

Mitel 1023 SIP Phone for MX-ONE

Quick Reference Guide





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Important User Information

Notice

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Safety Instructions

Save these instructions.

Read these safety instructions before use!

Note: *When using your telephone or connected equipment, the following basic safety precautions should always be followed to reduce risk of fire, electrical shock and other personal injury.*

- Follow instructions in the equipment's user guide or other documentation.
- Always install equipment in a location and environment for which it is designed.
- For mains powered telephones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.
- For mains powered telephones: Avoid placing the telephone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.
- Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Do not disassemble the product. Contact a qualified service agency when service or repair work is required.
- Do not use a telephone (other than cordless type during an electrical storm).

Disposal of the product

Your product should not be placed in municipal waste. Please check local regulations for disposal of electronic products.



English

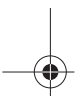


Power

1023: Powered either from a 5 V AC/DC power adapter or via PoE according to IEEE 802.3af

Recommended power adapters

- 87L00038BAA-A00 (North America)
- 87L00038AAA-A00 (Universal)



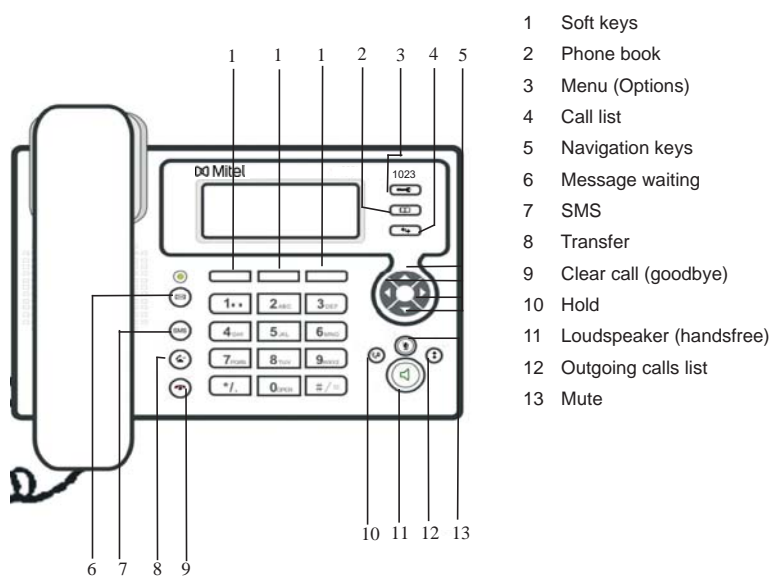
Mitel1023

Quick Reference Guide

English

This Quick Reference Guide includes short descriptions on how to use the basic features of the IP phone Mitel 1023 when used with a MX-ONE system.

Read the safety instructions before use!



Display screen

The screen comprises four information lines, where softkey labels are shown on the bottom line.

In idle The screen displays from the top:

- The name / number of the user.
- Icons
- The time of the day
- Missed calls / Date. Icon

During a call The screen displays from the top:

- The status (talking)
- Number / name of the remote party
- Timer


EDial and Dial The difference between the softkeys **Dial** and **EDial** is that when pressing **EDial** you can add more digits at the end of the telephone number

Log On and Log Off

Navigation

Navigating: Use the navigation keys (5).

Log On and Register the Phone

Log on and register: Press the options key . Scroll down to **User Log on** and press **Enter**. Enter your phone number and then scroll down one step to **Pin Code**. Enter your PIN code and press **More** and then press **Logon**.

If you do not have a PIN code associated to your phone number, leave the PIN code input field empty and press **More** and **Logon**.


If you do not know your extension number or your PIN code, contact your system administrator.


Change of PIN code

If you want to change your PIN code, contact the system administrator.

Incoming Calls

Answer Calls

Answer a call in handset mode: 

Answer a call in handsfree mode: Press the handsfree key 

Incoming Calls

Answer Calls (Continued)

Answer a second incoming call: The second call is indicated with a short tone and in the display with the text **extension number : Ringing**.

Press the **Answer** softkey.

Press the **Up** or **Down** navigation key to switch between the calls.

Press  to retrieve the call.


To end the active call, press the **End** softkey.

End call:  or press 

Reject call: Press the **Reject** softkey

Picking up calls

When a call is ringing on a phone, you can answer this call from another phone.

Call pick-up:  Dial the extension number of the ringing phone.

Wait for a busy tone and press **8**

France: **0**

New Zealand: **4**


Sweden: **6**

Group call pick-up:  ***8#**


Finland and Sweden: ***0#**

U.S.A. and Canada: ***59#**

Missed Calls

Check missed calls: The Missed Call icon  is flashing in the display. Press the Callers list key



Missed calls are indicated in the list by the  symbol.

Outgoing Calls

Make Calls

Internal calls:  **Extension number.**
Press **Dial**

External calls:  **External access code+ External number.** Press **Dial**

Dial by Contact (Local Directory): Press  and select **Local.** Press **Enter**

Press **Option**. Scroll down to **Search** and press **OK**.

Enter the first characters in the search criteria. Scroll down in the list until you find the wanted entry. Press **OK**

Press **EDial**

Calling from the call list: Press , scroll down to the wanted item and press **EDial** or just lift the handset

Redial last number Press , press **EDial** or lift the handset

Callback

The busy extension calls back when free.

Order: Press **6** 

The following confirmation text is shown: **Callback Active**

France, New Zealand and Sweden: 5

Callback (Continued)

Cancel all callbacks:  **#37#** Press **Dial**

Cancel single callback:  **#37* extension number #** 

U.S.A. and Canada: **#6***

Call Waiting


A call waiting signal is sent to the busy number

Order: While you hear the busy tone, press **5**.

If you now hear a ring tone, keep the handset off hook.


Sweden: 4

France and New Zealand: 6

Cancel call waiting: 

Call Waiting signal is indicated as a short tone and as the display text Ringing.

Answer: Press the **Switch** softkey and the **Answer** softkey.

To retrieve the parked call, press the **Switch** softkey and then press  to un-park.

To end the active call, press the **End** softkey.

Intrusion

Intrude a busy extension to ask the party to hang up.

Activate: Press **4**

France, New Zealand and Sweden: 8

Bypass



Bypass Diversion (e.g. Follow-me) on a specific extension.

Activate:  ***60* Desired number #**



U.S.A. and Canada: ***1*desired number#**

During Calls

Put on Hold

- Ongoing call: Press 
- Retrieve a call: Press  again



Inquiry

- Ongoing call: Press the **Call** softkey, enter the number to the 3rd party, press **Dial** and wait for answer.
- Switch between calls: Press the **Up** or **Down** navigation key to switch between the calls. Press  to un-park.
- Terminate one of the calls: Press the **End** softkey and then press  to un-park. the remaining call

Conference

- Ongoing call: Press the **Call** softkey, enter the number to the 3rd party, press **Dial** and wait for answer.
- Press **3** to initiate the conference
- Repeat to add more participants.

Transfer

- Ongoing call: Press , enter the number to the 3rd party, press **Dial** and press  again (either before or after answer) to transfer the call.

Diversion

Follow-me

Order Follow-me and External Follow-me

- Order Follow-me: Enter ***21*new answering position number#**

Press **Dial**.

United Kingdom, U.S.A. and Canada: *2*..#

The following confirmation text is shown in the display:

FollowMeTo n

where n is the new answering position number

- Order external Follow-me: Enter ***22*external line access number + external number#**

Press **Dial**

A confirmation text is shown in the display.

Cancel Follow-me and External Follow-me

When any kind of diversion is active, a text in the display is shown

- Cancel Follow-me: Enter **#21#**

Press **Dial**

The follow me text in the display disappears.

- Cancel External Follow-me: Enter **#21#**

Press **Dial**

The follow me text in the display disappears.

Individual Do Not Disturb (DND)

You can activate this feature when you don't want to be disturbed. Then anyone trying to call you will get busy tone or a number unobtainable tone or will be forwarded to the diversion position if it is defined by the system administrator.

- Activate: **Enter *27#**
- Press Dial**
- The following text in the display reminds you that DND is active:*
- DoNotDisturb**
- Deactivate: **Enter #27#**
- Press Dial**
- The DND text will be removed from the display*

Group Do Not Disturb

From an extension with a certain class of service it is possible to set do not disturb for a group of extensions. Calls to the extensions in the group will not be indicated.

- Order group do not disturb:  *** 25*group number #**
- Press Dial**
- Germany, South Africa, North America: *28*group number#*
- Cancel:  **# 25*group number #**
- Press Dial**
- Germany, South Africa, North America: #28*group number#*

Presence Information

- Select absence reason with return date/time: ***23*Absence reason*Date/Time#**
- Press Dial**
- The absence reason and the format of time and date are site dependant. Contact the system administrator for information*
- A confirmation text is shown in the display.*
- Canada and U.S.A: *24*..*
- Select absence reason without return date/time: ***23*Absence reason#**
- Press Dial**
- The absence reason is site dependant. Contact the system administrator for information.*
- A confirmation text is shown in the display.*
- Canada and U.S.A: *24*..*
- Cancel: **#23#**
- Press Dial.**
- The confirmation text in the display disappears.*
- Canada and U.S.A: #24#*

Personal Number

A number of answering positions can be defined in a personal number profile. Up to 5 profiles can be defined. You select the wanted profile from your telephone.

When somebody calls your normal office phone number the call will be announced on the telephones defined in your active profile.

The profiles can be defined by user via CMG Office Web or by the the system administrator.

Order or change profile from own extension:

 ***10*n #**

Press **Dial**

n = the desired profile number

*Note. The active profile number is **not** shown in the display.*

Deactivate:

 **#10#**

Press **Dial**

Advanced Features

Account Code

New external call:  ***61*Account code# external number.**

*Norway and Finland: *71*...*

Ongoing external call:

Press the **Call** softkey and Dial ***61 *Account code #** and wait for confirmation tone for valid code.

Clear the line used for entering the account code.

Press the  key to un-park the ongoing call.

*Norway and Finland: *71*...*

Authorization Code

Common Authorization Code

Dialing:

 ***72* Authorization code #**

Press **Dial** and wait for verification tone. Dial external number.

*Canada and U.S.A.: *6*...*

*Austria, Germany, The Netherlands: *75*...*

Locking extension:

 ***73* Authorization code # Press Dial** 


*Canada and U.S.A.: *71*...*

Unlocking extension:

 ***73* Authorization code # Press Dial** 


Individual Authorization Code

Dialing from own extension:

 ***75* Authorization code # Press Dial** and wait for verification tone. Dial external number.

*Austria, Germany, The Netherlands: *72*...*

Dialing from other extension:

 ***75* Authorization code *own extension number# Press Dial** and wait for verification tone. Dial external number.

*Austria, Germany, The Netherlands: *72*...*

Locking extension:

 ***76* Authorization code # Press Dial** 

Unlocking extension:

 ***76* Authorization code # Press Dial** 

General Deactivation

Deactivate all

#001#


activated features:

Press **Dial**

*U.S.A. and Canada: *0#*

Call Park Pool

You can park a call and transfer the call at a specific directory number (also called Call Park Pool) and any extension can pick up the call. If the call is not picked up within a few minutes, the call will recall to your extension.

Transfer the call to the call park pool: *You have an active call. Press the  key to put the call on hold and dial the number to the call park pool. Note the number (here called B-number) that shows up on the display.*

Press  to transfer the call.

Inform the person that shall take the call that he/she shall pickup the call on number (B-number).

Pick up a call that is parked in the call park pool: *Dial the B-number that you received from your colleague. When you hear the busy tone press **8** to pick up the call*

Voice Mail

Messages/Voice Mail

Listen to received messages: *The message New Voicemail is shown in the display. message waiting lamp is slowly blinking.*

Press the **Message Waiting** key .

Settings in the Telephone

Mute and Silent Ringing

Mute microphone during call: Press . *The mute icon is shown in the display*



Silent ringing: Press  in idle mode



Note: The ring signal is switched off permanently

Press  while the incoming call is ringing


Note: The ring signal is switched off only for this call

Volume

Adjust the listening volume in handset and handsfree: *Durring the call, press*  

Adjust the listening volume of the ring signal: *Durring the ringing, press*  

Display Language

Change display language:  **> User Config > Language Set > Press Switch** to see which languages that are available.

To select the wanted language, press **Save**

Enter ***08*n#** to inform the sytem about the language

Press **Dial**

n = language number. Contact the system administrator.

Free on Second Line

Enable / disable free on second line:  **> Call Service > Call Waiting.** Press the navigation key to change. Press **Save**

Time and Date

Set date format:  > **User Config** > **Time & Date** > **Manual**. Press **Save**

Scroll down to **Format** and select the wanted format. Press **Save**


Set time format:  > **User Config** > **Time & Date** > **Manual**. Press **Save**

Scroll down to **12-Hour Clock** and change to the wanted format. Press **Save**

Directories (Contacts)

Remote Phone Book

The system administrator can enable up to five remote phone books.

Call from the remote phone book Press  and scroll down and select **Remote**. Press **Enter**

Select which remote directory you want to access and press **Enter**.

Press **Option**. Scroll down to **Search** and press **OK**.

Enter the first characters in the search criteria. Scroll down in the list until you find the wanted item. Press **OK**

Press **EDial**.

Local Phone Book

You can create and add local contacts (a local phone book) in your telephone.

Call from the local phone book Press  and select **Local**. Press **Enter**

Press **Option**. Scroll down to **Search** and press **OK**.

Enter the first characters in the search criteria. Scroll down in the list until you find the wanted item. Press **OK**


Press **EDial**.

Add a contact to local phone book: Press  and select **Local**. Press **Enter**

Press **Option**. Scroll down to **Add** and press **OK**.

Enter the name.

Scroll down one step and enter the number. Press **Save**

Delete a contact from the local phone book: Press  and select **Local**. Press **Enter**

Scroll down to wanted item. Press **Option** and select **Del**.

The following question is shown in the display: Delete current item? Press **Yes**

Edit a contact in the local phone book: Press  and select **Local**. Press **Enter**

Scroll down in the list with contacts until you find the wanted item. Press **Option**

Select **Edit** and press **OK**. Edit the name and/or number and press **Save**



Web Interface

Using the Web Interface

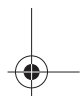
Log On: *It is not possible for the end user to use the web interface.*





English

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FCC Statement (U.S.A.)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules.

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

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

HAC (Hearing Aid Compatible)



Mitel 1023





Mitel 1023





Mitel develops and delivers innovative and integrated solutions that address the communication needs of businesses, small and large, around the world.



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