

# MIVOICE OFFICE 400 MITEL 6920 SIP

USER GUIDE



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## Mitel 6920 SIP

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## Welcome...

Welcome to the user guide for the desk phones Mitel 6920 SIP for MiVoice Office 400 communication systems.

This user's guide will assist you with the use of your phone and introduce you step by step to the functions and configuration. If you require further technical support or information on other products of Mitel, please visit our website [www.mitel.com](http://www.mitel.com), use our [Mitel DocFinder](#) or find the document on [Mitel eDocs](#).

This user's guide is relevant only for Mitel SIP phones connected to a MiVoice Office 400 communication system. Other user's guides are available for operation on other communication systems or for direct operation via a SIP provider. Consult your system administrator if you are unsure whether you have the correct user's guide for your requirements.

- Notes:**
- Not all listed functions are available by default. Contact your system administrator to learn more about the available features and services in the MiVoice Office 400 communication system.
  - Your system administrator has the option to individually set some of the phone's features. In this case your default values will differ from the default values described in this user's guide.
  - Some functions are offered both from the MiVoice Office 400 communication system and locally from your Mitel SIP phone. Since the MiVoice Office 400 communication system does not fully support local functions, we recommend you to always have your system administrator do the configuration work or use the Self Service Portal yourself (see chapter "[MiVoice Office 400 Self Service Portal](#)", page 9).

## Safety information

Failure to observe this information can be hazardous and infringe existing laws.



### Connections

Always plug the phone cable connectors into the appropriate sockets. Do not modify the connections in any way.



### Power supply

Your phone can be supplied with power in various ways. Pay attention to the information given by the system administrator.

**Note:**

The device will be inoperable when the mains power for the communication system fails.



### Metal objects

Telephone receivers produce magnetic fields that can attract small metallic objects such as pins and staples. To avoid injury, do not place the handset where such objects can be picked up.



### Maintenance

- Make sure all installation and repair work is carried out by a specially qualified technician.
- Always use a soft, moistened, or anti static cloth to clean your device. Do not use chemicals or other chemical products.



### Cost control and data protection

You should protect your phone with a PIN so that no-one can make phone calls at your expense. A code will also protect your personal settings.



### Ambient conditions

- Only operate the device in a temperature range of +5 °C to approx. +40 °C.
- Avoid direct sunlight and other sources of heat.
- Protect your device against the moisture, excessive dust, corrosive liquids and steam.
- Do not expose your device to electromagnetic fields (for example: electric motors, household appliances). The speech quality could be affected.



### Disposal

Be sure to dispose of your device, batteries and its packaging in an environmentally compatible way. Electrical equipment does not belong in domestic waste. Deposit it at a return center.



### Accessories

Use original accessories or specifically approved accessories only. The use of other accessories may decrease performance or pose a risk to your health or safety.



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or find the document on: [Mitel eDocs](#).

# Content

|   |    |
|---|----|
| Welcome...  | 3  |
| Safety information . . . . .  | 4  |
| Document information . . . . .  | 5  |
| Information about the MiVoice Office 400 communication system . . . . . | 8  |
| Keys, display, and menu guidance . . . . .                              | 10 |
| Key designations and sockets . . . . .                                  | 11 |
| Display symbols . . . . .   | 14 |
| Operating your phone . . . . .  | 17 |
| Accessory support . . . . .   | 22 |
| Phoning . . . . .   | 26 |
| Making calls . . . . .  | 27 |
| Initiating calls . . . . .  | 30 |
| Using functions before/while in a call . . . . .                        | 37 |
| Using further functions . . . . .                                       | 50 |
| Overview of available functions . . . . .                               | 56 |
| Organizing absences from the desk . . . . .                             | 61 |
| Operating call lists and voice messages . . . . .                       | 66 |
| Operating system events . . . . .                                       | 69 |
| Organization within the team (busy lamp field) . . . . .                | 70 |
| Line keys on a key telephone . . . . .                                  | 73 |
| Using functions with Mitel OpenCount . . . . .                          | 74 |
| Setting functions by remote control . . . . .                           | 75 |
| Personalizing your phone . . . . .                                      | 77 |
| Configuring the display . . . . .                                       | 78 |
| Configuring the audio properties . . . . .                              | 78 |
| Configuring general phone settings . . . . .                            | 81 |
| Protecting yourself against calls . . . . .                             | 85 |
| Phone book management . . . . .   | 86 |
| Configuring voice mail . . . . .  | 87 |
| Configuring presence profile . . . . .                                  | 89 |
| Configuring keys . . . . .  | 90 |
| Auxiliary reception phone . . . . .                                     | 93 |
| Auxiliary reception phone . . . . .                                     | 94 |

|   |     |
|---|-----|
| Operating the auxiliary reception phone . . . . . | 95  |
| Product and safety information . . . . .          | 104 |
| Safety information . . . . .                      | 105 |
| Product information . . . . .                     | 105 |
| Data protection . . . . .                         | 106 |
| Index . . . . .                                   | 107 |

## Information about the MiVoice Office 400 communication system

### One number user concept

Your system administrator can set up several phones for you, all of which have the same phone number (one number user concept). You have only one name and phone number with which to identify yourself to your call partners, regardless of which of the phones you use to make your calls. The advantage is that callers can reach you by using the same phone number, wherever you happen to be.

With personal call routing, you can define to which phone (or phones) incoming calls must be routed (see the chapter "Activating personal call routing", page 50).

Some of the benefits of the one number user concept are:

- With Ring Alone, you can choose on which phone calls are signaled acoustically (see chapter "Activating Ring Alone", page 51).
- Your system administrator can set whether you are busy for further incoming calls (indicate to the caller that you are busy if you are on another call).
- You can make outgoing calls using the other terminals while you are already on a call.
- Call lists and contacts stored on the MiVoice Office 400 communication system are available on all your phones and are automatically synchronized.
- An announcement is made on all phones that support announcements.
- Fast Take (\*88) allows you to receive an incoming call on any of the phones while you are already on a call on another phone.

## MiVoice Office 400 Self Service Portal

The Self Service Portal is a web-based application for phones on a MiVoice Office 400 communication system. The Self Service Portal helps you configure and modify your personal phone settings (for example: key configurations, labels for configurable keys, display language, and so on) directly and autonomously using your PC.

After you receive your user account details for the Self Service Portal from your system administrator and after you log on to the portal, the home page displays an overview of all your phones. See the Self Service Portal online help for further information about specific topics.

Contact your system administrator for the credentials for access to the Self Service Portal.

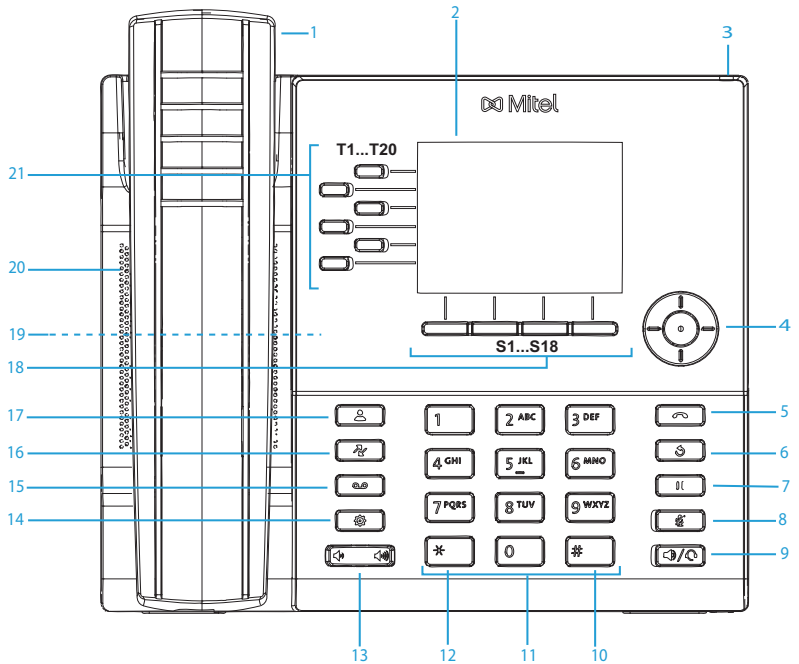
# Keys, display, and menu guidance

**The following sections provide an overview of the keys and sockets available on your phone and their usage.**

- Key designations and sockets . . . . . 11
- Display symbols . . . . . 14
- Operating your phone. . . . . 17
- Accessory support . . . . . 22

## Key designations and sockets













The following figure shows the keys on the phone.










Mitel 6920 SIP Phone

The following table describes the keys on the phone with regard to the figure:


# Keys, display, and menu guidance

| No | Key icon  | Key name                                 | Description and Usage  |
|----|---|--|--|
| 1  |   | <b>Handset</b>                           |  |
| 2  |   | <b>Display</b>                           | Color screen: <ul style="list-style-type: none"> <li>• top left: line number, name<sup>1)</sup></li> <li>• top right: status display (displays symbols)</li> <li>• bottom right: status notifications</li> <li>• Middle: Display, depends on phone status</li> </ul> |
| 3  |    | <b>Message LED</b>                       | Color and status signal a specific event.  |
| 4  |    | <b>Navigation key with selection key</b> | Four directional keys (up, down, left, and right) on the navigation cluster that can be used to navigate through the various applications and settings menus. The centre key acts as a Select button.  |
|    |    | <b>Horizontal navigation keys</b>        | <ul style="list-style-type: none"> <li>• Switching between the display in idle state and line selection.</li> <li>• Navigating in the options list.</li> </ul>   |
|    |    | <b>Vertical navigation keys</b>          | Navigating in the sub-menus of the options list.   |
|    |    | <b>Selection key</b>                     | <ul style="list-style-type: none"> <li>• Selecting a menu item.</li> <li>• Confirming settings.</li> </ul>   |
| 5  |    | <b>End key</b>                           | <ul style="list-style-type: none"> <li>• Ending a call.</li> <li>• Back to display in idle state.</li> <li>• Exiting editor without changes.</li> </ul>  |
| 6  |   | <b>Redial key</b>                        | Calling up the list of last dialed numbers.  |
| 7  |  | <b>Hold key</b>                          | <ul style="list-style-type: none"> <li>• Holding an active call.</li> <li>• Taking back a call from hold.</li> </ul>   |
| 8  |  | <b>Mute key</b>                          | Muting the microphone so that the caller cannot hear you (the LED beside the key turns on when the microphone is on mute).   |
| 9  |  | <b>Loudspeaker/headset key with LED</b>  | <ul style="list-style-type: none"> <li>• Activating/deactivating open listening.</li> <li>• Activating/deactivating handset microphone.</li> <li>• Activating/deactivating headset microphone.</li> </ul>  |
| 10 |  | <b>Hash key</b>                          | Entering # or special characters.  |
| 11 |  | <b>Alphanumeric keys (A-Z, a-z, 0-9)</b> | Entering characters and digits.  |



| No | Key icon  | Key name  | Description and Usage  |
|----|---|---|--|
| 12 |  | <b>Asterisk key</b>   | Entering * or space.   |
| 13 |  | <b>Volume keys</b>  | Adjusting volume.  |
| 14 |  | <b>Settings key</b>   | Calling up a local settings menu (options list).   |
| 15 |  | <b>Voice mail</b>   | Accessing your voice mail service.   |
| 16 |  | <b>Call history</b>   | <ul style="list-style-type: none"> <li>• Calling up the call history menu: <ul style="list-style-type: none"> <li>– unanswered</li> <li>– answered</li> <li>– redial list</li> </ul> </li> </ul>   |
| 17 |  | <b>Directory lookup</b>   | Calling up the directory lookup.   |
| 18 |  | <b>Bottom softkeys S1-S18</b>   | Four freely configurable keys on which a total of 18 functions or call numbers can be configured. Default functions are automatically set by the MiVoice Office 400 communication system. You can configure additional functions. If more than four functions or call numbers are configured, the fourth key is used to switch levels. Every fourth function or call number is accessible at the next level. |
| 19 |   | <b>Rear:</b> <ul style="list-style-type: none"> <li>• Connection for expansion key module.</li> <li>• Connection for power supply.</li> <li>• Connection for USB 2.0; this port can also be used to plug a headset with an audio dongle.</li> <li>• GigE dual connection for PC and LAN.</li> <li>• Connection for headset.</li> <li>• Connection for Power over Ethernet (PoE), class 2.</li> <li>• Connection for wall mounting.</li> </ul> |  |











# Keys, display, and menu guidance

| No | Key icon  | Key name                                 | Description and Usage   |
|----|---|--|---|
| 20 |   | <b>Speaker</b>                           |   |
| 21 |  | <b>Programmable keys T1-T20 with LED</b> | Six freely configurable keys that can be set up for various functions, call numbers, or busy lamp fields. If more than six functions, call numbers, or busy lamp fields are configured, the bottom key is used to switch levels. The next levels give access to functions or call numbers on keys on or above key six. A LED is located next to each function key signaling the functional state. |

1) depending on the configuration

## Display symbols

### Status bar

|   |   |
|---|---|
|    | Missed calls  |
|    | New voice message   |
| <b>Note:</b>  | If there are more than nine missed calls, the number of missed calls are displayed as exclamation mark. The exclamation mark is also displayed in special circumstances, for example, if there is a voice mail message or a notification / call back request. |
|    | Headset connected   |
|  | Unconditional call forwarding activated   |
|  | Do not disturb (if busy)  |
|  | Call recording activated  |
|  | Presence state: Available (default)   |
|  | Presence state: Meeting   |
|  | Presence state: Absent  |
|  | Presence state: Busy  |

## Status bar



Presence state: Not available



Phone locked

## Call connection states, information (main window)



Phone in dial mode



Incoming call



Call connected



Outgoing call



Call on hold



Active conference



More keys available



Voice message unread



Voice message retrieved



Mitel Hi-Q™ audio technology



Voice Mail mode: Recording allowed



- Data/voice encryption
- Voice Mail mode: Recording not allowed

## Presence state



Available (default)



Meeting



Absent




















Busy



Not available

# Keys, display, and menu guidance

| Settings key  |                     |
|---|---------------------|
|    | Language            |
|    | Time and Date       |
|    | • Settings          |
|    | • Time Zone         |
|    | • Set Date and Time |
|    | Directory           |
|    | Lock                |
|    | • Password          |
|    | • Phone lock        |
|    | Status              |
|    | Audio               |
|    | • Audio Mode        |
|    | • Headset           |
|    | • Ring Tones        |
|   | • Tone Set          |
|  | Display             |
|  | Live Dialpad        |
|  | Restart             |

**Note:** Settings under the menu item *Advanced* are protected by a password and are reserved for your system administrator.

## Operating your phone

**Most keys and functions are described in the key legend. Other overviews and operating aids can also be found here.**

### Overview system menu


The system menu is accessed using the softkey *Menu*. This contains the following menu entries. Refer to the relevant chapters of this user's guide for further information on these menu entries.

#### MiVoice Office 400 System menu

1. *Hotel menu*
2. *System events*
3. *Call lists*
4. *Directory Lookup*
5. *Voice Mail*
6. *Call forwarding*
7. *Presence*
8. *Personal call routing*
9. *Lock / Unlock phone*
10. *Alarm melodies*
11. *Software Version*

- Note:**
- The *Hotel menu* appears only when your system administrator has defined your phone as a auxiliary reception phone in the system.
  - The *System events* option appears only when there is a new system events for your phone.
  - Few options may or may not appear in the System menu depending on the configuration done by your system administrator in the MiVoice Office 400 communication server.

### Using a softkey/navigation key

Softkeys are the keys that are automatically configured with context-dependent functions by the MiVoice Office 400 communications system. The functions are displayed on screen and operated with the navigation key. The softkeys are set to the most commonly used functions, with the right softkey always being the More key () when more softkeys are con-

figured than can be displayed. The More key is needed to switch between the key levels. The number of dots indicates the number of levels as well as on which level you currently are.

A menu can have several sub-menus. Press the suggested softkey to access the sub-menu or the selection of available editing options or to carry out an action.

### Free configurable keys

Your phone is equipped with freely configurable keys. Popular functions are set for a specific configurable key by default by your system administrator (see ["Function key configuration \(default key setting\) - Overview", page 19](#)). The remaining configurable keys can be configured with a specific action type: Call number, function, KT line, busy lamp field. The KT lines and the busy lamp fields can be configured only on the top softkeys and the keys of an expansion key module.

As soon as you have configured more keys than can be displayed, the More key (•••) will appear. The number of dots indicates the number of levels as well as relative position. Press the More key in order to switch from one level to another.

The key configuration is not made directly on the phone. Available settings for the key configuration:

- **MiVoice Office 400 communication system:** The configuration is made by your system administrator in the communication system.
- **Self Service Portal:** You can use the Self Service Portal (see chapter ["MiVoice Office 400 Self Service Portal", page 9](#)) where you can configure, change, or delete the keys.

For information about freely configurable keys, see the chapter ["Configuring keys", page 90](#).

**Note:** A key that you have configured locally on your phone can not be displayed or overwritten in the Self Service Portal. Therefore, always configure your keys using the Self Service Portal of the MiVoice Office 400 communication server.

## Function key configuration (default key setting) - Overview

The phone on the MiVoice Office 400 communication system is delivered with the default function key configurations summarized in the following table. Note that your system administrator might change the default configuration and your phone configuration might therefore differ from the default configuration.

| Function key      | Mitel 6920 SIP          | Mitel 6920 SIP if defined as free seating phone |
|-------------------|-------------------------|---|
| <b>Key T1</b>     | Personal Line 1         | Personal Line 1                                 |
| <b>Key T2</b>     | Personal Line 2         | Personal Line 2                                 |
| <b>Key T3-T20</b> | Empty                   | Empty   |
| <b>Key S1</b>     | System menu             | System menu                                     |
| <b>Key S2</b>     | Call forwarding menu    | Free seating: Log in/ Log out                   |
| <b>Key S3</b>     | Take (pick up own call) | Request a callback                              |
| <b>Key S4</b>     | Empty                   | Empty   |
| <b>Key S5</b>     | Call routing menu       | Empty   |
| <b>Key S6</b>     | Phone lock on/off       | Empty   |
| <b>Key S7</b>     | Request a callback      | Empty   |
| <b>Key S8-S18</b> | Empty                   | Empty   |

## Overview alphanumeric keyboard

The alphanumeric keyboard has a dialpad with digits from 0 through 9, a \* key, and a # key. Of these, keys 2 through 9 contain letters of the alphabet. These dialpad keys can be used for entering digits, password, text, and special characters, and also for quickdial. You can use the alphanumeric keyboard to dial a phone number to make a call and to press keys as required by an Interactive Voice Response (IVR) system. Press the relevant key repeatedly until the character you want is displayed.<sup>1)</sup>

The alphanumeric keypad is set to the characters listed in the following table.<sup>2)</sup>

<sup>1)</sup> Please note that actual key configuration depends on which keypad is used.

<sup>2)</sup> Please note that the actual character selection is dependent on the language selected.

# Keys, display, and menu guidance

|   | Upper case                  | Lower case                  |
|---|-----------------------------|-----------------------------|
|  | 0                           | 0                           |
|  | 1 .,:;= _,-'&()[ ]\$!       | 1 .,:;= _,-'&()[ ]\$!       |
|  | A B C 2 Ä Å Æ Ą Ç А Б В Г   | a b c 2 ä å æ ą ç а б в г   |
|  | D E F 3 É Ê Ë Æ Ж Э         | d e f 3 é ê ë æ ж э         |
|  | G H I 4 Í Î Ï Й К Л         | g h i 4 í î ï й к л         |
|  | J K L 5 M N O П             | j k l 5 м н о п             |
|  | M N O 6 Ñ Ò Ó Ô Õ Ø Р С Т У | m n o 6 ñ ò ó ô õ ø р с т у |
|  | P Q R S 7 Ъ Ф Х Ц Ч         | p q r s 7 ъ ф х ц ч         |
|  | T U V 8 Û Ü Ý Þ Щ Ъ Ы       | t u v 8 û ü ý þ щ ъ ы       |
|  | W X Y Z 9 Ъ Ы Ю Я           | w x y z 9 ъ ы ю я           |
|  | * <Space>                   | * <Space>                   |
|  | # / \ @                     | # / \ @                     |

## Entering text

**Entering numbers and letters:** In text mode, you can switch between digit and letter input using the [abc / ABC / 123](#) softkey.

**Correcting entries:** To delete an incorrect character, use the [Backspace](#) softkey.

**Confirming entries:** To confirm an entry or selection, use the [Select](#) softkey.




**Resetting entries:** An entry or selection can be reset using the [Reset](#) softkey.

**Closing editor without saving:** With the [Back](#) softkey, you can cancel the entry without saving or go back to the idle state in the menu.






## LED overview







### Message LED:

| State  | Description  |
|--|--|
|  Flashes fast   | <ul style="list-style-type: none"> <li>Incoming call</li> <li>Appointment call</li> </ul>                      |
|  Flashes slowly | <ul style="list-style-type: none"> <li>New voice message</li> <li>Callback requested / Notification</li> </ul> |
|  Lit            | Phone locked   |


### LED in line key:

| State   | Description   |
|---|---------------|
|  Does not light up     | Line free     |
|  Flashes fast (in red) | Incoming call |
|  Lit (in solid red)    | Connected     |

### LED function key or busy lamp field key:

| State   | Description  |
|---|--|
|  Does not light up | <ul style="list-style-type: none"> <li>Function is deactivated</li> <li>User free (busy lamp field )</li> </ul> |
|  Flashes fast      | User is being called (busy lamp field  )  |
|  Lit               | <ul style="list-style-type: none"> <li>Function is activated</li> <li>User busy (busy lamp field )</li> </ul>  |

### LED call list key:

| State   | Description  |
|---|--|
|  Lit | <p>Missed calls</p> <p><b>Note:</b><br/>If your system administrator selected the call list display type <a href="#">Picture ID</a> (see chapter "<a href="#">Editing options for the call list</a>", page 66), the LED will only light up when you press the call list key.</p> |

## Accessory support

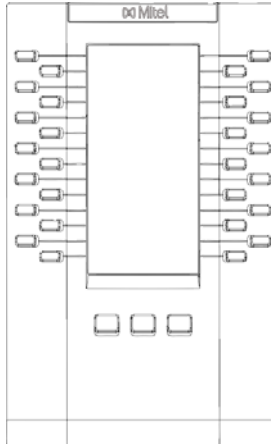
### Mitel M695 Programmable Key Module (PKM)



Connecting programmable key modules to your phone gives you additional, freely configurable keys. You can connect up to three Mitel M695 PKMs next to each other on the right of the phone. The Mitel M695 module has three levels, each with 28 keys; therefore giving 84 configurable keys in total on one module. The Mitel M695 PKM has the following properties:

- Features a 4.3 in. 480x272 pixel color backlit LCD display that provides a unified graphical user experience with the phone.
- 84 configurable keys (28 keys on each level). Three expansion key modules give 252 configurable keys.
- Each key has an LED for visual signaling.
- The keys on the module support room key and operator-key configurations.
- The configurable keys of the module are operated the same way as the configurable keys of your phone.
- The image icons for the busy lamp field keys do not appear on the Mitel M695 expansion module. The expansion module shows only icons with the initial letters.
- The keys must have been configured either by your system administrator or by yourself in the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).

No Key

Description



|   |   |   |   |
|---|---|---|---|
| 1 |  | <b>A1-A84 function keys</b><br>(3 key levels, 28 keys each) | Freely configurable keys. An LED is located next to each function key signaling the functional state. |
| 2 |  | <b>Function key for level 1, 2, 3</b>                       | Call up the desired level.  |

## Mitel Wireless LAN Adapter

The Mitel Wireless LAN Adapter is a wireless bridge that can add wireless connectivity functionality to your phone. It allows your Ethernet-enabled phone to join a secure, high-speed network. It is software transparent, which means that in order to use the adapter, no changes to drivers, management tools, or applications are needed.

Following are the main features of the Mitel Wireless LAN Adapter:

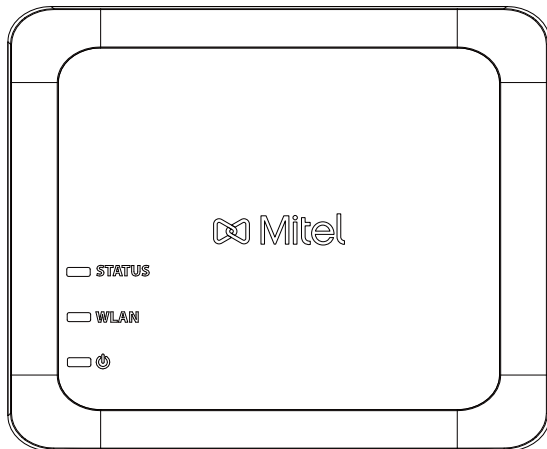
- Adds robust, secure wireless capabilities to Ethernet devices: The Mitel Wireless LAN Adapter enables any Ethernet device to become an 802.11a/b/g/n dual band wireless network device, so that the device can be operational anywhere in your premises.

## Keys, display, and menu guidance

- Dual band IEEE 802.11a/b/g/n support: The adapter is designed to communicate in the 2.4-GHz and 5-GHz bands. Radio interference encountered in the commonly used 2.4-GHz band can be avoided by using the 5-GHz band.
- Gigabit Ethernet support: The wired LAN port supports 10/100/1000BASE-T (auto-recognition).
- Simple to set up and use: It is easy to set up the adapter using the enclosed network setup cable. No special drivers or software are required.
- Enterprise security: The Mitel Wireless LAN Adapter supports the following security functions:
  - WEP (64 Bit/128 Bit)
  - WPA-PSK (TKIP/AES)
  - WPA2-PSK (AES)
  - IEEE 802.1X EAP-PEAP, EAP-TLS, EAP-TTLS, EAP-FAST, EAP-LEAP

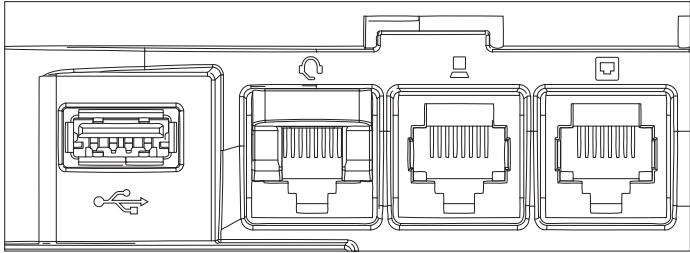
Mitel Wireless LAN Adapter

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## Analog, DHSG/EHS, and USB headset

The phone accepts analog and DHSG/EHS headsets through the modular RJ22/RJ45 port on the back of the phone or USB headsets through the USB port.



Contact your telephone equipment retailer or distributor to purchase a compatible headset.

# Phoning

**The following sections explain the features provided by your phone for more efficient use.**

Making calls ..... 27

Initiating calls ..... 30

Using functions before/while in a call ..... 37

Using further functions ..... 50

Overview of available functions ..... 56

Organizing absences from the desk. .... 61

Operating call lists and voice messages ..... 66

Line keys on a key telephone. .... 73

Using functions with Mitel OpenCount ..... 74

Setting functions by remote control ..... 75

## Making calls

This section explains how to set your calls.

### Answering, ending or rejecting a call

**Answering a call:** The phone rings and the message LED and line key LED flash. If the caller's phone number or name is received, it is shown on the display. If the phone number or user picture is stored in the private phone book or in the MiVoice Office 400 communication system, the display also shows the corresponding name or the corresponding picture.

**Open listening:** With the open listening mode function, the loudspeaker is activated in addition to the handset so that other people in the room can listen to the call.

**Rejecting a call:** As long as you have not answered a call, you can reject it during the ringing phase.

**Deflecting a call:** As long as you have not picked up a call, you can deflect it to another call number.

**Silencing a call:** You can silence the ringing of an incoming call, but it is still signaled optically and you can answer it in the normal way.



#### Answering a call with the handset:

Pick up the handset.



Line 1

#### Answer a call with the line key

Press the line key and pick up the handset.



#### Answering a call with the softkey

Press the [Answer](#) softkey and pick up the handset.



#### Open listening during a call:

Activate: Press the loudspeaker/headset key.

Deactivate: Press the loudspeaker/headset key again.



#### Ending a call in open listening mode:

Press the loudspeaker/headset key and put down the handset.

#### Note:

If you merely replace the handset, the phone switches to the hands-free mode.



#### Ending a call:

Put the handset on-hook or press the End key.



**Rejecting a call:**

Press the End key or the *Ignore* softkey during the ringing phase.  
→The connection is rejected and, depending on the system configuration, the caller either hears the busy tone or is forwarded to a preconfigured destination.



**Deflecting a call:**

1. Press the *Deflect* softkey during the ringing phase.
2. Enter the number to which you want to deflect the call and press the *Deflect* softkey.  
→The call is redirected to the destination call number.



**Silencing a call:**

Press the *Silence* softkey during the ringing phase.  
→The ringing of the incoming call is stopped. The call is still signaled optically and can be answered in the normal way.

## Using your phone in hands-free mode

You want other people to join the conversation or to have your hands free while making the call.

The hands-free mode function activates the loudspeaker and the microphone. Make sure the hands-free microphone is not obstructed. The sound quality is improved if you set the volume of your phone to a low setting.

**Automatic hands-free mode:** The function Automatic hands-free allows you to answer a call without picking up the handset or pressing a key. The following settings are available. This function Automatic hands-free can only be activated/deactivated by your system administrator in the MiVoice Office 400 communication system.

| Menu                     | Description   |
|--------------------------|---|
| <i>Off</i>               | Automatic hands-free is always deactivated.   |
| <i>Announcement only</i> | Automatic hands-free is only activated when you are receiving an announcement.  |
| <i>On</i>                | Automatic hands-free is always activated. Your phone signals an incoming call with two short signal tones and then switches to hands-free mode automatically. |





## Answering/ending a call in hands-free mode:

Answer: Press the loudspeaker/headset key or the line key.

End: Press the End key.



## Hands-free during a call:

1. Press the loudspeaker/headset key.

→ Open listening is activated.

2. Put the handset on-hook.

→ Hands-free is activated.



## To continue the call with the handset:

Pick up the handset.

→ The loudspeaker and hands-free microphone are now deactivated.



## Ending a call:

Put the handset on-hook.



## Answering/ending a call in Automatic hands-free mode:

Answer: Your phone signals an incoming call with two short signal tones and then switches to hands-free mode automatically.

End: Press the End key.

# Muting the microphone

In the middle of a call you want to talk briefly with other persons in the room without your call partner hearing your conversation.

You can switch the microphone on and off during a call, regardless of whether you are using the handset, headset or hands-free system.



## Switching the microphone on and off during a call:

Activate: Press Microphone key.

Deactivate: Press the Microphone key once again.

→ Microphone is activated/deactivated, the LED on the Microphone key flashes/does not flash.

### Using a headset

To make a phone call with the headset.

If you answer a call in headset mode using the loudspeaker/headset key, the call is provided on the headset. Alternatively you can also answer the call by picking up the handset.

All headset mode configuration options can be found in chapter "[Setting the audio properties](#)", page 80. Further information can be found in the user guide for your headset.



**Answering a call with the headset:**

Press the key on the headset or the loudspeaker/headset key on the phone.



**Ending a call with the headset:**

Press the key on the headset or the loudspeaker/headset key on the phone.

### Initiating calls

**This section explains some convenient features provided by your phone for making a call.**

### Dialing with the phone number

You want to call someone and key in that person's phone number.

With call preparation you can enter a phone number without it being dialed automatically, so you have time to check the number and, if necessary, correct it. The number is not dialed until you go off-hook, for example by picking up the handset or by pressing the dial softkey.



**Dialing with the phone number:**

Press the digit keys of the phone number.

→ Incorrectly entered digits can be deleted using the [Backspace](#) softkey or with the navigation key to the right.



Pick up the handset or press the [Dial](#) softkey.

## Dialing from the phone book (directory lookup)

You want to make a call by entering a name.

With directory lookup, you can search for a contact in your private phone book, system phone book or a connected external phone book. The response time may vary depending on the size and the number of phone books connected. The following search options are available:

| Menu                            | Description   |
|---------------------------------|---|
| <a href="#">Quickdial</a>       | With Quickdial you only need to press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.    |
| <a href="#">Dial by name</a>    | Enter the corresponding letter for dialing by name.   |
| <a href="#">Advanced search</a> | If you select <a href="#">Advanced search</a> , you can search directly in the connected external phone books. This function is not available if no external phone book is connected. |

### Tips for search input:

- Press each of the corresponding digit keys once for the first few letters of the name you are looking for. For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".
- Ask your system administrator whether you should start with the surname or the first name.
- The search function is not affected by upper/lower case and special characters.
- More information on the phone books can be found in chapter ["Phone book management"](#), page 86.



### Directory Lookup:

Press the Directory Lookup key.



Using the dialpad keys, input the first few letters of the contact's name to initialize the search, which displays a list of contacts. Or, use the navigation key to display a list of contacts.



From the list of contacts, use the navigation key to highlight the contact you want to call. If the contact has multiple phone numbers defined, press the navigation key to navigate to the required number.



Press the [Dial](#) softkey or the Select button or the Loudspeaker/Headset button, or pick up the handset to dial the contact's phone number.

Or,



**Directory lookup:**  
Press the [Menu](#) softkey or press the function key for the [Menu](#) if you have defined it. Alternatively, you can also press [Phone book](#) function key (if defined).



Scroll to [Directory Lookup](#) and press the [Select](#) softkey.  
→The [Quickdial](#) and the [Dial by name](#) option appears.



**Directory lookup with quickdial:** In the [Quickdial](#) field, enter the first few letters of the name you are looking for using the corresponding digits.  
**Directory lookup with dialing by name:** In the [Dial by name](#) field, enter the first few letters of the name you want.



Press the [Lookup](#) softkey.  
→Names list (or [List empty](#), if the phone is unable to find a matching user) is displayed.




Scroll through the list and select the user you want.



Pick up the handset.  
→The phone number displayed is dialed.

## Selecting from the call list

You want to call a user from one of the three call lists. You can choose from the following call lists:

| Menu                             | Description  |
|----------------------------------|--|
| <a href="#">Unanswered calls</a> | List of callers who tried to reach you when you were absent. The number of missed calls are signaled on the display (  ); the LED on the call list key (if defined as a function key) is red.<br>If your system administrator selected the call list display type <a href="#">Picture ID</a> (see chapter <a href="#">"Editing options for the call list"</a> , page 66), the LED lights up when you press the call list key. |
| <a href="#">Answered calls</a>   | List of calls answered.  |
| <a href="#">Redial list</a>      | List of calls made.  |

Your phone automatically stores the person's phone number and name in a call list in the MiVoice Office 400 communication system. Within the one number user concept (see chapter ["One number user concept"](#), page 8) you can call back users through one of these call lists. An individual call list contains a maximum of 30 entries. More information on call lists can be found in chapter ["Editing options for the call list"](#), page 66.

The call lists can be operated through the call list key, the redial key, the system menu, or a function key (see chapter ["Configuring keys"](#), page 90).



### Call list for unanswered/answered calls:



Press the Call lists key.

Or,



Press the **Menu** > **Call lists** softkey or press the function key for the **Menu** (if defined). Alternatively, you can also press Call lists or Answered/Unanswered/Redial key (if defined as function key).



Scroll to **Unanswered calls**, or **Answered calls** and press the **Select** key.

→ A list of the most recent unanswered or answered calls (including the presence status of the contact) is displayed.

You can also press the navigation key to the right to view the most recent unanswered/answered calls/conversations.



Use the up and down navigation keys to scroll through the entries and select the user you want.



Press the **Detail** softkey, or right navigation key, or Select key to view the detailed information about the selected user.



Press the **Dial** softkey, or the Loudspeaker/Headset button, or pick up the handset to dial the selected user's phone number.

#### Note:

After the call has been successfully connected, the entry is deleted from the unanswered call list.



### Redial list:

Press the Redial key.

→ A list of the most recent dialed numbers (including the presence status of the contact) is displayed.



Use the up and down navigation keys to scroll through the entries and select the user you want.



Press the right navigation key or the Select key to view detailed information about the selected user.



Press the **Dial** softkey, or the Loudspeaker/Headset button, or pick up the handset to dial the selected user's phone number.

→ The call number of the user is dialed.

### Dialing with a configurable key/ busy lamp field

You want to call someone whose phone number is stored under a configurable key or a busy lamp field.

To find out how to configure a configurable key, refer to chapter "[Configuring keys](#)", page 90.



#### Phoning with the handset:

1. Pick up the handset.
2. Press the desired configurable key/busy lamp field.  
→The phone number is dialed.



#### Using your phone in hands-free mode:

- Press the desired configurable key/busy lamp field.  
→The phone number is dialed.

### Dialing with the line key

You can make a call through a line key.

Your phone is equipped with two dedicated line keys with LED (two top softkeys configured as line keys).

Your system administrator can set up to seven additional line keys (nine in total). The actual number of line keys depends on the system configuration. Press a dedicated line key directly or select a line by pressing the horizontal right navigation key. The display shows the dialed line number (L1, L2 etc.). If a line is free, then the [New Call](#) softkey at the bottom left of the display can be used

Line keys are stored on configurable keys by your system administrator (see chapter "[Line keys on a key telephone](#)", page 73).



#### Dialing with the line key:

Enter the phone number.



Press a free line key.

→The phone number is dialed. The LED on the line key lights up.



### Holding the call and switching lines:

Press a second, free line key or select a new line key with the horizontal navigation key.



Enter the phone number.

→ The call is held on line key 1 and the call on line key 2 is active.

### Note:

Press line key 1 to return to your conversation partner on line 1 (see also chapter "Brokering between an enquiry call party and your call partner", page 41).

## Activating another Mitel phone for making calls

You want to make a call on another Mitel phone using your personal settings, for example on a colleague's phone or in a meeting room.

You can activate another Mitel phone to make an internal or external call using your personal settings, even if the phone is locked for external calls. You can activate the phone for a business or private call. Once you have activated the phone using a function code and your PIN, dialing by your private phone book is available. The called party's display shows your personal phone number and not the number of the phone from which you are making your call. Any call charges incurred will be charged to you. The call number dialed is not stored in the last-number redial list.



### Business calls:

1. Enter function code #36 for a business call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the internal or external phone number with the exchange access digit.



Pick up the handset.

→ The phone number displayed is dialed.

### Note:

When you hang up, dialing by name and your private phone book remain available for a whole minute so you can make another call.



### Private calls:

1. Enter function code #46 for a private call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the external call number directly, without the exchange access digit.
5. Pick up the handset.

→ The phone is now enabled; the external user is called.

### Note:

The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter ["Changing the PIN", page 84](#)).

## Automatic call waiting in case of internal user

You would like to talk to an internal user whose line is currently busy.

By using the function Automatic call waiting, this user is informed that you would like to talk to him. When you use the call waiting function, the user receives a call waiting tone (duration and frequency of the tone depend on system settings) and your phone number or name appear on their display. The user may accept or refuse your call.

Requirements:

- Your system administrator must authorise you to use the function call waiting in the MiVoice Office 400 communication system.
- The internal user must not have blocked the function call waiting on their phone (see chapter ["Activating protection against call types", page 86](#) for configuration).

### Note:

If the user is making an enquiry call or is in a conference, the function Automatic call waiting cannot be used.



### Call waiting:

The person you want to talk to is busy. The phone automatically executes the function call waiting.

### Note:

If the user declines the call request or if the function call waiting cannot be executed, the connection is terminated (busy tone) or the call is redirected to a pre-defined phone, depending on the system configuration.



## Replying to call waiting



### Answering the call:

Press the **Answer** softkey or the line key.

→ The first conversation partner is put on hold. Connected to the party using the call waiting function.

#### Note:

Please see chapter "Enquiry call during a call", page 40, "Brokering between an enquiry call party and your call partner", page 41 or chapter "Making a conference call", page 42 for further information.



### Rejecting a call:

Press the **Ignore** or the End softkey.

→ You will still be connected to the original partner. Depending on the system configuration, the caller either hears the busy tone or is forwarded to a pre-configured destination.

## Using functions before/while in a call

**This section explains the special features provided by your phone before you make a (second) call or while you are in a call.**

### Request a callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialed directly. If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 91).

#### Notes:

- You can activate only one callback at a time.
- An unanswered callback will be automatically cancelled by the system after about 30 minutes.

# Phoning



### Activating callback:

You called someone and hear the busy tone or the ring-back tone. Press the function key for *Callback*.

→ Depending on the communication system, you hear the acknowledgement tone.



Put the handset on-hook.

→ The display shows *Call expected*. The LED on the function key lights up.



### Clear callback:

Press the function key for *Callback*.

→ Callback request is deleted.

## To answer the callback request

Someone has asked you to call back. The display shows *Callback* requested from number (for example: Callback 56022).

You cannot automatically answer a callback request on your phone. You can either enter the call number manually or use a CTI client, for example the Mitel OfficeSuite.



### Answering the callback request:

Enter a phone number in call preparation.



Pick up the handset or press the *Dial* softkey.

#### Note:

You cannot delete a callback request.

## Hide number

You do not want your call number to appear on the terminal display of a called party in the public network. The following options are available here:

| Menu             | Description  |
|------------------|--|
| <i>Permanent</i> | The call number is never displayed.  |
| <i>Per call</i>  | Call number should only be restricted for certain calls. This function must be activated before dialing the call number. |

You must save this function to a configurable key using Self Service Portal (see chapter "[Configuring or deleting a key assignment](#)", page 91).

- Notes:**
- Your call number can only be hidden if you select an external call number.
  - This feature depends on the range of services offered by your provider.



**Activating/deactivating calling line identification restriction permanently:**

Press the function key for [Hide number](#).

→ Function is activated/deactivated, LED on the function key is switched on/off.  
Your phone number is hidden in all outgoing calls.



**Activating CLIR per call:**

1. Press the function key for [Hide number](#).

2. Enter the call number and press the [Select](#) softkey.

→ Call number is dialed and your number is not displayed to the called party.

## Putting a call partner on hold

You want to briefly interrupt the active call.

You can put the call party on hold and then take them back again on the same phone.



**Putting the active call party on hold:**

Press the Hold key.

→ The call party is put on hold, is displayed and the LED of the line key flashes.



**Take back the call party on hold:**

Press the Hold key, the flashing line key, or the [Pick up](#) softkey.

→ The call is active again.

## Parking conversation partner

You would like to keep the person you are talking to on hold without blocking a phone line.

You may park the person you are talking to and then pick up the call again on the same phone on which you parked the person.

## Phoning

You must save this function to a configurable key using Self Service Portal (see chapter ["Configuring or deleting a key assignment", page 91](#)).



### **Parking the active call party:**

Press the function key for [Park](#) and put down the handset.

→ The call party is parked. The LED of the function key is red.

#### **Notes:**

The display returns to idle. The person you talked to will remain parked until they put down the handset.



### **Recommence conversation with the parked call party:**

1. Press the function key for [Park](#).

→ Hand-free mode is activated.

2. Pick up the handset.

→ You are connected via the handset.

## Enquiry call during a call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the Enquiry function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.



Line 1

### **Setting up an enquiry call (you are in a call):**

Press a free line key (select using the horizontal navigation key, if necessary, and confirm with the selection key).



Enter the call number of the enquiry partner and press the [Dial](#) softkey.

→ Enquiry call party is called; first call partner is put on hold.

#### **Notes:**

- You can also set up an enquiry call by pressing the busy lamp field key to which you have saved the enquiry call party.
- If the other user does not answer, you can cancel the enquiry call with the [Cancel](#) softkey or with the End key and recommence the first call with the flashing line key.

**Ending the enquiry call:**

Press the *Drop* softkey or the End key.



Line 1

**Recommence conversation with the first call party:**

Press the *Pick up* softkey or the flashing line key.

## Brokering between an enquiry call party and your call partner

You are talking with an enquiry call party and have your first call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the brokering function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.

**Note:** See chapter "Enquiry call during a call", page 40 for enquiry calls.



Line 1

**Brokering (to switch back and forth between the callers):**

You are in an active call and have set up a connect to another call party with the Enquiry function.

Press the respective flashing line key or select the other call party with the horizontal navigation key.

→ Your call partner changes. The other call party is put on hold.

**Note:**

You can also switch between call parties by pressing the corresponding busy lamp field key to which you have saved the call party.

**Terminating a call:**

Press the *Drop* softkey or the End key.



Line 1

**Recommence conversation with the first call party:**

Press the *Pick up* softkey or the flashing line key.

### Making a conference call

You want to make a conference call.

A conference call allows you to connect three call parties. From a conference call, you can initiate an enquiry call to someone else. You can broker between the conference participants and the enquiry call party. Depending on the system configuration, a conference call can consist of up to six conference participants. You can hold a conference call with internal and external users.

**Note:** If you have a user account for the Self Service Portal, you can create conference rooms there (see chapter "[MiVoice Office 400 Self Service Portal](#)", page 9).



#### Setting up a conference (you are connected):



Press the **Conference** softkey.



Enter the phone number of the second conference call party.



Press the **Dial** softkey.

→ The conference party answers the call.



Press the **Conference** softkey.

#### Notes:

- You can also set up a conference by pressing the busy lamp field keys to which you have saved the call party.
- You can change the procedure by first starting an enquiry call before you set up a conference.



#### Leaving a conference call:

Put the handset on-hook or press the End key.

→ The other conference parties remain in the call.

### Transferring a call

You want to put your call partner through to someone else.

With the call transfer function you can connect your call partner with someone else. You can connect internal and external users with one another. You can transfer the call with or without prior notice.

| Menu                               | Description  |
|------------------------------------|--|
| Call transfer with prior notice    | You only transfer the call after you have first talked to the second call party yourself.  |
| Call transfer without prior notice | Without talking to the second call party, you transfer the call to them by hanging up the handset immediately after dialing the call number. |

## Take (pick up own call)

You want to transfer a call from one phone to another without interrupting the connection (for example, from a desk phone to a cordless phone).

The take function can be used to transfer calls between your phones.

Requirements: You are using the one number user concept (see chapter "One number user concept", page 8).

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 91).



### Picking up your own call (you are in an active call):

Press the function key for [Take](#).

→ After a brief moment, you are connected with the caller on another phone.

### Starting announcement

You want to speak directly to an internal user or an announcement group via the loudspeaker - where available - without expecting an answer (similar to an intercom). The recipient is alerted to the announcement by two short signal tones. You are immediately unilaterally connected via the loudspeaker.

If the internal user has secured their phone against announcements (configuration see chapter "Activating protection against call types", page 86), you cannot contact them using an announcement. You will get the engaged tone.

The announcement function must be saved to a configurable function key with Self Service Portal (see "Configuring or deleting a key assignment", page 91). You can either configure the function key directly with a designated user or input the call number manually each time.

#### **Starting the emergency announcement:**

In addition to normal announcements, the MiVoice Office 400 communication system also allows for emergency announcements. It differs from a normal announcement in the following aspects:

- You cannot reply to or stop an emergency announcement.
- You cannot block an emergency announcement.
- An emergency announcement may only be executed using function codes. You will find a list of all function codes in the user's guide "Features Overview Mitel 415/430/470" on the [Mitel DocFinder](#).

#### **Announcement to a group:**

- The announcement will only be received by phones which both have authorisation to receive announcements and are not in use.
- If receipt of announcements is not authorised on any of the phones in the announcement group or all the phones are in use, you will hear the busy tone.
- Group announcements are always conducted with a one-sided connection.
- The group number must be entered as two digits.



**Start announcement to a user:**

1. Press the function key for *<Announcement to a user>*.
  2. Depending on settings, enter the number and press the *Select* softkey.
- The user is alerted to the announcement by two short tones on the loudspeaker. The one-sided connection is made, you can talk.

**Start announcement to a group:**

1. Press the function key for *<Announcement to a group>*.
  2. Depending on the settings, enter the two digit group number.
- The user group is alerted to the announcement by two short tones on the loudspeaker. The one-sided connection is made, you can talk.

## Receiving an announcement

You will be alerted to the announcement with two short signal tones and spoken to directly via the loudspeaker over a one-way connection. The display shows *Announcement from*.

In order to be able to receive an announcement, your phone must be neither in use nor block announcements (configuration see chapter "Activating protection against call types", page 86).

**Receiving the emergency announcement:**

In addition to normal announcements, the MiVoice Office 400 communication system also allows for emergency announcements. It differs from a normal announcement in the following aspects:

- You cannot reply to or stop an emergency announcement, but listen to it with the handset.
- You cannot block an emergency announcement.

**Announcement to a group:**

- The announcement will only be received by phones which both have authorisation to receive announcements and are not in use.
- If receipt of announcements is not authorised on any of the phones in the announcement group or all the phones are in use, you will hear the busy tone.
- Group announcements are always conducted with a one-sided connection.



**You will be alerted to the announcement with two short signal tones and spoken to directly via the loudspeaker.**



**Stop announcement:**  
Press the End key.

## Recording a call

You want to record an active call with your call partner.

You may record an active call as soon as your system administrator has configured at least one of your e-mail addresses in the MiVoice Office 400 communication system. Your call party can be an internal or an external user. The recordings are made and backed up only as wave files in your individual e-mail boxes. You can find a call recording overview in your e-mail box. Contact your system administrator for more information.

You can start recording calls in the following situations:

- during an active call;
- During a conference call (with maximum two participants)
- During an incoming/outgoing call
- in call preparation;
- During dialing with a busy line.

Call recording only starts when the connection is set up. Therefore, no ring-back tones or wait tones are recorded.

Call recording is temporarily interrupted during an enquiry and an e-mail is sent with the recording made up till then. Recording restarts automatically once the call connection with the enquiry call party is set up and/or once the call connection with the first correspondent is restored.

The maximum recording time for each .wave file depends on the system configuration. When the predefined or maximum recording time is reached, the recording stops automatically, the file is sent to your e-mail address and a new recording starts at the same time. Contact your system administrator for more information.

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 91).

- Notes:**
- Recording calls may infringe on your national data protection provisions or be permitted only under certain circumstances. If you intend to use this function notify your call party in advance.
  - You cannot record a conversation involving more than two call parties (enquiry call, conference). The recording is automatically stopped if you park your call party or put him on hold.



## Recording a call:

Press the function key for *Call recording: start/stop* as soon as you have an incoming/outgoing call or an active call.

→ The discussion is recorded and the LED on the function key is switched on.



## Stopping the call:

End the recording by pressing the function key *Call recording: start/stop* again.

→ The recording is sent to your e-mail address.

## Note:

The LED on the function key remains lit while the recording is in progress. The LED starts to flash before the recording reaches its maximum preset duration. Once the maximum duration is reached (or the memory is full), the recording is stopped and the LED goes off.

## Activating discreet ring

You do not want to be disturbed by the ring of the phone. You do not, however, want to switch off the phone.


As an alternative to the usual ring, your phone has a discreet ring option. If you have activated discreet ring, the phone only rings once.

This function must be saved to a function key over the Self Service Portal (see chapter "Configuring or deleting a key assignment", page 91).



## Activating/deactivating discreet ring:

Press the function key for *Discreet ring on/off*.

→ The function is activated/deactivated,  is displayed and the LED on the function key lights up/does not light up.

## Activating do not disturb

You do not want to receive any calls for the time being.

With the do not disturb function, you can stop calls being made to you if you are busy or are not otherwise able to take any calls. Your phone does not ring and is set to busy for incoming calls. Your incoming calls are automatically forwarded to a call forwarding destination that has been configured by your system administrator.

Your system administrator must enable this function in the MiVoice Office 400 communication system.


This function must be saved to a function key over the Self Service Portal (see chapter ["Configuring or deleting a key assignment"](#), page 91).

| Menu                                      | Description  |
|---|--|
| <i>Do not disturb (busy) on/off</i>       | Your phone does not ring and is set to busy for incoming calls.  |
| <i>Do not disturb (forwarding) on/off</i> | Your phone does not ring and is set to busy for incoming calls. Incoming calls are automatically forwarded to a destination that has been configured by your system administrator. |



### Activating/deactivating do not disturb:

Press the function key for *Do not disturb (busy) on/off* or *Do not disturb (forwarding) on/off*.

- The function is activated/deactivated, and  is displayed in the status bar. The LED on the function key lights up/does not light up. Your callers hear the busy tone.

## Activate/reply to intrusion

You want to implement intrusion in a current call.

Intrusion allows you to access a current call between two call parties and listen to their conversation. The call party to which you have initiated intrusion is notified (display and sound signals). Your call party can then respond to intrusion or reject it.

You can block intrusion; see chapter ["Protecting yourself against calls"](#), page 85.

You must save this function to a configurable key using Self Service Portal (see chapter "[Configuring or deleting a key assignment](#)", page 91).

- Notes:**
- Your system administrator must grant you intrusion rights.
  - Intrusion may infringe on your national data protection provisions or be permitted only under certain circumstances. If you intend to use this function, you should therefore notify your call party in advance.



#### **Activating intrusion (the users are talking):**

1. Press the function key for [Intrusion](#).
  2. Enter the call number of the user you want as per the key configuration.
- The intrusion tone indicates that the function has been activated.  
 → If the user has blocked intrusion, connection set up will be cancelled.



#### **Answering intrusion:**

Press the [Answer](#) softkey.

- You will be connected with the user who has activated intrusion; the first call party is put on hold.



#### **Rejecting intrusion:**

Press the [End](#) softkey.

- Intrusion will be rejected; you remain connected to your first call party.

## Activating/answering silent intrusion

Silent intrusion (intrusion without prior notice) is a variation of the intrusion function and is primarily used in call centres.

Another user can connect to your active call and listen to the conversation without you or your call party noticing. Unlike with intrusion, there is neither a display nor a sound signal to indicate use of the function.

You cannot reject silent intrusion (but you can block it; see chapter "[Protecting yourself against calls](#)", page 85). The microphone of the third user remains off. The third user can, however, enter the conversation at any point by enabling his or her microphone or pressing the intrusion function key.

You must save this function to a configurable key using Self Service Portal (see chapter "[Configuring or deleting a key assignment](#)", page 91).

- Notes:**
- Silent intrusion must be enabled in the communication system.

- Your system administrator must grant you silent intrusion rights.
- Silent intrusion may infringe on your national data protection provisions or be permitted only under certain circumstances. If you intend to use this function, you should therefore notify your call party in advance.



### Activating silent intrusion (the users are talking):

1. Press the function key for [Silent intrusion](#).
  2. Enter the call number of the user you want as per the key configuration.
- The function is activated.
- If the user has blocked intrusion, connection set up will be cancelled.

### Answering silent intrusion:

There are neither display nor sound signals on your phone to indicate silent intrusion.

## Using further functions

**This section explains some more convenient features provided by your phone. All functions you can save under a configurable key can be found in chapter "Overview of available functions", page 56.**

## Activating personal call routing

You want to specify which of your phone shall ring when you receive a call.

You can specify the phone on which a call is signaled with personal call routing.

Your system administrator set up multiple phones with the same phone number in the one number user concept for you (see chapter "One number user concept", page 8). The system administrator has also assigned you permission to configure routing in the Self Service Portal. This allows you to set up 5 routings in the Self Service Portal for a range of situations ("Office", "Home Office", "On the road").

You can only answer a call on the phone on which the call is signaled. If you have not configured a call routing, the default setting (all phones are ringing) is used as standard.

The following options are available on your phone for further editing of personal call routing:

| Menu                            | Description   |
|---------------------------------|---|
| <a href="#">Activate</a>        | Activating personal call routing.   |
| <a href="#">Modify</a>          | Renaming personal call routing.   |
| <a href="#">Change settings</a> | The personal call routing settings can only be changed by your system administrator or yourself in the Self Service Portal. |
| <a href="#">Delete</a>          | A personal call routing can only be deleted by your system administrator or yourself in the Self Service Portal.            |



### Activating/deactivating personal call routing

Press the function key for [Menu](#).



Scroll to [Personal call routing](#) and press the navigation key to the right or press the [Select](#) softkey.

→ A list of your routings is displayed.



Select the call routing you want and confirm with the [Activate](#) softkey.

→ The selected routing is activated and another is deactivated.



### Renaming personal call routing:

Press the function key for [Menu](#).



Scroll to [Personal call routing](#) and press the navigation key to the right or press the [Select](#) softkey.

→ A list of your routings is displayed.



1. Scroll to the call routing you want to rename and press the softkey [Modify](#).

2. Enter the name and confirm with the [Select](#) softkey.

You can also store your individual call routing profiles over the Self Service Portal on a function key and quickly activate or deactivate your desired call routing profile by simply pressing that key.



Press the function key for the desired call routing profile.

→ Call routing is activated/deactivated, LED of the function key is switched on/off.

## Activating Ring Alone

You want to specify the phone on which an incoming call is signaled acoustically.

## Phoning

If your system administrator has set up one phone number for several phones (see ["One number user concept"](#), page 8), you can use Ring Alone to define on which phone a call will be signaled acoustically. As soon as you activate Ring Alone on one phone, the ring tone is deactivated for all other phones. An incoming call is signaled in the display of all phones. You can answer the call on any of the phone; once the call is answered, other phones go back to the idle state.

You must save this function to a configurable key using Self Service Portal (see chapter ["Configuring or deleting a key assignment"](#), page 91).

**Note:** When you have activated ring alone but deactivated the personal call routing for a phone in parallel, an incoming call is not acoustically but only visually signaled.



### Activating/deactivating ring alone

Press the function key for [Ring Alone on/off](#).

→ Function is activated/deactivated, LED on the function key is switched on/off.

## Locking/Unlocking your phone

You need to leave your desk and want to ensure that no-one can alter your phone's settings, look at your private data, or make calls from your phone.


You can lock your phone with a 2 to 10-digit PIN (for more information on the PIN, see chapter ["Changing the PIN"](#), page 84).

You must save this function to a configurable key using Self Service Portal (see chapter ["Configuring or deleting a key assignment"](#), page 91).



### Activating the phone lock:

Press the function key for [Phone lock on/off](#).

→ The phone is locked and can only be unlocked using your PIN.  is displayed in the status line.



**Deactivate the phone lock:**

1. Press the function key for *Phone lock on/off*.
2. Enter the PIN and confirm with the *Enter* softkey.
3. Confirm the security prompt with the *Yes* softkey.

**Note:**

Use the following function codes (see also Features Overview Mitel 415/430/470 user guide on the [Mitel DocFinder](#)), to activate or deactivate the phone lock for all phones within the one number user concept (see "One number user concept", page 8):

- Activating the phone lock: Enter the function code \*33\* <PIN> #
- Deactivate the phone lock: Enter the function code #33\* <PIN> #

## Acknowledging an appointment call

You can set a call to remind you about an appointment, for example. *Appointment call* is displayed as soon as an appointment call is received. Without acknowledgement, the appointment call will ring for 1 minute.

The following options are available: You have to enter or change the time in the Self Service Portal.

| Menu                                  | Description                                   |
|---------------------------------------|---|
| <i>Single appointment call on/off</i> | Activate appointment call on a one-off basis. |
| <i>Repeat appointment call on/off</i> | Activate appointment call permanently         |

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 91).

**Notes:**

- If you activated forwarding, the appointment call is not forwarded.
- If you are in call, the appointment call is made as soon as you end the call.

**Activates/deactivates appointment call permanently:**

Press the function key for *Appointment call*.

→ Function is activated/deactivated, LED on the function key is switched on/off.

**Activate single appointment call:**

Press the function key for [Appointment call](#).

→ Function is activated/deactivated, LED on the function key is switched on/off.

**Confirming an appointment call:**

Pick up the handset and then hang up immediately.

→ The appointment call is confirmed and ended.

## Free seating

Free Seating is proposed for workplaces/phones shared by several employees. It allows you to log in on each free seating phone and to use it with your personal settings as long as you are logged in. Ask your system administrator which phones are proposed for free seating.

**Logging into a free seating phone:**

You log in with your call number and your PIN on a free seating phone. Once you are logged in, your personal call lists, phone book and all your other personal settings and Hotkeys are available to you immediately. If your profile contains expansion key modules, but the phone you have logged in to does not, the keys in question will not be available to you. Various sequences of expansion key modules are correctly recognised.

- Notes:**
- You can only log in to a phone if no other user has yet logged in to that phone for free seating purposes.
  - You can only log on once to a Free Seating phone. The moment you log in to another free seating phone, you are automatically logged off the original phone.

**Logging off a free seating phone:**

To free up a phone, you need to log off again. To ensure a phone is not blocked for other users if you forget to log off, your system administrator can set up a log off process with an automatic time limit:

- After certain time after log in (e.g. six hours and 30 minutes).
- At a certain time (e.g. 6:30 p.m.)

- Notes:**
- If no user is currently logged in a free seating phone, possibly only emergency calls are allowed.
  - As long as you do not have your own phone or are not logged on to a Free Seating phone, your caller will obtain either the busy signal or be forwarded to a preconfigured destination, depending on the system configuration.
  - The call list display type [Picture ID](#) (see chapter "[Editing options for the call list](#)", [page 66](#)) is not available for free seating phones.

**Log in free seating:**

Press the *Free Seating: Log in/out* softkey.



Enter phone number and PIN and confirm with the *OK* softkey.

→ You are now logged in and can use the free seating phone with your personal settings.

**Note:**

The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN", page 84).

**Log out free seating:**

1. Press the *Free Seating: Log in/out* softkey.

→ The display with the call number is displayed.

2. Depending on the system configuration, enter the PIN and confirm with the *OK* softkey.

→ You are now logged off; the free seating phone is now available again to other users.

**Note:**

You are automatically logged off if your system administrator has set up an automatic log off process.

## Hotline

The hotline is typically used for lift phones, emergency phones, or for baby alarms or hotline in the hospitality/hotel branch.

A user requires help and picks up the handset or presses the loud-speaker/headset key. The user is automatically routed to the preconfigured hotline destination number stored in the MiVoice Office 400 communication system. The person responsible answers the call and is connected with the user seeking help.

**Alarm cancellation delay:** Your system administrator can set a delay (1-60 seconds, depending on the Mitel system phone). During this delay the user can enter another call number in order not to trigger a call on the hotline destination number. If the user does not dial another phone number during this predefined time or puts the handset back down again, a connection with the Hotline number is automatically set up. Contact your system administrator for more information.



**Using the hotline:**

User needs help. They pick up the handset of their phone or press the loud-speaker/headset key.

→A connection with the hotline number is automatically set up after a pre-defined time without the user having to do anything else.

Overview of available functions

This section contains a list of all the functions you can store under a configurable key via the Self Service Portal. Please note that the selection of functions depends on the selected phone and its authorisation level.

- Notes:
- More information on how to save functions to a configurable key using function commands and a function code can be found in the online help for the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).
  - You will find a list of all function codes in the user's guide "Features Overview Mitel 415/430/470" on the [Mitel DocFinder](#). Please note that function codes can only be used as prefix dialing on your phone.

| Function                           | Description   |
|------------------------------------|---|
| <i>Agent: Log in/log out</i>       | Log into/out of the queue as an agent (control of call routing in the queue).   |
| <i>Agent: Pause on/off</i>         | Activate/deactivate agent break.  |
| <i>Agent: Wrap-up time on /off</i> | Activate/deactivate agent wrap-up time.   |
| <i>Announcement to group</i>       | Speak directly to a group of internal users via the loudspeaker - where available - without them having to first pick up the call. An announcement is a one-sided connection and is indicated by two short signal tones on the recipient phone. Announcement groups will be defined by your system administrator. The group number must be entered as two digits. |
| <i>Announcement to user</i>        | Speak directly to an internal user via the loudspeaker - where available - without them having to first pick up the call. An announcement is a one-sided connection and is indicated by two short signal tones on the recipient phone.  |

| Function   | Description   |
|--|---|
| <a href="#">Appointment call: Repeat on/off</a>              | Activates/deactivates an appointment call (see chapter <a href="#">"Acknowledging an appointment call"</a> , page 53).  |
| <a href="#">Appointment call: Single on/off</a>              | Activates/deactivates an appointment call on a one-off basis (see chapter <a href="#">"Acknowledging an appointment call"</a> , page 53).   |
| <a href="#">Call forw. (CFU) to text message on/off</a>      | Incoming calls are automatically forwarded to a specific destination.   |
| <a href="#">Call forw. (CFU) to user on/off</a>              | Incoming calls are automatically forwarded to a specific destination.   |
| <a href="#">Call forw. (CFU) to VM on/off</a>                | Incoming calls are automatically forwarded to voice mail.   |
| <a href="#">Call forw. if busy (CFB) to user on/off</a>      | If you are busy, incoming calls will be forwarded to specific destination (user).   |
| <a href="#">Call forw. if busy (CFB) to VM on/off</a>        | If you are busy, incoming calls will be forwarded to specific destination (voice mail).   |
| <a href="#">Call forw. on no reply (CFNR) to user on/off</a> | Incoming calls are forwarded to another destination (user).   |
| <a href="#">Call forw. on no reply (CFNR) to VM on/off</a>   | Incoming calls are forwarded to another destination (voice mail).   |
| <a href="#">Call forwarding menu</a>                         | Direct access to the system menu <a href="#">Forwarding</a> (see chapter <a href="#">"Call forwarding"</a> , page 64).  |
| <a href="#">Call forwarding protection on/off</a>            | Call forwarding to your phone is not allowed.   |
| <a href="#">Call list: Menu</a>                              | Direct access to the system menu <a href="#">Call list</a> .  |
| <a href="#">Call list: Answered</a>                          | Call list for answered calls.   |
| <a href="#">Call list: Redial</a>                            | Call list for dialed call numbers.  |
| <a href="#">Call list: Unanswered</a>                        | Call list for unanswered calls.   |
| <a href="#">Call recording: Start/stop</a>                   | Record a call. The recordings are stored in your individual e-mail inbox only (see chapter <a href="#">"Recording a call"</a> , page 46). Contact your system administrator to configure this function on your phone. |
| <a href="#">Call transfer</a>                                | Transfer a call to another user with or without prior notice.   |
| <a href="#">Control output on/off</a>                        | You can control external electric equipment or installations using control outputs. For example you can use your phone to open and close electric gates or to switch the lights on or off throughout a building.      |

| Function                                  | Description   |
|---|---|
| <i>Discreet ring on/off</i>               | When this function is on, the phone only rings once. For further information, please see <a href="#">"Activating discreet ring"</a> , page 47.  |
| <i>Do not disturb (busy) on/off</i>       | Your phone does not ring and is set to busy for incoming calls.   |
| <i>Do not disturb (forwarding) on/off</i> | Your phone does not ring and is set to busy for incoming calls. Incoming calls are automatically forwarded to a destination that has been configured by your system administrator.  |
| <i>Empty</i>                              | The key assignment is configured with an empty function. The key serves as a place-holder. If configuration on any key is deleted, the configurations on the subsequent keys shift their position. This can be avoided if instead of deleting the configuration, you configure the <i>Empty</i> function on that key.                 |
| <i>Free configurable</i>                  | You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a key (see chapter <a href="#">"Overview of available functions"</a> , page 56). |
| <i>Free seating: Log in/log out</i>       | Log into/out of a free seating phone (see chapter <a href="#">"Free seating"</a> , page 54).  |
| <i>Hide number on/off</i>                 | Permanently prevents your number from being displayed to the caller (see chapter <a href="#">"Hide number"</a> , page 38).  |
| <i>Hide number per call</i>               | Prevents your number from being displayed to the caller once (see chapter <a href="#">"Hide number"</a> , page 38).   |
| <i>Home Alone on/off</i>                  | If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.   |
| <i>Intrusion</i>                          | This function allows you to intrude on a call of a busy user with notification (see chapter <a href="#">"Activate/reply to intrusion"</a> , page 48).   |
| <i>Meeting centre</i>                     | This function enables access to the MiCollab Audio, Web, and Video conferencing from your SIP phones. Contact your system administrator to know more about the configuration of MiCollab Meeting Centre function on your phone.   |

| Function                                    | Description  |
|---|--|
| <i>Message</i>                              | This function triggers a call back or plays a voice mail. If the message key is pressed, a call is triggered or the guest is connected to the voice mail system and can listen to the voice message. The function code for the Message function is *#38. |
| <i>Park call</i>                            | You would like to keep the person you are talking to on hold without blocking a phone line.  |
| <i>Personal call routing menu</i>           | Direct access to the system menu <i>Call routing</i> (see chapter <u>"Activating personal call routing"</u> , page 50).  |
| <i>Personal call routing profile on/off</i> | Activate/deactivate call routing profile (under the one number user concept).  |
| <i>Phone book:: Local</i>                   | Access to your local phone book. Contacts in the local phone book are stored on the phone only (see chapter <u>"Phone book management"</u> , page 86).   |
| <i>Phone book:: System</i>                  | Direct access to the <i>Directory Lookup</i> system menu. Contacts in the system phone book are integrated in the MiVoice Office 400 communication system (see chapter <u>"Phone book management"</u> , page 86).  |
| <i>Phone lock on/off</i>                    | Activate/deactivate phone lock. Outgoing calls are not possible, but incoming calls can be answered (see chapter <u>"Locking/Unlocking your phone"</u> , page 52).   |
| <i>Picking up a call from a user group</i>  | Pick up a call for another user in the user group. Contact your system administrator to configure this function on your phone.   |
| <i>PIN call</i>                             | Function with OpenCount. Independently from the phone you can make external calls for a fee. Credit may be limited (see chapter <u>"Activating PIN telephony"</u> , page 75).  |
| <i>PIN call rebook</i>                      | Function with OpenCount. You can enter the charges and the call information of your outgoing and incoming calls into specific projects (see chapter <u>"Activating PIN telephony"</u> , page 75).  |
| <i>Presence menu</i>                        | Direct access to the system menu <i>Presence</i> (see chapter <u>"Controlling the presence status"</u> , page 61).   |
| <i>Presence profile on/off</i>              | Activate/deactivate presence profile. You can select a presence profile (profile number 1-4, see chapter <u>"Controlling the presence status"</u> , page 61).  |

| Function   | Description  |
|--|--|
| <i>Redkey:Trigger</i>  | Actuating a redkey triggers the function configured on the connected third party system. Contact your system administrator for more information.   |
| <i>Remote maintenance on/off</i>                                       | This function lets you set remote maintenance access to your communication system permanently.   |
| <i>Remote maintenance onetime on/off</i>                               | This function lets you set remote maintenance access to your communication system on a one-off basis.  |
| <i>Request a callback</i>  | Request a callback if the called party is busy or cannot be reached (see chapter <u>"Request a callback", page 37</u> ).   |
| <i>Ring Alone on/off</i>   | This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept, see chapter <u>"Activating Ring Alone", page 51</u> ).    |
| <i>Run XML function</i>  | You system administrator creates customer-specific XML services (weather report, stock exchange, etc.) which you can use on your SIP phone.Redkey:Trigger                                  |
| <i>Set up conference</i>   | Set up a conference with two call parties.   |
| <i>Show alarm state</i>  | Display of the current alarm state. Contact your system administrator to configure this function on your phone.  |
| <i>Silent intrusion</i>  | This function intrusion without prior notice allows you to intrude on the call of a busy user without notification (see chapter <u>"Activating/answering silent intrusion", page 49</u> ). |
| <i>Switch group x, position 2</i><br><i>Switch group x, position 3</i> | This function lets you route calls and functions via switch groups (with two switch positions).  |
| <i>System events</i>   | Displays list of system events on your phone. For more information about how to access the system events on your phone, see the section <u>"Operating system events", page 69</u> .        |
| <i>System menu</i>   | Access to the MiVoice Office 400 system menu.  |
| <i>Take (pick up own call)</i>   | Transfer a call from your phone to another phone under the one number user concept (see chapter <u>"Take (pick up own call)", page 43</u> ).   |
| <i>Transparent data</i>  | This function takes charge of the transparent exchange of data between the communication server and external applications.   |



| Function  | Description   |
|---|---|
| <i>User group all: Log in/log out</i>                       | Log in/out of all user groups. In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.   |
| <i>User group: Log in/log out</i>                           | Log in/out of a user group. In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.  |
| <i>Voice mail greeting on/off</i>                           | Activates/deactivates a selected voice mail greeting.   |
| <i>Voice mail greeting: Play</i>                            | Plays back a selected voice mail greeting.  |
| <i>Voice mail greeting: Record</i>                          | Records a selected voice mail greeting.   |
| <i>Voice mail menu</i>                                      | Direct access to the <i>Voice mail</i> system menu.   |
| <i>Welcome announcement for announcement service on/off</i> | Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again. |



## Organizing absences from the desk

This section explains the different options provided by your phone when you want to leave your desk.




The presence function enables you on the one hand to quickly set your personal presence state and hence to route the incoming calls to the destination you want. It also tells you directly whether the user you want is reachable or absent without you having to call him. The information details depend on the type of telephone.

## Controlling the presence status

You have a choice of five presence profiles for managing your presence status:

| Profile number  | Presence profile           |
|---|----------------------------|
|  0 | <i>Available</i> (default) |
|  1 | <i>Absent</i>              |

# Phoning

|   | Profile number | Presence profile     |
|---|----------------|----------------------|
|  | 2              | <i>Meeting</i>       |
|  | 3              | <i>Busy</i>          |
|  | 4              | <i>Not available</i> |

You can call up the presence of the user you want in the following situations.

- in Directory Lookup
- in a call list
- in the presence menu.

- Notes:**
- Connected CTI applications can affect your presence status. Contact your system administrator for more information.
  - All configuration options for a presence profile can be found in chapter ["Configuring presence profile", page 89](#).
  - Calls you receive while your presence status is busy will be indicated in the call list.

The presence status can be managed via the system menu, a function key (see chapter ["Configuring keys", page 90](#)), or the Self Service Portal (see chapter ["MiVoice Office 400 Self Service Portal", page 9](#)).



**Activate/deactivate presence profile:**

Press the function key for *Menu*.



Scroll to *Presence* and press the navigation key to the right or press the *Select* softkey.



Select the presence profile you want and press the *Activate* softkey.  
→ The presence profile is activated.



**To check a user's presence:**

Press the function key for *Menu*.



Scroll to *Presence* and press the *Select* softkey.



1. Press the *Presence?* softkey.
2. Enter the call number and press the *Select* softkey.

## Absence information

You wish to give your caller detailed information about your absence.

If you have configured call forwarding to voice mail in your presence profile, you can choose whether the currently active greeting, the global greeting, one of your personal greetings or an absence information should be played back to the caller.

The absence information is available for each presence profile, with the exception of [Available](#). Absence information consists of a language-dependent, predefined audio text. The time and/or date are also given as an option. Depending on voice mail configuration, your caller then immediately has the possibility of leaving a message.

**Example:** The person you have called is not available until 02:00 p.m. on 31st January. Please leave a message after the tone.

The absence information is an integral part of a presence profile. All configuration possibilities for this option can be found in chapter ["Configuring presence profile"](#), page 89.

**Note:** If your Outlook calendar is not synchronised via Mitel Open Interfaces Platform (OIP) with your communication server, you have to manually enter and delete the time and date.



### Set up the absence information:

Press the function key for [Menu](#).



Scroll to [Presence](#) and press the [Select](#) softkey.



Select the presence profile where you want to give your caller detailed information about your absence and press the *Modify* softkey.



Select or enter the settings you want and confirm with the *Select* softkey. You can set the following absence information:

1. Scroll to *Description* and press the *Modify* softkey.
2. Enter description and confirm with the *Select* softkey
3. Scroll to *Time/date* and press the *Modify* softkey.
4. Make the changes and confirm with the *Select* softkey.
5. Scroll to *Personal call routing* and press the *Modify* softkey.
6. Make the changes and confirm with the *Select* softkey.
7. Scroll to *Call forwarding* and press the *Modify* softkey.
8. Make the changes and confirm with the *Select* softkey
9. Select *Voice mail greeting* and confirm with the *Modify* softkey.
10. Make the changes and confirm with the *Select* softkey

→ Settings are saved. Your caller hears the selected absence information, followed, if applicable, by time and date.

## Call forwarding

You want to leave your desk. Calls for you are to be forwarded to a different destination (e.g. another user, your voice mail).

With call forwarding, you can forward incoming calls directly to a different destination. The following call forwarding options can be selected.

- Notes:**
- One call forwarding applies to all connected phones, in one number user concept.
  - Only one call forwarding variant at a time is possible.

| Menu                       | Description  |
|----------------------------|--|
| <i>Call forwarding off</i> | No CFU is carried out.   |
| <i>Always (CFU)</i>        | Incoming calls are automatically forwarded to another destination (Call Forwarding Unconditional). |

| Menu                      | Description   |
|---------------------------|---|
| <i>If busy (CFB)</i>      | Incoming calls are forwarded directly to a different destination if you are busy (Call Forwarding if Busy).   |
| <i>On no reply (CFNR)</i> | Additionally, incoming calls are forwarded to another destination. Both your own phone and the other destination will then start ringing. The system configuration determines whether or not the phone at the other destination rings with delay. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy.<br>Existing call forwarding settings at the selected destination cannot be executed. Contact your system administrator for more information. |

Available call forwarding destinations:

| Menu              | Description  |
|-------------------|--|
| <i>User</i>       | Incoming calls are forwarded to an internal user or a call number.   |
| <i>Voice Mail</i> | Incoming calls are forwarded to your voice mail, providing it has been set up by your system administrator. You can use the global greeting or your personal greeting (see chapter " <a href="#">Configuring voice mail</a> ", page 87). For further information on voice mail, please see the user's guide "User Guide Voice Mail Systems" on <a href="#">Mitel DocFinder</a> . |

Operation of call forwarding is available via the system menu, a function key (see chapter "[Configuring keys](#)", page 90), or the Self Service Portal (see chapter "[MiVoice Office 400 Self Service Portal](#)", page 9).



**Activating call forwarding to a call number or to a voice mail:**  
Press the function key for *Menu*.



Scroll to *Call forwarding* and press the navigation key to the right or press the *Select* softkey.



Select the call forwarding option you want and confirm with the *Select* softkey.  
→ The call forwarding is activated.



If you want to activate call forwarding to a call number or to a voice mail, select the call forwarding option you want and press the *Modify* softkey.



For activating call forwarding to a call number, select **User** as the call forwarding option and confirm with the **Select** softkey.



Enter the forwarding destination call number and confirm with the **Select** softkey.  
→ The call forwarding is activated to the destination call number.



For activating call forwarding to a voice mail, select **Voice Mail** as the call forwarding option and confirm with the **Select** softkey.  
→ The call forwarding is activated to the voice mail.



**Deactivate call forwarding:**  
Press the function key for **Menu**.



Scroll to **Call forwarding** and press the navigation key to the right or press the **Select** softkey.



Select the option **Call forwarding off** and confirm with the **Select** softkey.  
→ The call forwarding is deactivated.

## Operating call lists and voice messages

**In this section, you will learn how to use call lists and voice messages which are stored in the MiVoice Office 400 communication system.**

### Editing options for the call list

The call lists (unanswered/answered calls and redial list) include a maximum of 30 entries each. Once the list is full, the oldest entry on the list will be deleted.

Missed calls are signaled on the display; the LED of the call list key (if defined as a function key) is red. The following options are available for further editing of the entries:

The form in which the call is displayed depends on the settings your system administrator selected in the MiVoice Office 400 communication system: **Advanced** or **Picture-ID**. Contact your system administrator for more information.

| Menu              | Description  |
|-------------------|--|
| <i>Delete all</i> | Deleting all entries from a specific call list.  |
| <i>Detail</i>     | Available detailed information: <ul style="list-style-type: none"> <li>• Call number / name</li> <li>• Call date and time</li> <li>• Number of call attempts</li> <li>• Presence status of the user</li> </ul> |
| <i>Delete</i>     | Delete entry.  |
| <b>Note:</b>      | If you delete an entry in the unanswered calls list, then any voice messages for this entry are also deleted.  |
| <i>Dial</i>       | Calling a user back.   |

The call lists can be operated via the call lists key, the system menu or a function key, or via the redial key (see ["Configuring keys", page 90](#)).

More information on call lists can be found in chapter ["Selecting from the call list", page 32](#).



### Options in the call list: (Unanswered calls, Answered calls, Redial list)



Press the call list key.



Scroll to the call list you want and press the *Select* softkey.



Scroll through the list and select the user you want.



#### Calling a user from the call list:

Pick up the handset or press the *Dial* softkey.

→ The call number of the user is dialed. Once the call has been successfully connected, the user is deleted from the unanswered call list.



#### Calling up detailed information on an entry:

Select the entry you want and press the *Detail* softkey.



#### Deleting an entry from the call list:


Select the entry you want and press the *Delete* softkey.



#### Deleting all entries from the call list:

1. Select an entry and delete all entries with the *Delete all* softkey.
2. Confirm the security question with *Yes*.

## Editing options for voice messages

Your display signals new voice message as follows: . The message LED flashes red slowly.

The following options are available for further editing of the voice messages:

| Menu              | Description  |
|-------------------|--|
| <i>Delete all</i> | Deleting all voice messages.   |
| <i>Greetings</i>  | How to configure a voice mail greeting (see chapter <u>"Managing personal voice mail greeting", page 87</u> ).   |
| <i>Detail</i>     | Available detailed information: <ul style="list-style-type: none"><li>• Call number / name</li><li>• Call date and time</li></ul>  |
| <i>Delete</i>     | Delete voice message   |
| <i>Dial</i>       | Call the person who left the voice message.  |
| <i>Forward</i>    | Forward the voice message to another user. You can decide whether to keep a copy of each voice message. A forwarded voice message is indicated by an additional letter which is the first letter of the softkey. |
| <i>Play</i>       | Play voice message.  |

- Notes:**
- Depending on the system configuration your system administrator can specify that you are notified by e-mail whenever you receive a new voice message (with the voice message attached). Contact your system administrator for more information.
  - To find out how to configure a voice mail, refer to chapter "Configuring voice mail", page 87 or the user guide "User Guide Voice Mail Systems" on the [Mitel DocFinder](#).
  - Voice messages to another voice mailbox that you are entitled to access are listed in the same voice mailbox as your own. You have the same editing options.

Voice messages can be managed through the system menu, the voice mail key, a function key (see chapter "Configuring keys", page 90), or the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).





Press the function key for *Voice mail*.



**Play voice message:**

Select the entry you want and press the *Play* softkey.



**Calling up detailed information on a voice message:**

Select the entry you want and press the *Detail* softkey.



**Deleting a voice message:**

Select the entry you want and press the *Delete* softkey.



**Deleting all voice messages:**

Select an entry and delete all entries with the *Delete all* softkey.



**Call the contact person who left the voice message:**

Select the entry you want and press the *Dial* softkey.




**Forwarding voice messages:**

1. Select the entry you want and press the *Forward* softkey.
2. Enter the call number and press the *Send* softkey.
3. If you wish to keep a copy of the voice message, answer the question with the *Yes* softkey.

## Operating system events

**In this section, you will learn how to access system events on your phone.**

The system events (also called alarms) can be signaled on the SIP phones registered with the MiVoice Office 400 communication system. Your phone displays a yellow warning triangle icon  on the top line (status bar) for new system events. The phone also signals new system events acoustically with a beep-beep. The LED of the function key is also lit. The phone displays a maximum of 16 entries in the system event list. Once this limit is exceeded, you are prompted to delete some entries.



Press the function key for [System Events](#) or go to the [Menu > System Events](#) on the phone.

→ The phone displays a list of system events.



**Read a system event:**


Select the entry you want and press the [Read](#) softkey.



**Delete a system event:**

Select the entry you want and press the [Delete](#) softkey.

**Note:**

If there is a new system event, the phone (when idle) displays information about the number of new system events, marking new events with a yellow warning triangle icon  in the status bar. Once an event message is read, the icon does not appear in the status bar.

## Organization within the team (busy lamp field)

**This section explains the different options provided by your phone to communicate in a team.**

### Using the busy lamp field key

You and your team partners want to be reachable at all times as a team and be able to communicate with one another as quickly as possible.

By pressing a single key you can call a team partner or answer a call for anyone in the team. When a team partner makes a call, the LED for the corresponding busy lamp field key lights up. This tells you when a team partner is busy. The busy lamp field key LED flashes to indicate that the team partner is receiving a call.

To be able to use the busy lamp field key, it must have been configured as such with the call number of the team partner, either by your system administrator or by yourself in the Self Service Portal (see chapter "[Configuring keys](#)", page 90).

The busy lamp field keys on the phone have two states:




- **Line state:** Line state shows the various states of the line, such as, idle, ringing, and busy. This is indicated by the LED on the phone.
- **Presence state:** It shows the presence state of the user such as available, absent, in a meeting, busy, or not available. The presence state is set by the team partner manually. This is indicated by the small circle on the right side of the key on the phone. The green circle indicates the team partner as available, grey as absent, yellow as in a meeting, red as busy, and black as not available.



- Note:**
- The line state and the presence state are independent of each other. The presence state does not change when the line state is idle or busy (ringing, connected, or on hold).
  - A busy lamp field can only be saved on the top softkeys and on the keys of the expansion module.
  - The expansion key module does not show image icons; it shows only icons with the initial letters. On expansion key module, line state is represented by LED. The LED is off when idle, solid red when connected, and flashing red when ringing. The presence state is represented by the LCD on the display.

The following table shows the line state of a busy lamp field key, and the corresponding LED behavior.

| Busy lamp field key line state | LED behavior      |
|--------------------------------|-------------------|
| Idle                           | Off               |
| Ringing                        | Fast flashing red |
| Connected                      | Solid red         |
| On hold                        | Solid red         |

The following table shows the softkey icons and the presence state of the user on a busy lamp field key.

| Softkey Icon  | Presence on busy lamp field key |
|---|---------------------------------|
|  | Available                       |
|  | Absent                          |
|  | Meeting                         |

| Softkey Icon  | Presence on busy lamp field key |
|---|---------------------------------|
|  | Busy                            |
|  | Not available                   |



**Check presence status:**

- 1. Press the info key.
- 2. Press the desired busy lamp field key.
- The phone status of the team partner is displayed.

**Note:**

Press another busy lamp field key to receive additional contact information.



**Calling a team partner:**

Press the required busy lamp field key to call the team partner.

Answering a call for a team partner

Your team partner is called. The LED on the busy lamp field key flashes. You know that your team partner is not at his desk at present and therefore decide to answer the call.

You take over the call by pressing the busy lamp field key. As soon as you have answered the call, your team partner is free again.



**Answering a call for a team partner:**

- Pick up the handset as long as the busy lamp field key LED is flashing.
- You hear the dialing tone.



Press the busy lamp field key.

→ You are connected with the person who is calling your team partner.

## Line keys on a key telephone

**This section explains the different options provided by your phone when your system administrator has assigned one of more configurable keys as KT line keys. KT line keys make your phone a key telephone.**

KT lines are the external line keys. A KT line is associated with a call distribution element (CDE) number. External user can reach you on the KT line using the Direct Dial In (DDI) number associated with the KT line. Contact your system administrator for more information. One or usually multiple phones can be connected to the KT line, for example, all employees in a travel agency who work with Europe as a destination. The KT line key belonging to the KT line shows the status of the KT line through the LED and allows you to accept calls which are made to this KT line. When there is an incoming call on a KT line of a phone while the phone is engaged in another call, an audio alert notifies you of the incoming call.

Your phone becomes a key telephone as soon as your system administrator has assigned a KT line to a configurable key. With the configuration of a KT line key, your system administrator can also set up a personal line on which you can make your personal calls. All other function keys retain their function.

You can make some changes in the KT line configurations through Self Service Portal. You can activate the call list option and can give a name for the KT line. You can also assign up to 15 ring melodies.

KT lines can only be configured on the top softkeys and the keys of the expansion key module.

**Note:** You can assign up to nine priority levels to your line keys.

## Answering a call on the KT line key

You are being called on one or more KT line keys. The KT line key(s) flash quickly. You want to answer a call on a KT line key.

If you want to answer a call on another KT line key first, press this KT line key in order to pick up the call. If you pick up the handset without pressing a KT line key, you will be connected to the highest priority KT line.

**Note:** If an incoming call meets a busy KT line, the call is forwarded to the other available KT line. Only if no more KT lines are free, your caller hears a busy tone.



Pick up the handset.

→ Connection to the KT line with the highest priority.

**Or:**

1. Press KT line key.

→ KT line is selected.

2. Pick up the handset.

→ Connection to the selected KT line.

### Initiating a call through a KT line key

You want to make a call through a KT line key.

You can call through any free KT line key. Each KT line is associated with a call distribution element (CDE) number. This means that, by phoning, you transmit the call number associated with the active KT line key.

Charges are accrued separately for each KT line key.



Enter the phone number.



Press a free KT line key.

→ The LED on the KT line key lights up. KT line is selected.



Pick up the handset.

→ The phone number is dialed.

## Using functions with Mitel OpenCount

**Mitel OpenCount is a software package for call logging management in communication systems and offers a clear overview over all cost structures. The application can be integrated into your MiVoice Office 400 communication system and enables the logging, the administration, and the analysis of all call and connection data.**

**If a Mitel OpenCount is integrated into your MiVoice Office 400 communication system, the following additional feature is also available on your phone.**

## Activating PIN telephony

The PIN telephone service is part of Mitel OpenCount. The possible applications of the PIN telephony depend on the area of use, for example in the area of health care and accommodation/hotel:

- Independently from the phone you can make external calls for a fee. The credit may be limited.
- You can charge the charges and the call information of your outgoing and incoming calls to specific projects.

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 91).

For further information, please see the product-specific user guides for Mitel OpenCount on our website ([www.mitel.com](http://www.mitel.com)) or contact your system administrator.



### Activating/deactivating PIN call:

Press the function key for *PIN call* / *PIN call rebook*.

→Function is activated/deactivated, LED on the function key is switched on/off.

## Setting functions by remote control

**This section explains how you can alter your phone's settings even if you are not directly at your phone.**

You are not at your desk and want to set various functions on your phone from a different phone.

You can activate/deactivate many of your phone's functions by remote control from a different phone.

The remote control is initiated using a special function code. You must then enter the function commands and function codes (see chapter "Overview of available functions", page 56).



## Using remote control from a third-party phone:

1. Enter function code #06.
2. Enter your phone number.
3. Enter your PIN.
4. Enter the function code for activating/deactivating the function you want.



Pick up the handset.

→ You hear the acknowledgement tone.



Put the handset on-hook.

→ The function is activated/deactivated.

### Note:

The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN", page 84).



## Personalizing your phone

**These sections explain how to adapt the phone's basic settings to suit your personal requirements.**

|  |    |
|--|----|
| Configuring the display . . . . .            | 78 |
| Configuring the audio properties. . . . .    | 78 |
| Configuring general phone settings . . . . . | 81 |
| Protecting yourself against calls . . . . .  | 85 |
| Phone book management. . . . .               | 86 |
| Configuring voice mail. . . . .              | 87 |
| Configuring presence profile. . . . .        | 89 |
| Configuring keys . . . . .                   | 90 |

# Configuring the display

This section explains how to set display properties.

## Setting the display

You may find the display is too bright or too dark.



Press the Option key.



Scroll to *Display* and press the selection key.



### Setting home screen mode:

Set the desired mode using the horizontal navigation key and confirm with the *Save* softkey.



### Setting the duration for the screen saver:

Enter the desired time in seconds in the input field and confirm with the *Save* softkey.



### Setting the brightness:

Set the desired brightness level using the horizontal navigation key and confirm with the *Save* softkey.



### Setting the duration for brightness:

Enter the desired time in seconds in the input field and confirm with the *Save* softkey.

# Configuring the audio properties

This section explains how to set audio properties.

## Adjusting the volume


You want to change the volume of the ring tone or the handset during a call.


**Ring volume:** You can adjust the volume in the idle state or when the ring tone sounds. Press and hold the volume down button to switch off the ring tone completely.

**Handset volume:** You need to set the volume of handset and loudspeaker separately. The new handset volume will remain saved even after the call is ended.



## Adjusting the volume (in idle state, during ringing phase/call):

Quieter: Press the  key.

Louder: Press the  key.

## Setting the ringing properties

You want to change the way in which your phone rings.

Available settings:

| Ring tones   | Description   |
|--|---|
| <ul style="list-style-type: none"> <li>• <a href="#">Ring tone 1...15</a></li> <li>• <a href="#">Silent</a></li> </ul> | <p>Selection of available ring melodies.</p> <p>If you do not want to be disturbed during a certain time, you can set your phone not to ring with Suppress ring tone.</p> |
| <a href="#">Tone set</a>   | Country-specific ring tone settings. This menu is set by your system administrator.   |



### Setting the ring:

Press the Option key.



Scroll to [Audio](#).



Scroll down to [Ring Tones](#) using the navigation key and confirm with the selection key.



Select the setting you want and confirm with the [Save](#) softkey.

→ After you selected a ring melody, the melody will be played.

### Note:

- A list of alarm melodies is available for playback: [Menu](#) > [Alarm melodies](#) > [Test](#).
- You can configure individual ring tones for each busy lamp field and line key using the Self Service Portal. For more information about the Self Service Portal, please refer to ["MiVoice Office 400 Self Service Portal", page 9](#).

## Setting the audio properties

Using your phone, you can make and answer calls using the handset, headset or hands-free system. You can set custom ring melodies for your phone. The audio settings allow the use of different combinations of these three operation modes in order to achieve maximum flexibility in phone operation. The following options are available for selection:

| Audio settings   | Description   |
|--|---|
| <i>Audio Mode:</i>   | Setting possibilities for headset mode:   |
| <ul style="list-style-type: none"><li>• <i>Speaker</i><br/>(default)</li></ul> | <p>The connection is established via the handset or the hands-free system.</p> <ul style="list-style-type: none"><li>• Press the loudspeaker/headset key when in handset mode to switch to hands-free mode.</li><li>• Pick up the handset when in hands-free mode to switch to handset mode.</li></ul>  |
| <ul style="list-style-type: none"><li>• <i>Headset</i></li></ul>               | <p>The connection is established via the handset or the headset.</p> <ul style="list-style-type: none"><li>• Press the loudspeaker/headset key when in handset mode to switch to headset mode.</li><li>• Pick up the handset when in headset mode to switch to handset mode.</li></ul>  |
| <ul style="list-style-type: none"><li>• <i>Speaker/Headset</i></li></ul>       | <p>At first, incoming calls are connected in hands-free mode by pressing the loudspeaker/headset key.</p> <ul style="list-style-type: none"><li>• Press the loudspeaker/headset key repeatedly to switch back and forth between hands-free mode and headset.</li><li>• Pick up the handset to return the conversation from hands-free mode or headset to the handset at any time.</li></ul>   |
| <ul style="list-style-type: none"><li>• <i>Headset/Speaker</i></li></ul>       | <p>At first, incoming calls are connected in headset mode by pressing the loudspeaker/headset key.</p> <ul style="list-style-type: none"><li>• Press the loudspeaker/headset key repeatedly to switch back and forth between headset mode and hands-free mode.</li><li>• Pick up the handset to return the conversation from hands-free mode or headset to the handset at any time.</li></ul> |
| <i>Headset:</i>  | Setting possibilities for your headset:   |

| Audio settings                    | Description   |
|-----------------------------------|---|
| • <a href="#">Headset Mic Vol</a> | Sets the volume of the headset microphone.  |
| • <a href="#">DHSG</a>            | <p>Activate/deactivate DHSG.</p> <p>Phoning using a cordless headset based on the DHSG standard allows you to set up and to end calls from the headset. Ask your dealer which headsets are particularly well suited for this phone.</p> <p>To avoid damages on the phone, always disconnect the phone from the mains power first before you install a DHSG headset.</p> |

- Notes:**
- To find out how to make phone calls with the headset, refer to "Using a headset", page 30.
  - More information on the function Automatic hands-free can be found in chapter "Using your phone in hands-free mode", page 28.



Press the Option key.



Scroll to [Audio](#).



**Setting the audio mode:**

1. Scroll down to [Audio Mode](#) using the navigation key and confirm with the selection key.
2. Select the mode you want and confirm with the [Save](#) softkey.



**Setting the headset:**

1. Scroll down to [Headset](#) using the navigation key and confirm with the selection key.
2. Select the volume you want or DHSG and confirm with the [Save](#) softkey.

## Configuring general phone settings

**This section explains other settings you can make on your phone.**

## Selecting the language

You wish to select a different user language for your display.

To change both the local user language and the user language of the MiVoice Office 400 communication system, configure the language settings for your phone over the Self Service Portal only. For more information about the Self Service Portal, please refer to ["MiVoice Office 400 Self Service Portal"](#), page 9.

The language selection depends on the language packages your system administrator installed on your phone. English is the default language and is included in every language package. Should your desired language not be available, your system administrator can install more language packages.

If your desired language is available, but is not displayed or displayed only in parts, you have to restart your phone (see chapter ["Restart phone"](#), page 85).

## Selecting the time and date

The settings for the time and date are made by your system administrator. The following chapter is thus intended for your system administrator or technician, who will then set the time and date for you.

As system administrator or technician, you can make global settings for the time and date for all Mitel SIP phones in the MiVoice Office 400 communication system. If no NTP time server is entered in the communication system, then you can also make these settings over the phone. Available settings:

| Setting  | Description  |
|--|--|
| <a href="#">Settings</a>   |  |
| <ul style="list-style-type: none"><li>• <a href="#">Time format</a></li></ul>      | 12-hour or 24-hour clock format.   |
| <ul style="list-style-type: none"><li>• <a href="#">Daylight savings</a></li></ul> | <ul style="list-style-type: none"><li>• List of available summer time formats.<ul style="list-style-type: none"><li>– Off</li><li>– 30min summertime</li><li>– 1h summertime</li><li>– Automatic</li></ul></li></ul> |
| <ul style="list-style-type: none"><li>• <a href="#">Date format</a></li></ul>      | List of available date formats.  |
| <a href="#">Time zone</a>  | List of available global time zones.   |
| <a href="#">Set Date and Time</a>  | Set the time and date manually or select <a href="#">Use Network Time</a> and select the settings for the time server.   |

| Setting  | Description  |
|--|--|
| <ul style="list-style-type: none"> <li>• <a href="#">Use network time</a></li> </ul>                         | The settings for the time and date are controlled by the communication system. The time/date are shown on the display when in the idle state.  |
| <ul style="list-style-type: none"> <li>• <a href="#">Time server 1-3</a></li> </ul>                          | Settings when <a href="#">Use Network Time</a> is activated:<br>Setting menu for the IP address or domain name of the time server. If a valid time server is set, then the phone synchronises the displayed time with the specified configuration server. The phone adopts the time from time server 1. If this is not configured or cannot be reached, then the phone queries first time server 2 and then 3. |
| <ul style="list-style-type: none"> <li>• <a href="#">Time</a></li> <li>• <a href="#">Set date</a></li> </ul> | Settings when <a href="#">Use Network Time</a> is deactivated:<br>Setting menu for the time. The time/date are shown on the display when in the idle state.  |



Press the Option key.



Scroll to [Time/date](#).



### Settings:

Scroll down to [Settings](#) using the navigation key and confirm with the selection key.

Select the setting you want and confirm with the [Save](#) softkey.



### Setting the time zone:

Scroll down to [Time Zone](#) using the navigation key and confirm with the selection key.

Select the setting you want and confirm with the [Save](#) softkey.



### Set Date and Time:

Scroll down to [Set Date and Time](#) using the navigation key and confirm with the selection key.

Select the setting you want and confirm with the [Save](#) softkey.

## Using Live Dialpad (single-digit dialing)

Activates or deactivates the Live Dialpad. This local function is not supported by the MiVoice Office 400 communication system.

### Changing the PIN

You want to change the PIN used to lock/unlock your phone and to thus protect your phone settings (more information about locking/unlocking your phone can be found in chapter ["Locking/Unlocking your phone", page 52](#)).

The digit combination "0000" is set as default. You can select any 2 to 8-digit combination for your new PIN. The PIN on your phone is changed using the Self Service Portal only. For more information about the Self Service Portal, please refer to ["MiVoice Office 400 Self Service Portal", page 9](#).

- Notes:**
- The PIN that you have changed locally on your phone cannot be displayed or overwritten over the Self Service Portal. Therefore, only configure your PIN via the Self Service Portal of the MiVoice Office 400 communication server.
  - Please note that your personal PIN is valid for all your phones in the one number user concept (see chapter ["One number user concept", page 8](#)).

### Enter the display text for the idle state

You want to change the text displayed by your phone in the idle state.

The display text shown in the idle state on your phone is configured using the Self Service Portal. For more information about the Self Service Portal, please refer to ["MiVoice Office 400 Self Service Portal", page 9](#).

### Local IP settings

Your phone saves phone-specific data such as IP address or memory space. The input of this data is password-protected; it can therefore only be carried out by your system administrator. You can however call up the data.



#### Calling up the phone status:

Press the Option key.



Scroll to **Status** and confirm with the selection key.

→ Settings are displayed.





### Calling up the system menu:

Press the function key for *Menu*.



Scroll to *Software Version* and press the navigation key to the right.

→ Settings are displayed.

## Restart phone

You want to restart your phone. You have to restart your phone after the following actions:

- Installing a new language package.
- Updating the newly selected language.
- Installing new phone software.
- Confirming new settings.

### Notes:

- Do not disconnect the power supply for the phone while the phone is being restarted.
- Every time you disconnect the power supply or restart the phone, the phone will test if the configuration changed or if a language or firmware update is available. If yes, your phone will update automatically, which may take a few minutes. Do not disconnect the power supply for your phone while this update is carried out.



Press the Option key.



Scroll to *Restart* and confirm with the selection key.

Confirm the security question with *Yes*.

→ The phone is restarted.

## Protecting yourself against calls

**The protection function helps to protect yourself against other users applying telephony features on you via menu guidance or using function codes.**

### Activating protection against call types

You want to protect yourself against certain types of call. You can protect yourself from the following types of call:

- Call waiting<sup>1)</sup>
- Intrusion
- Call forwarding
- Announcement
- Fast take
- Remote control

Protection for these call types is configured using the Self Service Portal. For more information about the Self Service Portal, please refer to "MiVoice Office 400 Self Service Portal", page 9.

### Phone book management

**This section includes important information on your phone books.**

#### Selection

If your phone is connected to an MiVoice Office 400 communications system, then the following phone books can be selected:

##### **System phone book**

The system phone book contains the contacts of the users on the MiVoice Office 400 communication system and your private contacts, to which only you have access. It is integrated into the MiVoice Office 400 communication system by your system administrator.

With the help of quickdial and dialing by name in the system phone book (see chapter "Dialing from the phone book (directory lookup)", page 31), you can search for and call both a contact in the MiVoice Office 400 communication system and in your private phone book.

##### **Local phone book:**

Aside from the system phone book, your phone also has a local phone book. This can be assigned to a function key.

<sup>1)</sup> Your system administrator can set the MiVoice Office 400 communication system to ignoring this call waiting block.

The local phone book is not supported by the MiVoice Office 400 communication system. This implies that contacts saved in this local phone book are only available on your Mitel SIP phone. The search function in the system phone book (quickdial and dialing by name) does not search in the local phone book.

**Note:** In the option menu (option key > [Phone book](#)), you can change the desired order of names and sorting.

### Private contacts:

We recommend using the following products to manage your private contacts:

- Self Service Portal (see chapter "[MiVoice Office 400 Self Service Portal](#)", page 9).
- Mitel OfficeSuite
- External directories, such as Microsoft Exchange (provided your MiVoice Office 400 communication system is synchronised with external directories).

## Configuring voice mail

**This section explains how to set your voice mail.**

### Managing personal voice mail greeting

Depending on the system configuration, you have the option of recording up to 3 different greetings (e.g. for absences or holidays). Give each greeting an appropriate name. Depending on the system configuration a caller may or may not be able to leave a message.

If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. For further information on voice mail, refer to your system administrator or the user's guide [User Guide Voice Mail Systems on the Mitel DocFinder](#).

The following options are available for further editing of your voice mail greetings:

| Menu                   | Description                         |
|------------------------|-------------------------------------|
| <a href="#">Record</a> | Record voice mail greeting.         |
| <a href="#">Select</a> | Activating the voice mail greeting. |
| <a href="#">Edit</a>   | Renaming the voice mail greeting.   |

# Personalizing your phone

| Menu   | Description                    |
|--|--------------------------------|
| <b>Mode:</b>   | Selecting the mode:            |
| • <i>Recording allowed</i>   | Caller can leave a message.    |
| • <i>Recording not allowed</i>   | Caller cannot leave a message. |
| <b>Play</b>  | Play voice mail greeting       |
| Operation of voice mail is available via the system menu, a function key (see chapter "Configuring keys", page 90), or the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9). |                                |
| To know more about options for editing voice messages, see chapter "Editing options for voice messages", page 68.  |                                |



Press the function key for *Voice mail*.



Press the *Greeting* softkey.



**Renaming the voice mail greeting:**

1. Select the greeting you want and press the *Modify* softkey.
2. Enter the name and confirm with the *Select* softkey.



**Recording voice mail greeting:**

1. Select the greeting you want and press the *Record* softkey.
2. Pick up the handset and record your own personal greeting.
3. Stop the recording using the *Done* softkey.



**Playing voice mail greeting:**

1. Select the greeting you want and press the *Play* softkey.
2. You can monitor your personal greeting text and re-record it if necessary.  
→ Press the loudspeaker key to hear the text being played over the loudspeakers.



**Selecting the mode:**

1. Select the greeting you want and press the *Mode* softkey.
2. Select the mode you want and confirm with the *Select* softkey.



**Activating the voice mail greeting:**

Select the greeting you want and press the *Select* softkey.

## Configuring presence profile

You want to manage your incoming calls taking your current presence status into account (see chapter ["Organizing absences from the desk"](#), page 61).

You have a choice of 5 presence profiles for managing your presence status: [Available](#), [Absent](#), [Meeting](#), [Busy](#), [Not available](#). Presence profiles contain action commands that are executed when the presence status is activated. This may be a call forwarding to a voice mail and/or a pre-defined personal call routing.

For each of these presence profiles you can make the following settings:

| Menu                                       | Description   |
|--|---|
| <a href="#">Description</a>                | Type in the text to be displayed to other users as detailed information for your presence status (e.g.: "Meeting until 4 pm."). You can also leave this input field blank.  |
| <a href="#">Time/date</a>                  | Enter the time and/or date of your absence: This information is displayed to your caller, providing you selected the <a href="#">Absence information</a> setting for call forwarding to voice mail. You can also leave this input field blank.  |
| <a href="#">Personal call routing:</a>     | Specify the phones on which a call is to be signaled (see <a href="#">"Activating personal call routing"</a> , page 50).  |
| • <a href="#">Keep settings as is</a>      | Calls are routed according to your settings.  |
| • <a href="#">None</a>                     | Any set call forwarding operation is deleted.   |
| • <a href="#">Routing ID &lt;1...5&gt;</a> | Your personal call routing number.  |
| <a href="#">Call forwarding:</a>           | Specify the phones on which a call is to be signaled (see <a href="#">"Call forwarding"</a> , page 64).   |
| • <a href="#">Keep settings as is</a>      | Calls are routed according to your settings.  |
| • <a href="#">Forwarding off</a>           | Any configured call forwarding operation is deleted.  |
| <b>Note:</b>                               | In the Self Service Portal, you can specify whether you want the same or a different forwarding destination for external and internal calls. The call number of the external call forwarding destination is then always shown on your phone display unless the external forwarding destination is <a href="#">No forwarding</a> . |
| • <a href="#">User</a>                     | A call is channelled to the defined forwarding destination.   |
| • <a href="#">Voice Mail</a>               | A call is forwarded to voice mail. The greeting to be played can be configured with voice mail greeting.  |

# Personalizing your phone

| Menu                         | Description  |
|------------------------------|--|
| <i>Voice mail greeting:</i>  | Activate the greeting you want.  |
| • <i>Keep settings as is</i> | Your currently defined greeting is used.   |
| • <i>Absence information</i> | Your caller is given an absence information (as well as time and date, if this has been configured as such in the presence profile). This setting is not available in the <i>Available</i> presence profile. More information can be found under " <i>Absence information</i> ", page 63.      |
| • <i>Default greeting</i>    | Your caller will hear the global greeting (name depends on the MiVoice Office 400 communication system).   |
| • <i>Personal greeting</i>   | <ul style="list-style-type: none"><li>• If you renamed your personal greeting, your greeting name is displayed here. Your caller obtains one of the currently active personal greetings.</li><li>• The time and date are never played in the global greeting and personal greetings.</li></ul> |

Presence settings can be managed via the system menu, a function key (see chapter "*Configuring keys*", page 90), or the Self Service Portal (see chapter "*MiVoice Office 400 Self Service Portal*", page 9).



**Changing the presence profile:**  
Press the function key for *Menu*.



Scroll to *Presence* and confirm with the selection key.



Select the presence profile you want and press the *Modify* softkey.



Select the setting you want and press the *Modify* softkey.



Make the changes and confirm with the *Select* softkey.

## Configuring keys

**This section explains how to assign call numbers, functions and busy lamp fields to a key.**

## Available keys

You can select the following keys for configuration purposes:

You can assign each key a specific action type so that you can trigger a particular action by simply pressing that key. The following choices are available:

| Action type            | Designation       | Description  |
|------------------------|-------------------|--|
| <i>Call number</i>     | Number key        | Configure a key with a call number and name  |
| <i>Function</i>        | Function key      | Configure a key with a function in order to run or activate/deactivate a function.   |
| <i>Busy lamp field</i> | Team key          | Configure a key with your team partner's call numbers. Team keys are only possible on the top softkeys. You can also configure busy lamp field on the keys of expansion key module.  |
| <i>KT line</i>         | Line key          | KT lines are the external line keys. A KT line is associated with a call distribution element number (CDE). External user can reach you on the KT line using the Direct Dial In (DDI) number associated with the KT line. Contact your system administrator for more information. Your phone becomes a key telephone as soon as your system administrator has configured a KT line on the top softkeys of your phone. For more information on KT line keys, please refer to <a href="#">"Line keys on a key telephone", page 73.</a> |
| <i>Personal line</i>   | Personal call key | Personal line on key telephones on which you can make personal calls. The personal line is created when your system administrator assigns a key on your phone as a personal line while configuring the KT line.  |

## Configuring or deleting a key assignment

You want to configure a configurable key with a call number, function or busy lamp field, or you want to delete the key configuration.

The keys must have been configured either by your system administrator or by yourself in the Self Service Portal (see chapter ["MiVoice Office 400 Self Service Portal", page 9](#)). An overview of the available functions can be found in the chapter ["Overview of available functions", page 56.](#)

## Personalizing your phone

**Note:** A key that you have configured locally on your phone cannot be displayed or overwritten over the Self Service Portal. Therefore, always configure your keys via the Self Service Portal of the MiVoice Office 400 communication server.



## Auxiliary reception phone

**This section explains the options provided by your phone when it is registered on the system as an auxiliary reception phone.**

|   |    |
|---|----|
| Auxiliary reception phone . . . . .               | 94 |
| Operating the auxiliary reception phone . . . . . | 95 |

# Auxiliary reception phone

**Your phone becomes an auxiliary reception phone if your system administrator has defined the phone in the system as an auxiliary reception phone and has configured the basic settings.**

A hotel can have a reception phone to manage a number of general hotel administrative tasks. In addition, there can be a phone in a back office that can be used mainly for handling calls or managing wake-up calls, Do not disturb (DND) service, and notifications, when the reception phone is not manned or is busy (for example: with a check-in/check-out or on a call). Your auxiliary reception phone provides you with a hotel menu, and options for managing wake-up calls, do not disturb (DND), and notifications. If the auxiliary reception phone is on a call with a room telephone, fast access is provided to the functions.

Your auxiliary reception phone offers a [Hotel menu](#), which has the following entries:

- [Room configuration](#): Shows the room state (along with other relevant information) of a room. Go to [Hotel menu](#) > [Room configuration](#) > Enter the room number to view the room state of the room entered. Use this option to change the settings (wake-up, do not disturb (DND), or notification) for the room.
- [Wake-up calls](#): Use this option to set up a new wake-up call, manage a wake-up call, or delete an expired or existing wake-up call.
- [Notifications](#): Use this option to add a new notification or delete an existing one.
- [Do not disturb \(DND\)](#): Use this option to activate or deactivate do not disturb service for your guest. If do not disturb service is activated, the room phone does not ring for incoming calls. Incoming calls are automatically forwarded to the reception phone configured by your system administrator.

## Function keys

You get a better overview and can serve your guests quicker if you use your auxiliary reception phone with at least one expansion key module. You can configure the back desk function keys on your phone and on the expansion key module attached to your phone.

To configure these keys, you need to log on to Self Service Portal. For more information about MiVoice Office 400 Self Service Portal, see the section ["MiVoice Office 400 Self Service Portal"](#), page 9.



### Function keys

Following is the procedure to configure function keys:

1. Log on to Self Service Portal using your phone number and PIN.
2. Click the [Phones](#) tab.
3. Select your auxiliary reception phone.
4. Select the key to configure.
5. In the [Key mode](#), select [Function](#).
6. From the list of options, select [Function](#). Function keys allowed for the back desk are: [Hotel menu](#), [Room configuration](#), [Wake-up calls](#), [Notifications](#), and [Do not disturb \(DND\)](#).
7. Enter a [Name](#) for the function key. This step is optional.
8. Confirm the key configuration with [Save](#).

## Operating the auxiliary reception phone

### Room configuration

[Room configuration](#) displays the room state (along with other relevant information) of a room. You can use this option to change the settings (wake-up calls, do not disturb, or notification) for the room.

Room configuration offers the following entries:

- [Guest name](#): Displays the name of the guest.
- [Guest language](#): Displays the language selected for the guest.
- [Wake-up call](#): Use this option to set, modify, or delete the wake-up call for the guest. You can select or remove for daily repetition of the wake-up call as an additional option.
- [Notification](#): Use this option to enable or disable notification for the guest.
- [Do not disturb \(DND\)](#): Use this setting to activate or deactivate do not disturb service for your guest. Once you activate do not disturb service for a room, the room phone does not ring for incoming calls.

**Note:** The first two entries ([Guest name](#) and [Guest language](#)) are only for information and cannot be changed.

## Auxiliary reception phone



### Using Room configuration option



Press the room configuration softkey or go to [Menu](#) > [Hotel menu](#) > [Room configuration](#) on the auxiliary reception phone.



Enter the room number and confirm by pressing [Ok](#).

→ The room state of the room number entered is displayed.

## Managing wake-up calls

A guest wants to be woken up at a specific time.

As an auxiliary reception phone user, you can set, modify, or delete the wake-up time for the guest's room.

You can manage wake-up calls while in conversation with a guest. When you are in conversation with a guest, the wake-up calls option is simplified. The room number for the call in speech is pre-entered in the screen for entering the room number.



### Set wake-up call when phone is idle



Press the predefined function key to set the wake-up call or go to the [Hotel menu](#) > [Wake-up calls](#) on the auxiliary reception phone. Alternately, you can press the [Room configuration](#) softkey.

→ The phone displays the screen for entering the room number.



Enter the room number of the room for which you want to set the wake-up call and confirm by pressing [Ok](#).

→ The system checks whether there is already a wake-up call for the room.

→ If there is a wake-up call already set for the room, the terminal displays the details of the wake-up call with the [Time](#) field selected by default. Press [Ok](#) to return to the home screen.

→ If there is no wake-up call set for the room, the phone displays the screen for entering the wake-up time.



Enter the wake-up time and confirm by pressing [Ok](#). Note that the default time (07:00:00 or 07:00:00 AM) is shown as the initial value if no wake-up call exists. Else, the previously set time is shown as the initial value.

→ The phone displays the details of the wake-up call.



Press [Ok](#) to return to the home screen.



## Modify wake-up call



Press the predefined function key to modify the wake-up call or go to the *Hotel menu* > *Wake-up calls* on the auxiliary reception phone.

→ The phone displays the screen for entering the room number.



Enter the room number of the room for which you want to modify the wake-up call and confirm by pressing *Ok*.

→ The phone displays the screen with the following options: *Wake-up call: On/Off, Time*, and *Daily: On/Off*, with *Time* selected by default.



→ Press *Modify* to modify the wake-up call time. Enter the new value and press *Ok* to confirm. The modified wake-up call is now saved.

→ If you want to modify the wake-up call on a daily basis, select *Daily* and press the key *Modify*. Select the boolean value *On* or *Off* for *Daily* respectively to enable or disable the daily wake-up call.

→ To enable or disable the wake-up call, select *Wake-up call* and press *Modify*. Select the boolean value *On* or *Off* respectively to enable or disable the wake-up call.

### Note:

When modifying the time of an existing wake-up call, the time currently set is shown as the initial value. In the screen displayed for modifying a wake-up call, the *Time* field is selected by default.



## Delete wake-up call



Press the *Wake-up call* function key to delete the wake-up call or go to the *Hotel menu* > *Wake-up calls* on the auxiliary reception phone.

→ The phone displays the screen for entering the room number.



Enter the room number of the room for which you want to delete the wake-up call and confirm by pressing *Ok*.

→ The phone displays the details of the wake-up call with *Time* field selected by default.



Press *Delete* to delete the wake-up call.



Press *Yes* to confirm the deletion.



Alternately, press *Wake-up call:* and select *Off*.  
→ The wake-up call is deleted.



## Auxiliary reception phone

### Manage wake-up call while in connection



Press the [Wake-up call](#) function key or go to [Hotel menu](#) > [Wake-up calls](#) on the auxiliary reception phone.



Enter the wake-up time and confirm by pressing [Ok](#).

→ The phone displays the details of the wake-up call.

→ As an auxiliary reception phone user, you can modify other settings, such as, enable or disable the daily wake-up call for your guest.



Press [Ok](#) to save the settings.



### Manage expired wake-up calls



As an auxiliary reception phone user, you set a wake-up call for your guests.

- The room telephone rings (for a maximum of four times with an interval of two minutes) at the time the wake-up call is configured for. Note that for each wake-up call attempts, the phone rings five times and the interval between consecutive wake up calls is two minutes. These values are not configurable and are set by the system. The number of wake-up calls can be configured to be between one and four. The default value is three.
- If the call is not answered, the wake-up call expires. The auxiliary reception phone is notified about the expired wake up call. The phone plays a beep and displays the expired wake-up call information.
- You can take appropriate steps (either press **Ok** to return to the home screen, or press **Call room** to speak to the guest or press **Delete** to delete the wake-up call).
- If a guest does not answer a wake-up call, the auxiliary reception phone displays the status line *Wake-up call expired* in idle state. If the wake-up call softkey is configured on the auxiliary reception phone, the LED for the wake-up call softkey is lit.

## Notification service

A guest wants to be informed about events taking place in his absence or have voice mail messages set even if the guest is in the room.

You can set a notification service for each guest (provided there is a phone in the guest's room and the phone supports the notification service).

When the following events take place, the message LED of the room phone flashes so that the guests are informed about the pending notification:

- New messages in the voice-mail box
- A notification at the front or back desk
- A notification from the PMS
- A message in the hospitality manager
- Callback requested

## Auxiliary reception phone



### Activate message notification



Press the notification softkey or go to the [Menu](#) > [Hotel menu](#) > [Notifications](#) on the auxiliary reception phone.

→ The phone displays the screen for entering the room number.



Enter the room number of the room for which you want to activate notification and confirm by pressing [Ok](#).

→ The system checks the notification state for the room whether notification is active or inactive.

→ If notification is activated, the terminal displays a screen for deactivating the notification for the room.

→ If notification is not activated, the terminal displays a screen for activating the notification for the room



Press [Yes](#) to activate/deactivate the notification.

→ The notification function is activated/deactivated.



### Manage notifications while in a call with a guest



Press the notification softkey or go to the [Menu](#) > [Hotel menu](#) > [Notifications](#) on the auxiliary reception phone.

→ The system checks the notification state for the room; whether notification is active or inactive.

→ If notification is activated, the terminal displays a screen for deactivating the notification for the room.

→ If notification is not activated, the terminal displays a screen for activating the notification for the room



Press [Yes](#) to activate/deactivate the notification.

→ The notification function is activated/deactivated.



### Delete message notification



Press the notification softkey or go to the [Menu](#) > [Hotel menu](#) > [Notifications](#) on the auxiliary reception phone.

→ The phone displays the screen for entering the room number.





Enter the room number of the room for which you want to delete notification and confirm by pressing **Ok**.

→ The system checks the notification state for the room whether notification is active or inactive.

→ If notification is enabled, the terminal displays a screen for deactivating the notification for the room.



Press **Yes** to deactivate the notification.

→ The notification function is deactivated.

**Note:** Notification service is also available through the menu: **Menu > Hotel menu > Room configuration > Enter room number > Notification**.

## Do not disturb (DND) service

Your guests do not want to receive any calls for a specific time. You, as an auxiliary reception phone user, can activate the do not disturb service for each guest. When do not disturb service is activated, the room phone does not ring for incoming calls. Incoming calls are automatically forwarded to reception phone that is configured by your system administrator.

**Note:** The do not disturb destination for a hotel room must be the reception number, however the call can be diverted to the back desk number.



### Activate Do not disturb (DND)



Press the Do not disturb (DND) function key or go to the **Menu > Hotel menu > Do not disturb (DND)** on the auxiliary reception phone.

→ The phone displays the screen for entering the room number.



Enter the room number of the room for which you want to activate do not disturb service and confirm by pressing **Ok**.

→ The system checks if do not disturb is activated for the room.

→ If do not disturb is already activated, press **Back** to return to the home screen.

→ If the do not disturb is not activated, the terminal displays a screen for activating the do not disturb service for the room.



Press **Yes** to activate do not disturb.

→ The do not disturb function is activated.

**Note:** Do not disturb service is also available through the menu: **Menu > Hotel menu > Room configuration > Enter room number > Do not disturb (DND)**.

## Auxiliary reception phone



### Deactivate Do not disturb (DND)



Press the Do not disturb (DND) function key or go to the [Menu > Hotel menu > Do not disturb \(DND\)](#) on the auxiliary reception phone.

→ The phone displays the screen for entering the room number.



Enter the room number of the room for which you want to deactivate do not disturb service and confirm by pressing [Ok](#).

→ The terminal displays a screen for deactivating the do not disturb service for the room.



Press [Yes](#) to deactivate the do not disturb.

→ The do not disturb function is deactivated.



### Manage Do not disturb (DND) while in connection



Press the Do not disturb (DND) softkey or go to the [Menu > Hotel menu > Do not disturb \(DND\)](#) on the auxiliary reception phone.

→ The system checks whether do not disturb is activated for the room.

→ If do not disturb is not activated, the terminal displays a screen for activating the do not disturb service for the room. Note that screen displayed depends on whether do not disturb is already active or not. If do not disturb is active, the terminal displays the screen for deactivation; and if do not disturb is not activated, the terminal displays the screen for activation.



Confirm the activation or deactivation by pressing [Yes](#) in the screen that appears.

→ The do not disturb function is activated or deactivated.

**Note:** Do not disturb service is also available through the menu: [Menu > Hotel menu > Room configuration > Enter room number > Do not disturb \(DND\)](#).



### Calling a room with Do not disturb (DND) active

There is an emergency and you want to call a room for which do not disturb is active. You, as a back desk user, can make a call, but, are warned that do not disturb is active for the room before the call is made.



Dial the room's phone number or press the busy lamp field key set for the room to make a call.

→ The terminal displays the screen indicating that do not disturb is active for this room.



Press the *Call room* softkey to proceed with the call.

→ The room telephone rings.

→ The terminal displays the normal calling screen.

# Product and safety information

**The product and safety information is available here. You will also find notes on data protection. Please read this information carefully.**

Safety information ..... 105

Product information ..... 105

Data protection ..... 106

## Safety information

The safety information can be found in chapter "Safety information", page 4.

## Product information

### Purpose and function

This product is part of the MiVoice Office 400 communication solution.

MiVoice Office 400 is an open, modular and comprehensive communication solution for the business sector with several communication servers of different performance and expansion capacity, an extensive telephone portfolio and a multitude of expansions. They include an application server for unified communications and multimedia services, an FMC controller for mobile phone integration, an open interface for application developers, and a multitude of expansion cards and modules.

The business communication solution with all its components was developed to cover in full the communication requirements of businesses and organizations, in a way that is both user- and maintenance-friendly. The individual products and components are coordinated and must not be used for other purposes or replaced by third-party products or components (unless it is to connect other approved networks, applications and terminals to the interfaces certified specially for that purpose).

### User information

MiVoice Office 400 products are supplied with the necessary safety/legal information and user documents. All user documents such as user guides and system manuals are available for download from the MiVoice Office 400 document portal as individual documents or as documentation sets. Some user documents are accessible only via a partner login.

It is your responsibility as a specialist retailer to keep up to date with the scope of functions, the proper use and the operation of the MiVoice Office 400 communication solution and to inform and instruct your customers about all the user-related aspects of the installed system:

- Make sure you have all the user documents required to operate your product efficiently and correctly.

## Product and safety information

- Make sure that the versions of the user documents comply with the software level of the MiVoice Office 400 products used and that you have the latest editions.
- Always read the user documents first before you put your product into operation.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the product.
- When handing over your product to others, make sure you enclose the relevant user information.

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Download the MiVoice Office 400 documents from the internet:  
<http://www.mitel.com/docfinder> or from <http://edocs.mitel.com>

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## Data protection

### Protection against listening in and recording

The MiVoice Office 400 communication solution comprises features which allow calls to be monitored and recorded without the call parties noticing. Please note that these features can only be used in compliance with national data protection provisions.

# Index

## A

- Absence information, setting . . . . . 63
- Accessories *see*: Safety information . . . . . 4
- Accessory support:
  - Analog, DHSG/EHS, and USB headset 25
  - Mitel Wireless LAN Adapter . . . . . 23
- Advanced search . . . . . 31
- Alarm melodies . . . . . 79
- Alphanumeric keyboard . . . . . 19
- Ambient conditions *see*: Safety information 4
- Analog, DHSG/EHS, and USB headset . 25
- Announcement:
  - receiving . . . . . 45
  - starting . . . . . 44
  - to group . . . . . 44
- Appointment call, acknowledging:
  - repeat appointment call . . . . . 53
  - ringle appointment call . . . . . 53
- Audio properties, setting . . . . . 80
- Auxiliary reception phone:
  - Do not disturb (DND) service . . . . . 101
  - Function key . . . . . 95
  - General information . . . . . 94
  - Notification service . . . . . 99
  - Room configuration . . . . . 95
  - Wake-up call . . . . . 96

## B

- Backlight . . . . . 78
- Brightness . . . . . 78
- Brokering . . . . . 41
- Busy lamp field . . . . . 70

## C

- Call forwarding:
  - always (CFU) . . . . . 64
  - if busy (CFB) . . . . . 64
  - on no reply (CNFR) . . . . . 64
  - to voice mail . . . . . 64
- Call list:
  - calling a contact . . . . . 66
  - deleting an entry . . . . . 66
  - detailed information . . . . . 66
  - of answered calls . . . . . 32
  - of dialed call numbers . . . . . 32
  - of unanswered calls . . . . . 32
- Call logging management . . . . . 74
- Call partners, holding *see*: Hold . . . . . 39
- Call properties . . . . . 79
- Call routing:
  - activating . . . . . 50
  - profile . . . . . 51
- Call transfer:
  - with prior notice . . . . . 42
  - without prior notice . . . . . 42
- Call waiting:
  - in case of internal user . . . . . 36
  - replying . . . . . 37
- Call:
  - answering for a team partner . . . . . 72
- Callback:
  - answering . . . . . 38
  - requesting . . . . . 37
- Calls:
  - answering . . . . . 27
  - ending . . . . . 27
  - from call list . . . . . 32
  - initiating . . . . . 30
  - making . . . . . 27
  - recording . . . . . 46
  - rejecting . . . . . 27
  - take (pick up own call) . . . . . 43
  - with another Mitel phone . . . . . 35
- CLIR *see*: Hide number . . . . . 38

|  |    |
|--|----|
| Conference call, making                      | 42 |
| Configurable key, using                      | 18 |
| Configuring keys                             | 90 |
| Connect <i>see</i> : Call transfer           | 42 |
| Connections <i>see</i> : Safety information  | 4  |
| Contrast level                               | 78 |
| Cost control <i>see</i> : Safety information | 4  |

## D

|   |     |
|---|-----|
| Data protection                               | 106 |
| Date, setting                                 | 82  |
| Deflect <i>see</i> : Call transfer            | 42  |
| DHSG standard audio features                  | 80  |
| Dialing:                                      |     |
| – by name                                     | 31  |
| – from phone books                            | 31  |
| – with phone number                           | 30  |
| – with redial list                            | 32  |
| Dialling:                                     |     |
| – with busy lamp field                        | 34  |
| – with configurable key                       | 34  |
| – with line key                               | 34  |
| Dialpad <i>see</i> : Live Dialpad, using      | 83  |
| Directories, managing <i>see</i> : Phone book | 86  |
| Directory Lookup                              | 31  |
| Discreet ring, activating                     | 47  |
| Display symbols                               | 14  |
| Display text for idle state                   | 84  |
| Display, setting                              | 78  |
| Disposal <i>see</i> : Safety information      | 4   |
| Do not disturb, activating:                   |     |
| – busy  | 48  |
| – forward                                     | 48  |
| Document information                          | 5   |

## E

|                            |    |
|----------------------------|----|
| Emergency announcement     | 44 |
| Enquiry call during a call | 40 |
| Expansion key module:      |    |
| – Mitel M695               | 22 |

## F

|  |    |
|--|----|
| Forwarding <i>see</i> : Call forwarding      | 64 |
| Free seating                                 | 54 |
| Function key configuration (default setting) | 19 |
| Function selection for configurable key      | 56 |

## G

|  |    |
|--|----|
| Group announcement <i>see</i> : Announcement | 44 |
|--|----|

## H

|   |    |
|---|----|
| Handset volume <i>see</i> : Volume, adjusting | 78 |
| Hands-free mode                               | 28 |
| Headset:                                      |    |
| – operation                                   | 80 |
| – using a                                     | 30 |
| Hide number:                                  |    |
| – per call                                    | 38 |
| – permanent                                   | 38 |
| Hold  | 39 |
| Home Screen                                   | 78 |
| Hotline                                       | 55 |

## I

|                                      |    |
|--------------------------------------|----|
| Icons <i>see</i> Display symbols     | 14 |
| Intrusion:                           |    |
| – activating                         | 48 |
| – <i>see also</i> : silent intrusion | 48 |
| IP settings                          | 84 |

## K

|                           |    |
|---------------------------|----|
| Key telephone             | 73 |
| Key:                      |    |
| – assignment, configuring | 91 |
| – assignment, deleting    | 91 |
| – designations            | 11 |
| – legend                  | 11 |
| – selection               | 91 |
| KT line:                  |    |
| – answering a call        | 73 |
| – talk on the phone       | 74 |



## L

|  |     |
|--|-----|
| Language, selecting                        | 82  |
| LED  | 21  |
| Legend <i>see</i> Key legend               | 11  |
| Line key                                   | 73  |
| Listening <i>see</i> : Data protection     | 106 |
| Live Dialpad, using                        | 83  |
| Local IP settings <i>see</i> : IP settings | 84  |
| Local phone book <i>see</i> : Phone book   | 86  |
| Locking <i>see</i> : Phone lock            | 52  |

## M

|  |        |
|--|--------|
| Maintenance <i>see</i> : Safety information      | 4      |
| Making calls <i>see also</i> : Calls, initiating | 30     |
| Making calls:                                    |        |
| – in hands-free mode                             | 27, 28 |
| – with headset                                   | 30     |
| Menu guidance <i>see</i> : Operation             | 17     |
| Message LED <i>see</i> : LED                     | 21     |
| Metal objects <i>see</i> : Safety information    | 4      |
| Microphone, muting                               | 29     |
| Mitel OpenCount                                  | 74     |
| MiVoice Office 400 Self Service Portal           | 9      |
| Mute   | 29     |

## N

|                       |    |
|-----------------------|----|
| Navigation key, using | 17 |
|-----------------------|----|

## O

|                         |    |
|-------------------------|----|
| One number user concept | 8  |
| Open listening          | 27 |
| OpenCount               | 74 |
| Operating elements      | 11 |
| Operation               | 17 |

## P

|   |    |
|---|----|
| Park  | 39 |
| Personal call routing <i>see</i> : Call routing, activating | 50 |

### Phone book:

|                       |    |
|-----------------------|----|
| – external phone book | 31 |
| – local               | 86 |
| – system              | 86 |

|            |    |
|------------|----|
| Phone lock | 52 |
|------------|----|

|              |    |
|--------------|----|
| Phone status | 84 |
|--------------|----|

|                   |    |
|-------------------|----|
| Phone, activating | 35 |
|-------------------|----|

### PIN:

|                         |    |
|-------------------------|----|
| – changing              | 84 |
| – telephony, activating | 75 |

|  |   |
|--|---|
| Power supply <i>see</i> : Safety information | 4 |
|--|---|

### Presence profile:

|               |    |
|---------------|----|
| – configuring | 89 |
| – selection   | 61 |

|                              |    |
|------------------------------|----|
| Presence status, controlling | 61 |
|------------------------------|----|

|                       |    |
|-----------------------|----|
| Private call with PIN | 35 |
|-----------------------|----|

|                     |     |
|---------------------|-----|
| Product information | 105 |
|---------------------|-----|

|   |    |
|---|----|
| Protection against call types, activating | 86 |
|---|----|

## Q

|           |    |
|-----------|----|
| Quickdial | 31 |
|-----------|----|

## R

### Recording:

|                                     |     |
|-------------------------------------|-----|
| – <i>see</i> : calls, recording     | 46  |
| – <i>see also</i> : data protection | 106 |

|             |    |
|-------------|----|
| Redial list | 32 |
|-------------|----|

|                |    |
|----------------|----|
| Remote control | 75 |
|----------------|----|

|               |    |
|---------------|----|
| Restart phone | 85 |
|---------------|----|

|                        |    |
|------------------------|----|
| Ring Alone, activating | 51 |
|------------------------|----|

|  |    |
|--|----|
| Ring tones <i>see</i> : Ringing properties | 79 |
|--|----|

|   |    |
|---|----|
| Ring volume <i>see</i> : Setting volume | 78 |
|---|----|

## S

|                    |   |
|--------------------|---|
| Safety information | 4 |
|--------------------|---|

|              |    |
|--------------|----|
| Screen saver | 78 |
|--------------|----|

|                 |    |
|-----------------|----|
| Screen, setting | 78 |
|-----------------|----|

|                     |   |
|---------------------|---|
| Self Service Portal | 9 |
|---------------------|---|

|                  |    |
|------------------|----|
| Silent intrusion | 49 |
|------------------|----|

|  |    |
|--|----|
| Silent ringing <i>see</i> : Ringing properties | 79 |
|--|----|

Singel-digit dialling *see*: Live Dialpad, using  
83

Softkey, using . . . . . 17

Software version *see*: IP settings . . . . . 84

Standard key configuration . . . . . 19

Switching between 2 call parties *see*: Broke-  
ring . . . . . 41

Symbols *see* Display symbols . . . . . 14

System menu . . . . . 17

System phone book *see*: Phone book . . . 86

T

Take . . . . . 43

Team organisation *see*: Busy lamp field . 70

Team partner, answering a call . . . . . 72

Text:

- correcting . . . . . 20
- entering . . . . . 20

Time, setting . . . . . 82

U

Unlocking *see*: Phone lock . . . . . 52

User information . . . . . 105

V

Voice mail:

- configuring . . . . . 87
- greeting, managing . . . . . 87
- *see also*: Voice message . . . . . 68

Voice message:

- deflecting . . . . . 68
- deleting . . . . . 68
- detailed information . . . . . 68
- playing . . . . . 68

Volume, adjusting . . . . . 78

