

MIVOICE OFFICE 400

MITEL 6905 SIP / MITEL 6910 SIP

USER GUIDE



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Mitel 6905 SIP / Mitel 6910 SIP

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Welcome...

Welcome to the user guide for the desk phones Mitel 6905 SIP and Mitel 6910 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 about other products of Mitel, visit our website <https://www.mitel.com/document-center/>

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 not sure about 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. Because the MiVoice Office 400 communication system does not fully support local functions, we recommend that you always have your system administrator do the configuration work or use the Self Service Portal yourself (see the chapter "[MiVoice Office 400 Self Service Portal](#)", page 8).

Safety information

Failure to observe safety norms can be hazardous and might 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 antistatic 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

- Operate the device only in the temperature range of +5 °C to approx. +40 °C.
- Avoid exposing the device to 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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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 48).

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 the chapter "Activating Ring Alone", page 49).
- 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 in 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.

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Operating your phone	16
E.164 Support	21
Using labels	22

Key designations and sockets

The following figure show the keys on the Mitel 6905 and Mitel 6910 SIP phones.

Fig. 1 Mitel 6905 SIP

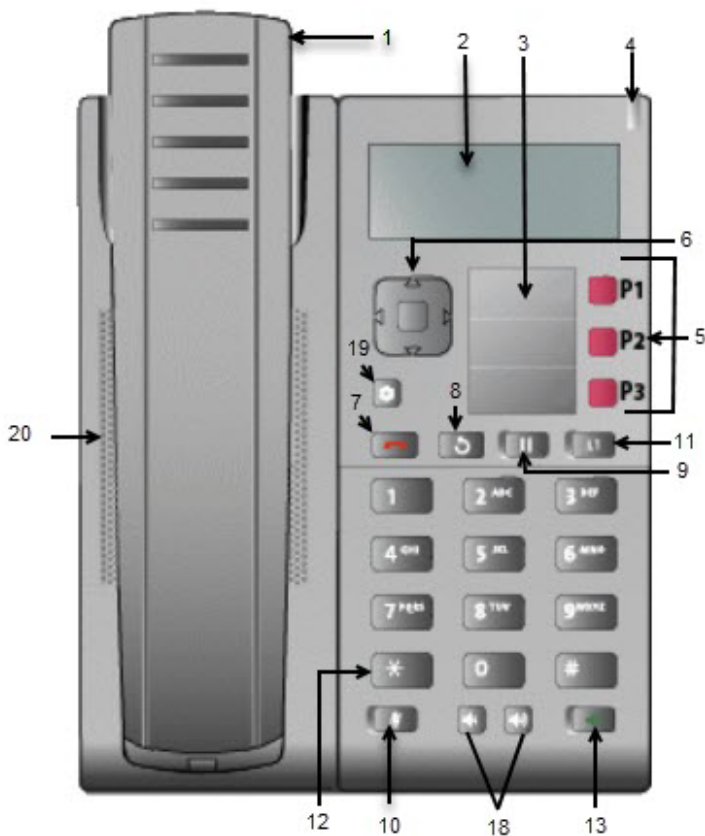
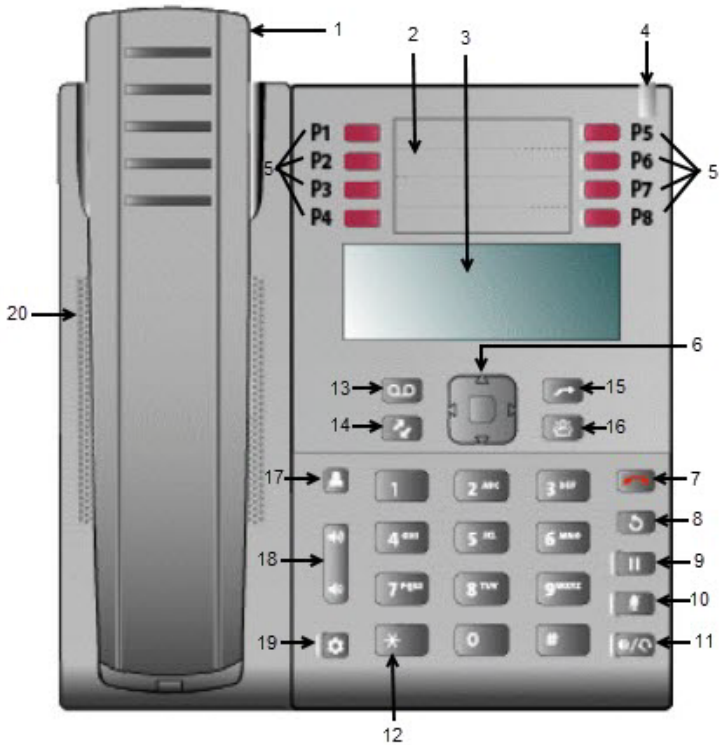











Fig. 2 Mitel 6910 SIP













The following table describes the keys on the phones with regard to the figures:

Keys, display, and menu guidance

No.	Key	Mitel 6905 SIP	Mitel 6910 SIP	Description
1		Handset		
2		LCD Screen		
2			Labels	Labels for configurable keys.
3			LCD Screen	
3		Labels		Labels for configurable keys.
4		Message LED		Color and status signal a specific event.
5		P1-P3 function keys (Mitel 6905 SIP)		Programmable keys - when programmed, allows you to easily perform up to 3 specific functions (for example, Services, Directory, Intercom, and so on.) and access enhanced services provided by third-parties (for example, XML applications). The programmable keys are preconfigured as (from top to bottom) Callers, Directory, and Transfer keys.
		Function keys P1 to P8 with LED (Mitel 6910 SIP)		Programmable keys - when programmed, allows you to easily perform up to 8 specific functions (for example, Services, Directory, Callers List, Intercom, and so on) and access enhanced services provided by third-parties.

No.	Key	Mitel 6905 SIP	Mitel 6910 SIP	Description
6				<p>Navigation keys / Selection key</p> <p>Pressing the UP and DOWN keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List.</p> <p>Pressing the LEFT and RIGHT keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT key erases the character on the left; pressing the RIGHT key sets the option. Alternatively, pressing the center</p> <p>Select key also sets the option on specific screens.</p>
7				<p>Goodbye Key</p> <p>Ends an active call. Pressing Goodbye key also exits an open list, such as the Options List, without saving changes.</p>
8				<p>Redial key</p> <p>Accesses a list of the last 100 previously dialed numbers. Pressing the Redial key twice redials the last dialed number.</p>
9				<p>Hold key</p> <p>Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that flashes.</p>
10				<p>Mute key</p> <p>Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).</p>
11				<p>Line/Call Appearance key</p> <p>Connects you to a line or call. The Mitel 6905 SIP phone supports one line key with an LED indicator light.</p>






Keys, display, and menu guidance









No.	Key	Mitel 6905 SIP	Mitel 6910 SIP	Description
11			Speaker/Headset key	Transfers the active call to the speaker or headset, allowing hands-free use of the phone.
12		Asterisk key		Entering * or space.
13		Speaker		Transfers the active call to the speaker, allowing hands-free use of the phone.
			Voicemail	Provides access to your voicemail service (if configured).
14			Callers List key	Displays a list of your external missed, forwarded, and answered calls.
15			Transfer key	Transfers the active call to another number.
16			Conference key	Begins a conference call with the active call.
17			Directory key	
18		Volume keys		Adjusts the volume for the handset, ringer, and hands-free speaker
				

No.	Key	Mitel 6905 SIP	Mitel 6910 SIP	Description
20	High quality speakerphone			
21		Rear (Mitel 6905 SIP)	Rear (Mitel 6910 SIP)	List of connectors: <ul style="list-style-type: none">• Connection of power supply• Dual 10/100 Ethernet ports for PC and LAN (Mitel 6905 SIP only)• Dual Gigabit Ethernet ports for PC and LAN (Mitel 6910 SIP only)• Connection for Power over Ethernet class 2• Connection for headset (Mitel 6910 SIP only)• Connection for wall mounting

Display symbols

Call connection states, info

	<ul style="list-style-type: none">• Context-dependent softkey• Scrolling back through the menu• Navigate cursor• Switching line
	<ul style="list-style-type: none">• Context-dependent softkey• Goes forward one step in the menu• Navigate cursor• Confirming menu selection• Switching line
	<ul style="list-style-type: none">• Context-dependent softkey• Navigating through the menu• Navigating to display in idle state
	<ul style="list-style-type: none">• Context-dependent softkey• Navigating through the menu• Confirming menu selection• Navigating to display in idle state
	Incoming call

Call connection states, info	
	Connected
	New voice message
	F: Forwarded voice message
	G: Voice message to another voice mailbox
	Activated setting
	Mitel Hi-Q™ audio technology
	Data/voice encryption
	Call on hold

Operating your phone

Most keys and functions are described in the key legend. Other over-views 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 about these menu entries.

MiVoice Office 400 System menu

- 1. *Log in/out (if defined as free seating phone)*
- 2. *Call lists*
- 3. *Directory Lookup*
- 4. *Voice Mail*
- 5. *Call forwarding*
- 6. *Presence*
- 7. *Personal call routing*
- 8. *Lock / Unlock phone*
- 9. *Change PIN*

MiVoice Office 400 System menu

10. [Alarm melodies](#)
11. [Software Version](#)

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.

A menu can have several sub-menus. Press the [Run](#) softkey (navigation key down or right) to access the sub-menu or the selection of available editing options or to carry out the action.

Free configurable keys

Mitel 6905 SIP: Your Mitel 6905 SIP has three freely configurable keys that are set to the following default functions by your system administrator:

- System menu
- Call list - menu
- Call transfer

You can configure these programmable keys with another function or call number.

Mitel 6910 SIP: Your Mitel 6910 SIP has eight 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 18](#)). The remaining configurable keys can be configured with a specific action type: Call number, function, or busy lamp field.

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 the chapter ["MiVoice Office 400 Self Service Portal", page 8](#)) where you can configure, change, or delete the keys.

For information about freely configurable keys, see the chapter ["Configuring keys", page 84](#).

Note: A key that you have configured locally on your phone cannot 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

Mitel 6905 SIP/Mitel 6910 SIP phones on the MiVoice Office 400 communication system are delivered with the following function key configuration. Note that your system administrator may change this and your phone may therefore differ from this default configuration.

Function key	Mitel 6905 SIP	Mitel 6905 if defined as a free seating phone
Key P1	System menu	System menu
Key P2	Call list: Menu	Call list: Menu
Key P3	Call transfer	Call transfer

Function key	Mitel 6910 SIP	Mitel 6910 if defined as free seating phone
Key P1	Personal line 1	Personal line 1
Key P2	Personal line 2	Personal line 2
Key P3	System menu	System menu
Key P4	Empty ¹⁾	Free seating: Log in
Key P5	Empty ¹⁾	Empty ¹⁾
Key P6	Empty ¹⁾	Empty ¹⁾
Key P7	Empty ¹⁾	Empty ¹⁾
Key P8	Empty ¹⁾	Empty ¹⁾

¹⁾ The key is set to an empty function, meaning the key will not be overwritten by a subsequent key configuration.

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.¹⁾

The alphanumeric keypad is set to the characters listed in the following table.²⁾

	Upper case	Lower case
	0	0
	1 .,:= _ , - ' & () [] \$!	1 .,:= _ , - ' & () [] \$!
	A B C 2 Ä Á Â Ã Ä Å Æ Ç A Б В Г	a b c 2 ä á â ã ä å æ ç а б в г
	D E F 3 É Ê Ë Д Е Ё Ж Э	d e f 3 é ê ë д е ё ж э
	G H I 4 Í Î Ï И Й К Л	g h i 4 í î ï и 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 Ö Ø Р С Т У	m n o 6 ñ ò ó ô õ ö 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 Õ Ù Ш Щ Ъ Ы	t u v 8 û ü õ ù ш 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, press the key repeatedly until the required character appears in the display.

Correcting entries: Use the left navigation key to correct any incorrect characters.

¹⁾ The actual key configuration depends on which keypad is used.

²⁾ The Actual character selection is dependent on the language selected.




Confirming entries: An entry or selection can be confirmed using the [Run](#) softkey.

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






LED overview

The message LED and LED in the function / line key signal different events and operating states with different colors and light statuses.







Message LED:

State	Description
 Flashes fast	<ul style="list-style-type: none">Incoming callAppointment call
 Flashes slowly	<ul style="list-style-type: none">New voice messageCallback requested / Notification
 Lit	Phone locked

LED in line key:

State	Description
 Does not light up	Line free (line key )
 Flashes fast	<ul style="list-style-type: none">Incoming callAppointment call
 Flashes slowly	Call party on hold. Call can be answered on any phone.
 Lit	Connected

LED function key or busy lamp field key (Mitel 6905 SIP only):

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

E.164 Support

E.164 is the international telephone numbering plan that ensures each device on the PSTN has a globally unique number. E.164 numbers are formatted as [+] [country code] [subscriber number including area code], and can have a maximum of 15 digits.

Users can dial E.164 numbers from 6905 and 6910 SIP phones. The support for inserting the '+' symbol is provided to users in the following ways:

- When dialing from the phone, users can insert the '+' symbol by a long-press of the '0' key.
- When entering an E.164 number as a number entry in the directory from the phone UI, users can insert the '+' symbol by a long-press of the '0' key.
- When entering an E.164 number as a number entry in the keypad Speed dial from the phone UI, users can insert the '+' symbol by a long-press of the '0' key.

Using labels

Printing and attaching the labels

Labels can be created and printed using the Self Service Portal (see the chapter "[MiVoice Office 400 Self Service Portal](#)", page 8).

Mitel 6905 SIP / Mitel 6910 SIP:

1. Create and print the label using Self Service Portal (Important printer settings: "Page scaling for printing: none").
2. Cut out the labels according to the crop marks.
3. Remove the cover and insert the label into the recess.
4. Re-insert the cover into the recesses on the keypad.

Phoning

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

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Organizing absences from the desk	58
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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 is stored in the private phone book or in the MiVoice Office 400 communication system, the display also shows the corresponding name.

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



Answering a call with the handset:

Pick up the handset.



Answer a call with the line key

Press the line key and pick up the handset.



Ending a call:

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



Rejecting a call:

Press the End key 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.

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 mode¹⁾: 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 activated only 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 or loudspeaker/headset key or line key.
End: Press the End key.



Hands-free during a call:

1. Press the loudspeaker or loudspeaker/headset key.
2. Put the handset on-hook.
3. Hands-free is activated.



To continue the call with the handset:

Pick up the handset.



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.

¹⁾ from MiVoice Office 400 communication server software version R4.0 SP1 onwards



Switching the microphone on and off during a call:

Activate: Press Microphone key.

Deactivate: Press the Microphone key once again.

The microphone is activated/deactivated. The LED on the Microphone key flashes/does not flash (Mitel 6910 SIP only).

Using a headset (Mitel 6910 SIP)

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 74. 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.
Use the navigation key to the left to delete any incorrect character.



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
<i>Quickdial</i>	With Quickdial you need to only press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.
<i>Dial by name</i>	Enter the corresponding letter for dialing by name. The surname and first name have to be separated by a space (*-key).
<i>Advanced search</i>	If you select <i>Advanced search</i> , you can search directly in the connected external phone books. This function is not available if no external phone book is connected. The surname, first name and town each have to be separated by a space (* key), for example "no s so" for Noble Stephen in Solothurn.

**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 about the phone books can be found in chapter "Phone book management", page 80.



Directory lookup:
Press the function key for *Menu*.



Scroll to *Directory Lookup* and press the navigation key to the right.



Scroll to *Quickdial*, *Dial by name* or *Advanced search* and press the navigation key to the right.



Directory lookup with quickdial: Enter the first few letters of the name you are looking for using the corresponding digits.
Directory lookup with dialing by name: Enter the first few letters of the name you want.

Directory lookup with advanced search: Enter the first few letters of the name you are looking for and the town (each separated by a space).



Press the *Execute* 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
<i>Unanswered calls</i>	List of callers who tried to reach you when you were absent. The number of missed calls are signaled on the display.
<i>Answered calls</i>	List of calls answered.
<i>Redial list</i>	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 the chapter "One number user concept", page 7) you can call back users through one of these call lists. An individual call list contains a maximum of 30 entries. More information about call lists can be found in the chapter "Editing options for the call list", page 63.

The call lists can be operated through the call list key, the redial key, the system menu, or a function key (see the chapter "Configuring keys", page 84).



Call list for unanswered/answered calls:



Mitel 6905 SIP: Press the function key for *Menu*. Scroll to *Call list* and press the navigation key to the right.



Mitel 6910 SIP:

- Press the programmed *Callers List* key on the phone.
- Use the ▲ and ▼ keys to scroll through the line items in the *Callers List*. The ☎ icon indicates a missed call,
- To clear a line item from the Callers List, select the line item you want to delete and press the programmed Delete key twice. The line item is deleted from the Callers List.



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.

Phoning



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 84.



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.

Mitel 6905 SIP: Your phone is equipped with one dedicated line key with LED (L1).

Mitel 6910 SIP: Your phone is configured with two line keys with LED (P1, P2). Your system administrator can set up to seven additional line keys (making a total of nine). The actual number of line keys depends on the system configuration. Press a line key directly or select a line by pressing the navigation key to the right or left. The display will show the selected line number (L1, L2, and so on).

You can switch the line by pressing the key. The active call is automatically put on hold locally.

Line keys are stored on configurable keys by your system administrator (see the chapter "[Line keys on the key telephone \(Mitel 6910 only\)](#)", page 66).



Dialing with the line key:

Enter the phone number.

L1

Press a free line key.

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

L2

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 38).

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 about the PIN, see the chapter "[Changing the PIN](#)", page 77).

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 waiting¹⁾, this user is informed that you want to talk to the user. When you use the Automatic 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 authorize you to use the Automatic call waiting function in the MiVoice Office 400 communication system.
- The internal user must not have blocked the Automatic call waiting function on their phone (see the chapter "[Activating protection against call types](#)", page 79 for configuration).

Note:

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



Call waiting:

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

Note:

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

¹⁾ from MiVoice Office 400 communication server software version R4.0 SP1 onwards

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:

See chapter ["Enquiry call during a call"](#), page 36, ["Brokering between an enquiry call party and your call partner"](#), page 38 or chapter ["Making a conference call"](#), page 39 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 preconfigured 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 the chapter ["Configuring or deleting a key assignment"](#), page 85).

Notes:

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



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 of the function key is lit (Mitel 6910 SIP only).



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 must be restricted only 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 the chapter ["Configuring or deleting a key assignment"](#), page 85).

- Notes:**
- Your call number can be hidden only 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](#).

The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6910 SIP only). 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 [Enter](#) softkey.
3. 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 return to the call again on the same phone.



Putting the active call party on hold:

Press the Hold key.

The call party is put on hold. The LED on the line key flashes.



Take back the call party on hold:

Press the Hold key or the flashing line key.

The call is active again.

Parking conversation partner

You want to place the person you are talking to on hold without blocking a phone line.

You may park¹⁾ the person you are talking to and then pick up the call again on the same phone on which you parked the person.

You must save this function to a configurable key using Self Service Portal (see the chapter "[Configuring or deleting a key assignment](#)", page 85).



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 (Mitel 6910 SIP only).

Notes:

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



Recommence conversation with the parked call party:

1. Press the function key for [Park](#).
2. Hand-free mode is activated.
3. Pick up the handset.
4. You are connected via the handset.

Enquiry call during a call

You can talk to someone else briefly while you are already on an active call. Then you can resume your conversation with your original call partner.

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



L2

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

Press a free line key (select the horizontal navigation key, if necessary).



Enter the call number of the enquiry partner and press the [Dial](#) softkey. Enquiry call party is called; the first call is placed 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 using the end key and return to the first call using the flashing line key.

¹⁾ from MiVoice Office 400 communication server software version R4.0 SP1 onwards

**Ending the enquiry call:**

Press the End key.

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

Press 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 the chapter "Enquiry call during a call", page 36 for enquiry calls.



L1

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 flashing line 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 End key.

L1

Recommence conversation with the first call party:

Press 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.

Mitel 6905 SIP: You must save this function to a configurable key using Self Service Portal (see the chapter ["Configuring or deleting a key assignment"](#), page 85).

Note: If you have a user account for the Self Service Portal, you can create conference rooms there (see the chapter ["MiVoice Office 400 Self Service Portal"](#), page 8).



Setting up a conference (you are connected):



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

Press the Conference key. (Mitel 6910 SIP only)



Enter the phone number of the second conference call party.



Press the [Dial](#) softkey.

The conference party answers the call.



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

Press the Conference key. (Mitel 6910 SIP only)

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 transfer the call only 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.

Mitel 6905: You must save this function to a configurable key using Self Service Portal (see the chapter "Configuring or deleting a key assignment", page 85).



Call transfer with prior notice (you are in a call):



Press the function key for **Call transfer**.
Press the forward key. (Mitel 6910 SIP only)



Enter the call number of the second call party and press the **Dial** softkey (or press the corresponding busy lamp field).
The second call party is called; first call party is put on hold.



Wait until the person has answered the call.
If the second user does not answer, you can cancel the second call using the softkey **Cancel** and recommence the first call by pressing **Pick up**.



Announce the call party.



Put the handset on-hook.
Your first call partner and the other person are now connected with each other.

Call transfer without prior notice (you are in a call):



Press the function key for **Call transfer**.
Press the forward key.



Enter the call number of the second call party and press the **Dial** softkey (or press the corresponding busy lamp field).
The second call party is called; first call party is put on hold.



Wait for the first ring tone.

Call transfer with prior notice (you are in a call):



Put the handset on-hook.

The other party is then called directly by your first call partner.

Recall: If the other party does not answer, the call comes back to your phone.

Note:

You can change the procedure by first starting an enquiry call before call transfer.

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 the chapter "One number user concept", page 7).

You must save this function to a configurable key using Self Service Portal (see the chapter "Configuring or deleting a key assignment", page 85).



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 the chapter "Activating protection against call types", page 79), 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 85). 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 be executed only using function codes.

You will find a list of all function codes in the user's guide "Features Overview MiVoice Office 400" on the <https://www.mitel.com/document-center/>

Announcement to a group:

- The announcement will be received only by phones that both have authorization to receive announcements and are not in use.
- If receipt of announcements is not authorized 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 the chapter "[Activating protection against call types](#)", page 79).

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 authorization 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 starts only 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 the chapter "[Configuring or deleting a key assignment](#)", page 85).

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 call is recorded. The LED on the function key is switched on (Mitel 6910 SIP only).



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 (Mitel 6910 SIP only).

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 rings only once.

This function must be saved to a function key over the Self Service Portal (see the chapter "Configuring or deleting a key assignment", page 85).



Activating/deactivating discreet ring:

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

The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6910 SIP only).

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 the chapter "Configuring or deleting a key assignment", page 85).

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. The LED on the function key is switched on/off (Mitel 6910 SIP only). 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 the chapter "Protecting yourself against calls", page 79.

You must save this function to a configurable key using Self Service Portal (see the chapter "Configuring or deleting a key assignment", page 85).

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 the chapter ["Protecting yourself against calls"](#), page 79). 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 the chapter ["Configuring or deleting a key assignment"](#), page 85).

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 53.

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 the chapter "One number user concept", page 7). 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 answer a call only 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
<i>Activate</i>	Activating personal call routing.
<i>Modify</i>	Renaming personal call routing.
<i>Change settings</i>	The personal call routing settings can be changed only by your system administrator or yourself in the Self Service Portal.
<i>Delete</i>	A personal call routing can be deleted only 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. The LED on the function key is switched on/off (Mitel 6910 SIP only).

Activating Ring Alone

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

If your system administrator has set up one phone number for several phones (see "One number user concept", page 7), 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 the chapter "Configuring or deleting a key assignment", page 85).

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*.

The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6910 SIP only).

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 4 to 10-digit PIN (for more information about the PIN, see the chapter "Changing the PIN", page 77).

You must save this function to a configurable key using Self Service Portal (see the chapter "Configuring or deleting a key assignment", page 85).



Activating the phone lock:

Press the function key for *Phone lock on/off*.

The phone is locked and can be unlocked only using your PIN. *Phone is locked* is displayed.



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 MiVoice Office user guide on the <https://www.mitel.com/document-center/>), to activate or deactivate the phone lock for all phones within the one number user concept (see "One number user concept", page 7):

- 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 one minute.

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

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

You must save this function to a configurable key using Self Service Portal (see the chapter "[Configuring or deleting a key assignment](#)", page 85).

- 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](#).

The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6910 SIP only).



Activate single appointment call:

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

The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6910 SIP only).



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 while 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 log in only to a phone if no other user has yet logged in to that phone for free seating purposes.
 - You can log in 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 logging (for example, six hours and 30 minutes).
- At a certain time (for example, 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.



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. The LED on the function key is switched on (Mitel 6910 SIP only).

- Note:** The default PIN setting '0000' is not accepted (for more information about the PIN, see the chapter "Changing the PIN", page 77).



Log out free seating:

1. Press the *Free Seating: Log in/out* softkey.
2. The display with the call number is displayed.
3. Depending on the system configuration, enter the PIN and confirm with the *OK* softkey.
4. 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 predefined 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. The selection of functions depends on the selected phone and its authorization level.

- Notes:**
- More information about 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 the chapter "[MiVoice Office 400 Self Service Portal](#)", page 8).
 - You can find a list of function codes in the user's guide Features Overview MiVoice Office 400 on <https://www.mitel.com/document-center/>. Function codes can be used only 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.
<i>Appointment call: Repeat on/off</i>	Activates/deactivates an appointment call (see the chapter <u>"Acknowledging an appointment call", page 50</u>).
<i>Appointment call: Single on/off</i>	Activates/deactivates an appointment call on a one-off basis (see the chapter <u>"Acknowledging an appointment call", page 50</u>).
<i>Call forw. (CFU) to text message on/off</i>	Incoming calls are automatically forwarded to a specific destination.
<i>Call forw. (CFU) to user on/off</i>	Incoming calls are automatically forwarded to a specific destination.
<i>Call forw. (CFU) to VM on/off</i>	Incoming calls are automatically forwarded to voice mail.
<i>Call forw. if busy (CFB) to user on/off</i>	If you are busy, incoming calls will be forwarded to specific destination (user).
<i>Call forw. if busy (CFB) to VM on/off</i>	If you are busy, incoming calls will be forwarded to specific destination (voice mail).
<i>Call forw. on no reply (CFNR) to user on/off</i>	Incoming calls are forwarded to another destination (user).
<i>Call forw. on no reply (CFNR) to VM on/off</i>	Incoming calls are forwarded to another destination (voice mail).
<i>Call forwarding menu</i>	Direct access to the system menu Forwarding (see the chapter <u>"Call forwarding", page 61</u>).

Function	Description
<i>Call forwarding protection on/off</i>	Call forwarding to your phone is not allowed.
<i>Call list: Menu</i>	Direct access to the system menu <i>Call list</i> .
<i>Call list: Answered</i>	Call list for answered calls.
<i>Call list: Redial</i>	Call list for dialed call numbers.
<i>Call list: Unanswered</i>	Call list for unanswered calls.
<i>Call recording: Start/stop</i>	Record a call. The recordings are stored in your individual e-mail inbox only (see the chapter <u>"Recording a call", page 43</u>). Contact your system administrator to configure this function on your phone.
<i>Call transfer</i>	Transfer a call to another user with or without prior notice.
<i>Control output on/off</i>	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.
<i>Discreet ring on/off</i>	When this function is on, the phone rings only once. For further information, see <u>"Activating discreet ring", page 45</u> .
<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 the chapter <u>"Overview of available functions", page 53</u>).
<i>Free seating: Log in/log out</i>	Log into/out of a free seating phone (see the chapter <u>"Free seating", page 51</u>).

Function	Description
<i>Hide number on/off</i>	Permanently prevents your number from being displayed to the caller (see the chapter <u>"Hide number", page 34</u>).
<i>Hide number per call</i>	Prevents your number from being displayed to the caller once (see the chapter <u>"Hide number", page 34</u>).
<i>Home Alone on/off</i>	If calls to a user group can be answered only 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 the chapter <u>"Activate/reply to intrusion", page 46</u>).
<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.
<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 the chapter <u>"Activating personal call routing", page 48</u>).
<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 the chapter <u>"Phone book management", page 80</u>).
<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 the chapter <u>"Phone book management", page 80</u>).

Function	Description
<i>Phone lock on/off</i>	Activate/deactivate phone lock. Outgoing calls are not possible, but incoming calls can be answered (see the chapter "Locking/Unlocking your phone" , page 50).
<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 the chapter "Activating PIN telephony" , page 69).
<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 "Activating PIN telephony" , page 69).
<i>Presence menu</i>	Direct access to the system menu Presence (see the chapter "Controlling the presence status" , page 59).
<i>Presence profile on/off</i>	Activate/deactivate presence profile. You can select a presence profile (profile number 1-4, see the chapter "Controlling the presence status" , page 59).
<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 the chapter "Request a callback" , page 33).
<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 the chapter "Activating Ring Alone" , page 49).
<i>Run XML function</i>	You system administrator creates customer-specific XML services (weather report, stock exchange, and so on), which you can use on your SIP phone. Redkey:Trigger
<i>Set up conference</i>	Set up a conference with two call parties.

Function	Description
<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 the chapter "Activating/answering silent intrusion" , page 47).
<i>Switch group x, position 2</i> <i>Switch group x, position 3</i>	This function lets you route calls and functions via switch groups (with two switch positions).
<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 the chapter "Take (pick up own call)" , page 41).
<i>Transparent data</i>	This function takes charge of the transparent exchange of data between the communication server and external applications.
<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 Voice mail 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>
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

- 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 82.
 - 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 the chapter "Configuring keys", page 84), or the Self Service Portal (see the chapter "MiVoice Office 400 Self Service Portal", page 8).



Activate/deactivate presence profile:
Press the function key for *Menu*.

Phoning



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



1. Select the presence profile you want and press the **Enter** softkey.

2. Press the **Activate** > **Enter** softkeys.

The presence profile is activated.

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 82.

Note: If your Outlook calendar is not synchronized 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 navigation key to the right



1. Select the presence profile you want and press the *Enter* softkey.
2. Scroll to *Modify* and press the *Enter* softkey.



1. Scroll to *Time* or *Date* and press the *Enter* softkey.
2. Make the changes and confirm with the *Enter* softkey.
3. Scroll to *Call forwarding* and press the *Enter* softkey.
4. Select *Voice Mail* and confirm with the *Enter* softkey.
5. Scroll to *VM greeting* and press the *Enter* softkey.
6. Select *Absence information* and confirm with the *Enter* softkey.
7. Activate the presence profile.

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 (for example, 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).
<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. Existing call forwarding settings at the selected destination cannot be executed. Contact your system administrator for more information.

Available call forwarding destinations:

Menu	Description
User	Incoming calls are forwarded to an internal user or a call number.
Voice Mail	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 the chapter "Configuring voice mail", page 81). For further information about voice mail, see the user's guide "User Guide Voice Mail Systems" on https://www.mitel.com/document-center/ .

Operation of call forwarding is available via the system menu, a function key (see the chapter "Configuring keys", page 84), or the Self Service Portal (see the chapter "MiVoice Office 400 Self Service Portal", page 8).



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.



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 following options are available for further editing of the entries:

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">• Call number / name• Call date and time• Number of call attempts• Presence status of the user
<i>Delete</i>	Delete entry.
Note:	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 84](#)).

More information about call lists can be found in chapter ["Selecting from the call list", page 28](#).



Options in the call list:

Mitel 6905 SIP: Press the function key for *Menu*. Scroll to *Call list* and press the navigation key to the right.



Mitel 6910 SIP: Press the call list key.



1. Scroll to the call list you want and press the *Enter* softkey.
2. Scroll through the list until the user you want is displayed.



Calling a user from the call list:

Pick up the handset.

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:

1. Select the entry you want and press the *Enter* softkey.
2. Call up detailed information using the softkey *Detail* > *Enter*.



Deleting an entry from the call list:

1. Select the entry you want and press the *Enter* softkey.
2. Delete entry using the softkey *Delete* > *Enter*.



Deleting all entries from the call list:

1. Select an entry and press the *Enter* softkey.
2. Delete all entries using the softkey *Delete all* > *Enter*.

Editing options for voice messages

Your display shows the envelope symbol and the number of new voice messages. 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>Detail</i>	Available detailed information: <ul style="list-style-type: none">• Call number / name• Call date and time
<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 81 or the user guide "User Guide Voice Mail Systems" on the <https://www.mitel.com/document-center/>.
 - 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.¹⁾

¹⁾ from MiVoice Office 400 communication server software version R4.0 SP1 onwards

Voice messages can be managed through the system menu, a function key (see the chapter "[Configuring keys](#)", page 84), or the Self Service Portal (see the chapter "[MiVoice Office 400 Self Service Portal](#)", page 8).



Press the function key for *Menu*.



Scroll to *Voice mail* and press the right navigation key. The list of received voice messages is displayed.



Play voice message:

1. Select the entry you want and press the *Enter* softkey.
2. Play the entry using the softkey *Play* > *Enter*.



Calling up detailed information on a voice message:

1. Select the entry you want and press the *Enter* softkey.
2. Call up detailed information using the softkey *Detail* > *Enter*.



Deleting a voice message:

1. Select the entry you want and press the *Enter* softkey.
2. Delete entry using the softkey *Delete* > *Enter*.



Forwarding voice messages:

1. Select the entry you want and press the *Enter* softkey.
2. Press the softkeys *Forward* > *Enter*.
3. Enter the number you want and press the *Enter* softkey.
4. If you wish to keep a copy of this voice message, confirm this question by pressing the softkey *End* > *Yes* > *Enter*.

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 the chapter "[Configuring keys](#)", page 84).

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.

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 while 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 the key telephone (Mitel)

6910 only)

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 be configured only for function keys P1-P8.

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

Note: Your system administrator can configure up to nine line keys (including personal and KT lines) for you, but you cannot have more than two simultaneous connections.

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.

Phoning

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



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 of 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 the chapter "Configuring or deleting a key assignment", page 85).

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



Activating/deactivating PIN call:

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

The function is activated/deactivated. The 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 the chapter "Overview of available functions", page 53).



Using remote control from a third-party phone:

1. Enter function code #36.
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 acknowledgment tone.



Put the handset on-hook.
The function is activated/deactivated.

Note:

The default PIN setting '0000' is not accepted (for more information about the PIN, see the chapter "Changing the PIN", page 77).

Personalizing your phone

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

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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.

Display	Description
<i>Contrast level</i>	Setting the display contrast (Mitel 6905 SIP and Mitel 6910 SIP).
<i>Backlight</i>	Setting the backlight (Mitel 6910 SIP only):
<ul style="list-style-type: none">• <i>Off</i>• <i>Auto</i>	<p>The backlight is always deactivated.</p> <p>The backlight is switched on automatically when the phone is used and switched off automatically when the phone has been idle for 30 seconds.</p>



Press the Option key.



Scroll to *Preferences* and press the navigation key to the right.



Scroll to *Display* and press the navigation key to the right.



Setting the contrast:

1. Scroll to *Contrast level* and press the navigation key to the right.
2. Set the desired contrast using the horizontal navigation key and confirm with the *Select* softkey.



Setting the backlight:

1. Scroll to *Backlight* and press the navigation key to the right.
2. Select the required setting and confirm with the navigation key to the right.

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
<i>Ring tones</i>	
• <i>Ring tone 1...15</i>	Selection of available ring melodies.
• <i>Silent</i>	If you do not want to be disturbed during a certain time, you can set your phone not to ring with Suppress ring tone.
<i>Tone set</i>	Country-specific ring tone settings. This menu is set by your system administrator.



Setting the ring:

Press the Option key.



Scroll to *Preferences* and press the navigation key to the right.



Scroll to **Tones** and press the navigation key to the right.



Scroll to **Tones** and press the navigation key to the right.



Select the setting you want and confirm with the **Set** 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**.

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
Audio Mode ¹⁾ :	Setting possibilities:
<ul style="list-style-type: none">Speaker (default)	<p>The connection is established via the handset or the hands-free system.</p> <ul style="list-style-type: none">Press the loudspeaker/headset key when in handset mode to switch to hands-free mode.Pick up the handset when in hands-free mode to switch to handset mode.
<ul style="list-style-type: none">Headset	<p>The connection is established via the handset or the headset.</p> <ul style="list-style-type: none">Press the loudspeaker/headset key when in handset mode to switch to headset mode.Pick up the handset when in headset mode to switch to handset mode.
<ul style="list-style-type: none">Speaker/Headset	<p>At first, incoming calls are connected in hands-free mode by pressing the loudspeaker/headset key.</p> <ul style="list-style-type: none">Press the loudspeaker/headset key repeatedly to switch back and forth between hands-free mode and headset.Pick up the handset to return the conversation from hands-free mode or headset to the handset at any time.

Audio settings	Description
<ul style="list-style-type: none"> • Headset/Speaker 	<p>At first, incoming calls are connected in headset mode by pressing the loudspeaker/headset key.</p> <ul style="list-style-type: none"> • Press the loudspeaker/headset key repeatedly to switch back and forth between headset mode and hands-free mode. • Pick up the handset to return the conversation from hands-free mode or headset to the handset at any time.
<p>Headset Mic Vol</p> <p>DHSG</p>	<p>Sets the volume of the headset microphone.</p> <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>

¹⁾ All setting possibilities for the headset apply only to the Mitel 6910 SIP.

- Notes:**
- To find out how to make phone calls with the headset, refer to "Using a headset (Mitel 6910 SIP)", page 26.
 - More information about the Automatic hands-free function can be found in chapter "Using your phone in hands-free mode", page 24.



Press the Option key.



Scroll to [Preferences](#) and press the navigation key to the right.



Scroll to [Set Audio](#) and press the navigation key to the right.



Setting the audio mode:

1. Scroll to [Audio Mode](#) and press the navigation key to the right.
2. Select the setting you want and confirm with the [Set](#) softkey.



Setting the headset volume (Mitel 6910 SIP only):

1. Scroll to [Headset Mic Vol](#) and press the navigation key to the right.
2. Select the setting you want and confirm with the [Set](#) 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, refer to "MiVoice Office 400 Self Service Portal", page 8.

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 the chapter "Restart phone", page 78).

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
<i>Time format</i>	12-hour or 24-hour clock format.
<i>Daylight savings</i>	List of available summer time formats.
<i>Date format</i>	List of available global time zones.

Setting	Description
Time zone	List of available global time zones.
Time server 1-3	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.



-  Press the Option key.
-  Scroll to [Preferences](#) and press the navigation key to the right.
-  Scroll to [Time/date](#) and press the navigation key to the right.
-  Scroll to the setting you want and press the navigation key to the right.
-  Select the setting you want and confirm with the [Set](#) 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 50](#)).

The digit combination "0000" is set as default. You can select any 4 to 10 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, refer to ["MiVoice Office 400 Self Service Portal", page 8](#).

Personalizing your phone

- Notes:**
- The PIN that you have changed locally on your phone cannot be displayed or overwritten over the Self Service Portal. Therefore, configure your PIN only via the Self Service Portal of the MiVoice Office 400 communication server.
 - Your personal PIN is valid for all your phones in the one number user concept (see the chapter ["One number user concept"](#), page 7).

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, refer to ["MiVoice Office 400 Self Service Portal"](#), page 8.

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 be carried out only by your system administrator. You can however call up the data.



Calling up the phone status:

Press the Option key.



Scroll to [Phone status](#) and press the navigation key to the right. 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 phone** and press the navigation key to the right. 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 waiting¹⁾
- Intrusion
- Call forwarding
- Call forwarding for another user
- Announcement
- Fast take
- Remote control

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

Protection for these call types is configured using the Self Service Portal. For more information about the Self Service Portal, refer to "MiVoice Office 400 Self Service Portal", page 8.

Phone book management

This section includes important information about 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 the chapter "Dialing from the phone book (directory lookup)", page 27), 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.

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 available only 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 the chapter "MiVoice Office 400 Self Service Portal", page 8).

- Mitel OfficeSuite
- External directories, such as Microsoft Exchange (provided your MiVoice Office 400 communication system is synchronized 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 about voice mail, refer to your system administrator or the user's guide *User Guide Voice Mail Systems* on the

<https://www.mitel.com/document-center/>.

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

Menu	Description
<i>Record</i>	Record voice mail greeting.
<i>Select</i>	Activating the voice mail greeting.
<i>Edit</i>	Renaming the voice mail greeting.
<i>Mode:</i>	Selecting the mode:
• <i>Recording allowed</i>	Caller can leave a message.
• <i>Recording not allowed</i>	Caller cannot leave a message.
<i>Play</i>	Play voice mail greeting

Operation of voice mail is available via the system menu, a function key (see the chapter "Configuring keys", page 84), or the Self Service Portal (see the chapter "MiVoice Office 400 Self Service Portal", page 8).

To know more about options for editing voice messages, see the chapter "Editing options for voice messages", page 64.

Personalizing your phone



Press the function key for *Menu*.



Scroll to *Voice Mail* and press the *Enter* softkey.



Select any entry and press the *Enter* softkey.



Scroll to *Settings* and press the *Enter* softkey.



Renaming the voice mail greeting:

1. Select the greeting you want and press the *Enter* softkey.
2. Press the *Edit* > *Enter* softkeys.
3. Enter the name and confirm with the *Enter* softkey.



Recording voice mail greeting:

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



Playing voice mail greeting:

1. Select the greeting you want and press the *Enter* softkey.
2. Press the *Play* > *Enter* softkey.
3. You can monitor your personal greeting text and re-record it if necessary.



Selecting the mode:

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



Activating the voice mail greeting:

1. Select the greeting you want and press the *Enter* softkey.
2. Confirm with the *Select* > *Enter* softkey.

Configuring presence profile

You want to manage your incoming calls taking your current presence status into account (see the chapter "Organizing absences from the desk", page 58).

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
<i>Description</i>	Type in the text to be displayed to other users as detailed information for your presence status (for example, "Meeting until 4 pm."). You can also leave this input field blank.
<i>Time/date</i>	Enter the time and/or date of your absence: This information is displayed to your caller, provided you selected the <i>Absence information</i> setting for call forwarding to voice mail. You can also leave this input field blank.
<i>Personal call routing:</i>	Specify the phones on which a call is to be signaled (see <u>"Activating personal call routing", page 48</u>).
<ul style="list-style-type: none"> • <i>Keep settings as is</i> • <i>None</i> • <i>Routing ID <1...5></i> 	<p>Calls are routed according to your settings.</p> <p>Any set call forwarding operation is deleted.</p> <p>Your personal call routing number.</p>
<i>Call forwarding:</i>	Specify the phones on which a call is to be signaled (see <u>"Call forwarding", page 61</u>).
<ul style="list-style-type: none"> • <i>Keep settings as is</i> • <i>Forwarding off</i> 	<p>Calls are routed according to your settings.</p> <p>Any configured call forwarding operation is deleted.</p>
Note:	In the Self Service Portal, you can specify whether you want the same or a different forwarding destination for external calls 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 <i>No forwarding</i> .
<ul style="list-style-type: none"> • <i>User</i> • <i>Voice Mail</i> 	<p>A call is channelled to the defined forwarding destination.</p> <p>A call is forwarded to voice mail. The greeting to be played can be configured with voice mail greeting.</p>
<i>Voice mail greeting:</i>	Activate the greeting you want.
<ul style="list-style-type: none"> • <i>Keep settings as is</i> 	Your currently defined greeting is used.

Personalizing your phone

Menu	Description
<ul style="list-style-type: none">• Absence information	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 Available presence profile. More information can be found under " Absence information ", page 60.
<ul style="list-style-type: none">• Default greeting	Your caller will hear the global greeting (name depends on the MiVoice Office 400 communication system).
<ul style="list-style-type: none">• Personal greeting	<ul style="list-style-type: none">• If you renamed your personal greeting, your greeting name is displayed here. Your caller obtains one of the currently active personal greetings.• The time and date are never played in the global greeting and personal greetings.

Presence settings can be managed via the system menu, a function key (see the chapter "[Configuring keys](#)", page 84), or the Self Service Portal (see the chapter "[MiVoice Office 400 Self Service Portal](#)", page 8).



Changing the presence profile:

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



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



Select the presence profile you want and press the [Enter](#) softkey.



Press the [Modify](#) > [Enter](#) softkey.



Select the setting you want and press the [Enter](#) softkey.



Make the changes and confirm with the [Enter](#) softkey.

Configuring keys

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

Available keys

You can assign the configurable keys of your phone with a specific action type so you can trigger a particular action by simply pressing that key. The following options 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> ¹⁾	Team key ²⁾	Configure a key with your team partner's call numbers.
<i>KT line</i> ³⁾	Line key	A line key has a call number which can be used for internal or external calls. In general, multiple phones can be connected to this line. Your phone becomes a key telephone as soon as your system administrator has assigned a KT line to a configurable key. KT lines are possible only on function keys P1 to P8 (Mitel 6910 SIP). For more information about KT line keys, refer to <u>"Line keys on the key telephone (Mitel 6910 only)", page 66.</u>
<i>Personal line</i>	Personal call key	Personal line on telephones on which you can make personal calls.

¹⁾ Mitel 6910 SIP only

²⁾ The audio features of a busy lamp field can be configured in the Self Service Portal (see the chapter "MiVoice Office 400 Self Service Portal", page 8.)

³⁾ Mitel 6910 SIP only

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 the chapter "MiVoice Office 400 Self Service Portal", page 8.). An overview of the available functions can be found in the chapter "Overview of available functions", page 53.

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.

Product and safety information

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

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Product information 88

Data protection 89

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.

- 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.

Download the MiVoice Office 400 documents from the internet:

<https://www.mitel.com/document-center/>

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. Note that these features can be used only in compliance with national data protection provisions.

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