</b> . Use the slot behind the plastic cover at the bottom of the phone to remove/insert the designation card.
5) Line 2 key or Programmable Key and LED	Line 2 can be programmed as a secondary line or as a feature key that requires an indicator (See <b>Feature Keys</b> ).
6) Line 1 key and LED	The bottom personal key is always your Prime Line key.
7) Volume, Ringer, and Contrast Controls	 ( <b>UP</b> ) and  ( <b>DOWN</b> ) provide volume control for the ringer and handset, and display contrast.
8) Keypad	Use to dial.
9) Handset	Use for handset calls.

### Ring/Message indicators

<b>When indicator is</b>	<b>it means that</b>
Flashing rapidly	Your phone is ringing
Flashing slowly	A message or callback message is waiting at your phone
On	Your phone is ringing another phone
Off	Your phone is idle, or you are on a call



## Function Keys

Your system administrator can program the following function keys on a personal key (PK):

- Hold
- Redial
- Cancel
- Transfer/Conference
- Superkey
- Message Key

**Note:** Certain features as documented in this guide will only work if the associated function key has been programmed. For example, the Conference feature makes use of the **Transfer/Conference** function key.

## Superkey

With a pre-programmed Superkey, you can use these features:

- Advisory Messages
- Call Forwarding
- Personal Keys
- Ringer Adjust
- Language

## Selecting Menu Options

To select menu items on the display, press \*, 0 and # on the keypad. For example, if options \*=YES 0=DEFAULT #=NO appear and you want to select YES, press \*.

## About Feature Access Codes

Use of some features requires dialing access codes. Ask your Administrator for a list of codes you should use.

## TIPS FOR YOUR COMFORT AND SAFETY

### Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.



### Protect your hearing

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



## CUSTOMIZING YOUR 5304 IP PHONE

### Ringer Control

To adjust the Ringer Volume while the set is ringing:

- Press  ( **UP** ) or  ( **DOWN** ).



To adjust the Ringer Pitch while the set is idle:

1. Press the programmed **Superkey**.
2. Press **#** until "Ringer Adjust?" appears.
3. Press **\*** twice.
4. Press  ( **UP** ) or  ( **DOWN** ).
5. Press the programmed **Superkey**.

**Note:** The handset must be in the cradle to access Ringer Adjust.



### Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press  ( **UP** ) or  ( **DOWN** ).

### Speaker Volume Control

To adjust the Speaker Volume when making an on-hook call or during a paging call:

- Press  ( **UP** ) or  ( **DOWN** ).

### Display Contrast Control

To adjust the Display Contrast while your set is idle:

- Press  ( **UP** ) or  ( **DOWN** ).

## Language Change

To change the display language:

1. Press the programmed **Superkey**.
2. Press **#** until "Language?" appears.
3. Press **\*** twice .
4. Press **#** until the desired language appears.
5. Press **\***.

## Feature Keys

Your system administrator can program features on your phone, although they are not recommended unless they can be programmed on a key with an indicator. See your system administrator for more details.

You can use the programmed **Superkey** on your phone to program the personal keys as speed call keys.

To display information about a personal key:

1. Press the programmed **Superkey** key.
2. Press a personal key that isn't a line key.
3. Press the programmed **Superkey** .

To program a personal key as a speed call key, see **Speed Call Keys**.

## MAKING AND ANSWERING CALLS

If your telephone system operates as a private branch exchange (PBX), the Prime Line can be used for both incoming and outgoing calls. Outgoing calls on a PBX system require dialing a line access code (usually 9) followed by the telephone number. In a key telephone system (KTS), the Prime Line is used for internal (Intercom) calls only. Outgoing calls require the use of Line keys.

### Make a Call - PBX

1. Lift the handset.
2. Do one of the following:
  - Dial the extension number or a line access code (usually 9) and the telephone number for an outside call.
  - Press a programmed Speed Call key.

### Make an External Call - KTS

1. Lift the handset.
2. Press a Line key.
3. Do one of the following:
  - Dial the telephone number.
  - Press a Speed Call key.
  - Press the programmed **Redial** key.

### Make an Intercom Call - KTS

An Intercom call is a call between two extensions which either pages or rings the called extension.

To switch between a ringing intercom call to a paged intercom call:

1. Make a call.
2. Do one of the following while listening to ringback tone:
  - Press the programmed Direct Page feature key.
  - Dial \*48.

### Emergency Calls

**Warning for emergency number dialing:** Consult your local authorities for Emergency Numbers and 911 or equivalent service availability in your area.

To make an Emergency Call:

1. Lift the handset.
2. Dial your Local Emergency Number (911 or equivalent).

## Phonebook

To access the Phonebook, dial \*65.

To use the Phonebook:

1. Enter the name of the person you wish to call, as follows:
  - For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.
  - Use the # to correct errors.
  - If the next letter in the name is on the same digit key as the previous letter, press the \* before proceeding.
  - If required, use the \* to add a space between the first and last name.
2. Press the \*.
3. If no match exists, edit the original entry.
4. If more than one match is found, press the #.
5. Do one of the following:
  - To make the call, press the \*.
  - To edit the entry, press the #.
  - To exit, press the programmed **Superkey**.

**Note:** Only extensions that have a voice mailbox can be dialed using Phonebook.

## Answer a call

Do one of the following:

- Lift the handset.
- Press the flashing Line key and lift the handset.

## Redial

To redial the last number that you manually dialed:

1. Lift the handset (optional).
2. Press the programmed **Redial** key

## Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

To dial a stored Speed Call number:

1. Lift the handset.
2. Press a programmed Speed Call key.

To store a Speed Call number:

1. Press the programmed **Superkey**.
2. Press **#** until "Personal Keys?" appears.
3. Press **\***.
4. Press a personal key that isn't a line key.
5. Press **\***.
6. Enter the number.
7. Press the personal key again.
8. Do one of the following:
  - To make the number private, press **\***.
  - To keep the number visible, press **#**.
9. Press the programmed **Superkey**.

### **Speed Call – Personal**

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial **\*52**.
3. Enter an index number between **1** and **5**.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Enter an index number between **1** and **5**.
4. Hang up.

### **Group Listen**

With Group Listen you can carry on a conversation using the handset or headset while allowing others nearby to listen to the person at the far end over the handsfree speaker in your phone.

To allow others in the room to listen to the far end of your call:

- Press the programmed **Group Listen** feature key.

To return to a private two-way call from Group Listen:

- Press the programmed **Group Listen** feature key.

## CALL HANDLING

### Hold

To place a call on Hold:

- Press the programmed **Hold** key.

To retrieve a call from Hold:

1. Lift the handset.
2. Press the flashing line key.

To retrieve a call from Hold at another phone, do one of the following:

- Press the flashing line key.
- Dial the appropriate feature access code and the number of the station that placed the call on Hold.

### Hold and Page

The Hold and Page feature allows you to put a call on hold and page without having to use a feature key or code. You can also page after parking a call; see Call Park - Specific Orbit.

To place a call on hold and page:

1. Press the programmed **Hold** key twice.
2. Make the page.

To place a call on hold and not page:

1. Press the programmed **Hold** key.

### Handset Mute

To mute your handset's microphone during a call:

- Press the **Handset Mute** feature key.

To restore handset microphone operation:

- Press the **Handset Mute** feature key again.

## Transfer

To Transfer an active call:

1. Press the programmed **Transfer/Conference** key.
2. Dial the number of the third party.
3. Do one of the following:
  - To complete the Transfer, hang up.
  - To announce the Transfer, wait for an answer, consult, and hang up.
  - To cancel the Transfer, press **⊗** ( **CANCEL** ).

To transfer an active call during headset operation:

1. Press the programmed **Transfer/Conference** key.
2. Dial the number of the third party.
3. To complete the Transfer, press the **Release** feature key.

## Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press the programmed **Transfer/Conference** key.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press the programmed **Transfer/Conference** key.

To leave a Conference:

- Hang up or press the programmed **Cancel** key.

## Conference Split

To Split a Conference and speak privately with the original party:

1. Press the programmed **Transfer/Conference** key.
2. Dial the appropriate feature access code.

## Swap

To call another party when you are in an established two-party call:

1. Press the programmed **Transfer/Conference** key.
2. Dial the number.

To alternate between the two parties:

- Press the programmed **Swap** feature key.



## Call Forward

Call Forward lets you redirect incoming calls to an alternate number.


"External Calls?" redirects your incoming external calls only; "Internal Calls?" redirects your incoming internal calls only. If you want to redirect both external and internal calls, you must program each separately.

"Always?" redirects all incoming calls regardless of the state of your telephone. "No Ans?" redirects calls after several rings if you don't answer. "If Busy?" redirects calls when your telephone is busy. "Busy/No Ans?" redirects calls when your telephone is busy or when you don't answer.



**Note:** For information about "I'm Here?", see Call Forward – Remote.

To program Call Forward:


1. Press the programmed **Superkey**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Press **#** until the type of Call Forward that you want to set up appears (see above).
5. If a number is already programmed, press **\***.
6. Press **\***.
7. Dial the destination number.  
If you make an error while dialing, press **\*** to correct errors.
8. Press  ( **DOWN** ).

To turn Call Forward on and off (once it has been programmed):

1. Press the programmed **Superkey**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Press **#** until the type of Call Forward appears.
5. Press **\*** and then press **#**.

### Call Forward - Remote (I'm Here)

To forward calls from a remote station to your current location:

1. Press the programmed **Superkey**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\***.
4. Press **#** until "I Am Here" appears.
5. Press **\***.
6. If a number is already programmed, press **\*** twice.
7. Dial the extension of the remote station.
8. If you make an error while dialing, use the **#** to backspace and correct the number.
9. Press  ( **DOWN** ).

To cancel Call Forward – Remote from the station that set the remote forwarding:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward – Remote from the station that was forwarded:

1. Press the programmed **Superkey**.
2. Press **#** until "Call Forwarding?" appears.
3. Press **\*** three times.
4. Press **#**.
5. Press the programmed **Superkey**.

### Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial the appropriate feature access code .
3. Hang up.

### Call Forward - Override

To override Call Forward and ring a station:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the extension number.
4. Press \*.

### Call Forward - Forced

To force an incoming call to be forwarded:

- Press the **Forward Call** feature key.

To immediately transfer to another extension's No Answer forwarding destination when making a call:

- Press the **Forward Call** feature key when it lights.

### Call Forward - Toggle

This feature is useful if you want call forwarding in effect for Busy and No Answer conditions most of the time, but need to override it with Call Forward Always occasionally — for example, when you're using a second phone such as a SUPERSET 4090 cordless phone. Instead of changing the call forward programming on your main phone to turn Call Forward Always on and off, you can program a key to do it.

You can also program keys to turn Call Forward Busy, No Answer or Busy/No Answer on and off.

To toggle call forward:

- Press the programmed feature key: **Forward Always, Forward Busy, Forward No Ans, or Forward Busy/NA.**

For information on programming a feature key, see "Feature Keys" elsewhere in this guide.

**Note:** You may also program a **Forward All** key to enable and disable all call forward types that have a destination programmed.

### Messaging - Advisory

Advisory Messaging enables you to select a notice that appears on your phone display to inform people visiting your desk of your whereabouts. Select from a variety of advisory messages, including "On vacation", "In a meeting", or "Out to Lunch".

To turn Messaging - Advisory on:

1. Press the programmed **Superkey**.
2. If necessary, press the # until "Advisory Msgs?" appears.
3. Press \* when "Advisory Msgs?" appears.
4. Press # until the desired message appears.
5. Press \* turn on the message.

To turn Messaging - Advisory off:

1. Press the programmed **Superkey**.
2. If necessary, press the **#** until "Advisory Msgs?" appears.
3. Press **\*** when "Advisory Msgs?" appears.
4. Press **\*** to turn off the message.

### **Messaging - Callback**

To leave a Callback Message when you hear busy or ringback tone:

- Press the programmed **Message** key.

To respond immediately to a message waiting condition on your phone:

- Press the programmed **Message** key. A call is placed to the message sender (voice mail system or extension user) that left the oldest message.

To view information about the messages before responding:

1. Press the programmed **Message** key,
2. Do one or all of the following:
  - To call the message sender, press **#**.
  - To delete the message, press **\***.
  - To view the next message, press the programmed **Message** key.
  - Press the programmed **Superkey** to exit.

## USING ADVANCED FEATURES

### Account Codes

To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press #.

To enter an Account Code during a call:

1. Press the programmed **Transfer/Conference** key.
2. Dial the appropriate feature access code.
3. Dial the Account Code digits.
4. Press #.
5. Press the programmed **Cancel** key.

### Callback

To request a Callback when you reach a busy or unanswered telephone:

- Press the programmed **Callback** feature key.

To answer a Callback:

- Lift the handset.

### Call Park

To park a call that is on your prime line (Line 1 key), do one of the following:

- Press the programmed **Call Park** feature key.

OR

- Press the programmed **Transfer/Conference** key and then dial \*33.

The call is parked and you receive dial tone on your prime line.

To retrieve a parked call from your phone while your phone is idle, or while you are off-hook and hearing dial tone, do one of the following:

- Press the Call Park feature key.

OR

- Dial \*22.

To retrieve a parked call while you are on a call on your prime line, do one of the following:

- Press the Call Park feature key.
- OR
- Press the programmed **Transfer/Conference** key and then dial \*22.

You are connected to the parked call and the caller that was on your prime line is parked.

To retrieve a parked call from another phone:

1. Lift the handset.
2. Dial \*23.
3. Dial the prime line number (extension number) of the phone that parked the call.

**Note:** If the phone has both a parked call and a call on hold, dialing the Remote Hold Retrieve access code will retrieve the parked call.

### Call Park - System

This feature allows you to park a call from any line on your telephone not just the prime line. The number of calls you can park is limited only by the number available system park "orbits."

To park a call in system orbit:

1. Press the lit **System Park** feature key.
2. Do either of the following:
  - Hang up
  - Press a line key to answer a call, retrieve a call or hold, or get dialtone.

To return to the caller if all the system orbits are busy:

- Press the programmed **Cancel** key to return to the caller.

To retrieve a call parked on a system orbit from any extension:

- While listening to dial tone, dial **\*57** followed by the park orbit number.

## Call Park - Specific Orbit

This feature allows you to park a call in a specific orbit by entering a twodigit orbit number or by pressing a feature key assigned to a specific orbit number.

To park a call in a specific orbit:

1. Press the **System Park** feature key.
2. Enter a two-digit Orbit Number (01-25).

If the selected orbit already has a parked call, press the programmed **Cancel** key to return to the caller, and then repeat steps 1 and 2 but select a different orbit.

To retrieve a call parked in a specific orbit:

- While listening to dial tone, dial **\*57** followed by the park orbit number.

To park a call in a specific orbit using an Orbit # feature key:

- Press a free (unlit) Orbit # feature key. (See "Feature Key" for instructions on programming a feature key.)

Once a call is parked, you can press the same **Orbit #** to initiate a page.

To retrieve a call parked using an Orbit # feature key:

- Press the flashing **Orbit #** feature key.

## Call Park - Destination Phone

Call Park - Destination Phone allows you to park an answered call on another phone. If a parked call is not retrieved after a specified length of time, a reminder occurs.

To park an active call on another phone:

- Press the programmed **Transfer/Conference** key to get dial tone.
- Dial \*62, and then dial the extension of the destination phone.

If the call is parked successfully, dial tone, busy tone or a page occurs. If the call is not parked, reorder tone occurs.

To retrieve a call parked on another phone:

Do one of the following:

- Press the flashing Call Park feature key.
- Dial \*22.

## Call Pickup

To answer a call that is ringing at another phone in your Pickup Group:

1. Lift the handset.
2. Press the programmed **Pickup** feature key.

To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the number of the ringing station.

## Campon

To Campon to a busy station:

- Press the programmed **Campon** feature key.

To retrieve a call when you hear Campon tone:

- Press the programmed **Swap** key.

## Do Not Disturb

To activate or deactivate Do Not Disturb:

- Press the programmed **Do Not Disturb** feature key. The key flashes to indicate that Do Not Disturb is active.

## Override

To use Override when you encounter busy or Do Not Disturb tone:

- Press the programmed **Intrude** feature key.

## Paging - PA

To use Paging:

1. Lift handset.
2. Do one of the following:
  - To page the default zone, press the programmed **PA Page** feature key.
  - To page a specific zone, dial \*13 followed by the zone number (0-9).
3. Make the announcement.



## Paging - Direct

Direct Paging allows you to page a party.

To page a party:

1. Lift the handset.
2. Press the programmed Direct Paging feature key or dial the appropriate feature access code.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

A user can only respond to a Direct Page by going off-hook.

**Note:** If the phone you are paging has the "Can Be Paged" feature turned off, you hear a busy tone and the direct page cannot be connected.

To allow or disallow Direct Pages to your phone:

1. Press the programmed **Superkey**.
2. Press **#** until "Can Be Paged?" appears.
3. Do one of the following:
  - Press **\*** if you want to receive Direct Pages.
  - Press **#** if you want to receive Direct Pages.

## Paging - All Sets

To page all phones simultaneously through their speakers:

1. Lift the handset.
2. Press the programmed **Direct Page** feature key.
3. Press **\***.
4. Page the called party.

To answer an All-Sets Page:

1. Lift the handset.
2. Dial **\*49**.

## Paging - Group

To page all phones in a paging group simultaneously through their speakers:

1. Lift the handset.
2. Press the programmed **Direct Page** feature key.
3. Press **#**.
4. Page the called parties.

To respond to a Group Page:

5. Lift the handset.
6. Dial **\*49**.

## Direct Station Select/Busy Lamp Field (DSS/BLF)

Your phone may have keys programmed to place calls to other extensions and to show the status (idle, busy or Do Not Disturb) of those extensions.

To call the DSS/BLF extension:

1. Press the programmed **DSS/BLF** key.

To transfer a call to DSS/BLF extension (without Secretarial option):

1. Press the programmed **Transfer/Conference** key.
2. Press the programmed **DSS/BLF** key.

To transfer a call to a station (with Secretarial option):

- Press the programmed **Transfer/Conference** key.

## Direct Station Select (DSS)/Busy Lamp Field (BLF)/Call Pickup

Your phone may have keys programmed to show the status (idle, busy, ringing, call on hold) of another destination and to retrieve calls ringing or on hold at the destination.

To retrieve a call ringing at the DSS/BLF destination:

- Press the slowly flashing **DSS/BLF** key.

To retrieve a call on hold at the DSS/BLF destination:

- Press the rapidly flashing **DSS/BLF** key.

## Direct Page/Busy Lamp Field (DP/BLF)

Your phone may have keys programmed to show the busy/idle status of another extension and to page the extension.

To page a DP/BLF extension:

- Press the **DP/BLF** key.

You can page when the DP/BLF extension is idle (key dark) or busy (key steadily lit).

### Direct Station Select (DSS)/Busy Lamp Field (BLF)/Direct Page/Call Pickup

Your phone may have keys that show the status (idle, busy, ringing, or call on hold) of another extension. Depending on the programming of the key, pressing it will do one of the following:

- Call the extension if it is idle
- Retrieve a call ringing or on hold at the extension
- Page the extension.

To pick up a call ringing at the DSS/BLF extension:

- Press the slowly flashing **DSS/BLF** key.

To retrieve a call on hold at the DSS/BLF extension:

- Press the rapidly flashing **DSS/BLF** key.

To page a DSS/BLF extension:

- Press the dark or steadily lit **DSS/BLF** key.

### Music

To turn Music on and off when the phone is idle:

- Press the programmed **Music** feature key.

## Park and Page

With Park and Page, you can park a call and initiate a page all in one step. Park and Page options include

- Park and Page Set: After a call is parked, the system performs an all-set page.
- Park and Page Group: After a call is parked, the system pages your Paging Group.
- Park and Page: After a call is parked, you must enter the extension or Page Group number.
- Park and PA Page: After a call is parked, you must enter a Paging Zone number (0-9).

See "Programming a Feature Key" for information on assigning this feature to a Personal Key.

To park a call and page a call:

1. Answer or make a call.
2. Perform one of the following:
  - To page all phones and the PA, press **Park & Page Sets**  
**Or**  
Press the programmed **Transfer/Conference** key dial \*63 and dial \*.
  - To page all phones in a group and the PA, press **Park & Page Grp**  
**Or**  
Press the programmed **Transfer/Conference** key dial \*63 and press #.
  - To page an extension number, press **Park & Page** and dial the extension  
**Or**  
Press the programmed **Transfer/Conference** key dial \*63 and dial the extension.
  - To page all phones in a specified group and the PA, press **Park & Page** and dial the two-digit Page Group Number  
**Or**  
Press the programmed **Transfer/Conference** key dial \*63 and dial the two-digit Page Group Number, then #.
  - To park a call in orbit and perform a PA Page to any or all nine Paging Zones, press **Park & PA Page** and dial the Paging Zone number (0 for all zones, 1-9 for a specific zone).  
**Or**  
Press the programmed **Transfer/Conference** key dial \*64 and dial the Paging Zone number (0 for all zones, 1-9 for a specific zone).

**Note:** To Park and Page a call using speed call keys, press the programmed **Transfer/Conference** key to get dial tone. Then press a speed call key that is programmed with the Park and Page access codes plus the digits for the required paging option (For example, the digits for the required paging option could be an extension number to page a single phone or \* to page all phones plus PA paging).

## Record a Call

This feature uses your voice mail system to record your telephone conversations.

**Note:** You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your system administrator.

To start recording while on a 2-party call:

- Press the **Record Call** key. (See Feature Keys elsewhere in this guide for instructions on programming a **Record Call** key to your phone.)



**Note:** Your system may be programmed to automatically begin recording external calls when you or the other answers.

To control recording, do one or all of the following:

- To stop and save a recording, press the Record Call feature key.
- To stop and erase a recording, press the programmed **Cancel** key.

Putting the call on hold saves the recording; taking the call off hold starts a new recording. Depending on system programming, hanging up, or pressing the programmed **Transfer/Conference** key or a **DSS** key, may also save the recording.

To listen to a recording:

1. Lift the handset.
2. Access your voice mailbox.
3. Follow the prompts to retrieve the recording.

## Reminder

To program a Reminder on your phone:

1. Lift the handset.
2. Dial \*32.
3. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM. You hear dial tone if the time is valid; reorder tone if it is invalid.

To cancel a timed reminder:

1. Lift the handset.
2. Dial \*32 followed by 9999.
3. Hang up.  
The reminder is cancelled.

## Reminder - Multiple

**Note:** The Reminder feature will not operate if Auto-Answer is enabled on your phone.

To set multiple reminders (up to three):

1. Lift the handset.
2. Dial \*32.
3. Dial # followed by the number of the timer (#1, #2, or #3). To repeat the timer daily, dial \*.
4. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.  
You hear dial tone if the time is valid; you hear reorder tone if it is invalid.
5. Repeat for each additional timer.

To cancel one or multiple reminders:

1. Lift the handset.
2. Dial \*32.
3. Do one of the following:
  - Dial 9999 to cancel Timed Reminder #1
  - Dial # followed by the timer number (2 or 3) and 9999 to cancel a reminder other than #1.
4. Replace the handset.

## Call Monitoring

This feature allows you to monitor another extension user's phone conversation, either with or without the user's knowledge.

If your system is programmed to notify users that they are being monitored, they hear a beep when monitoring begins. Users that have a display telephone also see your name and extension number in the display for the duration of the call.

When monitoring a call, you can listen to the conversation but you can't speak to either party, and they can't hear you. However, you can join the conversation by forming a three-party conference. The following conditions apply to Call Monitoring:

### A few conditions

- The system may be programmed to disallow monitoring of any or all extensions.
- A user can only be monitored from one extension at a time. If you try to monitor someone who is already being monitored, you receive busy tone and BUSY appears in your display.
- If the user puts the caller on hold, transfers the call, or ends the call, you are disconnected and your monitoring session ends. Note that the system can be programmed to allow monitoring to continue while the call is on hold.
- While you are monitoring, you can't make or receive calls. Anyone who calls your telephone while you are monitoring receives busy tone. The caller can leave a callback, but is unable to camp on or override your monitoring session. If you want to place an outgoing call, you must first cancel your monitoring session.

To monitor a call:

1. Lift the handset.
2. Dial \*45 followed by the number of the extension you wish to monitor.
3. If the user is on a call, INTRUDING followed by the user's extension number appears in your telephone display. If the user is not on the phone, you hear busy tone and the user's extension number followed by the words IS IDLE are shown in your telephone display.
4. Do one of the following:
  - Press the programmed **Transfer/Conference** key to form a three-party conference with the user and the other party.
  - Press # to end the monitoring session.

**Note:** If you wish to continue monitoring after exiting the conference, you must set up the monitor again.

## Door Opener

Door Opener allows you to operate a third-party door opener. For example, when someone requires entry into a third-party building, a designated extension (or extensions) rings and on answering, the extension user can press a feature key or dial a feature access code to open the door.

To use Door Opener:

- Press Door Opener feature key or press \*66.

## Night Answer

Office telephone systems are often placed into Night Answer after regular hours. Calls then ring alternate answer points—either designated extensions or a night bell. You can dial the Trunk Answer From Any Station (TAFAS) code to answer calls ringing the night bell. If permitted by system programming, you can put your phone into one of two night answer modes, Night1 or Night2.

To switch your phone to Night Answer or back to Day service:

1. Lift the handset.
2. Press the Night Answer feature key. (See "Feature Key" for instructions on programming a feature key.)
3. Do one of the following:
  - Press 0 for Day Service.
  - Press 1 for Night1.
  - Press 2 for Night2.

4. Hang up.

The Night Answer feature key light flashes slowly for Night1, and rapidly for Night2. The Night Answer feature key light is off for when your phone is in Day service.

## Release

Release lets you disconnect from an attempted Call Transfer or Conference Call without hanging up the handset. Release is useful when you encounter a busy or unavailable party.

To release from an attempted transfer or conference call, do one of the following:

- Press the programmed **Release** feature key.

## Secure Hot Swap

Secure Hot Swap allows you to “swap” your own phone programming when you are using any other IP phone that is enabled to support the feature. When you dial your phone’s extension number and your assigned Hot Swap Personal Identification Number, the “swapped” phone immediately assumes most of your phone settings, including key programming. Any changes you make to the phone while you are logged in—for example, adding a speed dial—are saved to your personal profile.

To Hot Swap a phone (the phone must be idle):

1. Dial \*68 or the appropriate feature access code.
2. Dial the extension number of the phone you wish to swap.
3. Enter your four-digit Hot Swap Personal Identification Number (PIN).

To verify that the phone has been swapped:

1. Press the programmed **Superkey**.
2. Press the Prime Line key.  
If the phone is successfully swapped, the display shows the extension of the phone whose settings you wished to swap.

To log out of the Swapped phone (the phone must be idle):



- Dial \*68 on the phone on which you initiated the Hot Swap.

**Note:** Your profile can only be active on one phone at a time. You must “unswap” from the current swapped phone before you can initiate a Hot Swap of another phone.

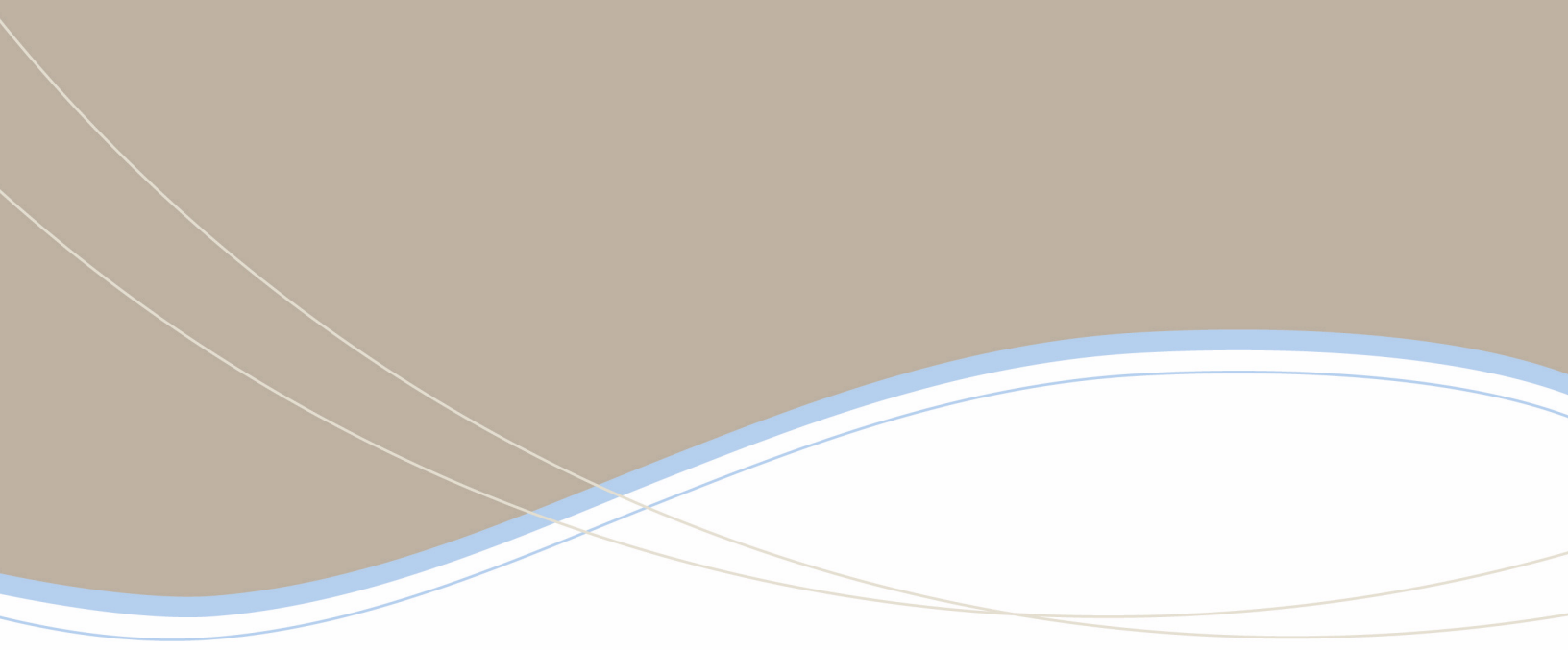
### **Mobile Extension**

Mitel Mobile Extension is a software solution that enables you to twin your desk phone with an external PSTN-connected phone (your cell phone, for example). Calls arriving at the desk phone ring the cell phone simultaneously, until one or the other is answered, or if unanswered, are forwarded to voice mail. For information about configuring Mobile Extension on your Mitel IP device, refer to the *Mobile Extension Quick Reference Guide* available at [www.mitel.com](http://www.mitel.com) or contact your Administrator.

## **FEATURE ACCESS CODES**

Program Feature Key	*47
Direct Paging	*48
Retrieve Personal Speed Call	*52
Store Personal Speed Call	*51
Call Hold Retrieve (Remote)	*23
Call Forwarding - Cancel I'm Here	*07
Call Park	*33
Call Hold Retrieve (Local)	*22
Call Park Orbit Retrieve	*57
Call Park Remote	*62
Directed Call Pickup	*09
Paging Access To Specific Zones	*13
Group Page Meet-Me-Answer	*49
Call Park and Page - Telephone	*63
Call Park and Page - PA	*64
Automatic Wakeup/Reminder	*32
Phonebook	*65
Silent Monitoring	*45
Open Door	*66
Secure Hot Swap	*68





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