Mitel® 5000 Communications Platform (CP)

8528 Telephone Quick Reference Guide

This guide provides information for frequently used features. For more information about these and other features, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system.

No.	Name	Description
1	Handset	The handset is hearing aid compatible (HAC). If you are using a headset or if you are in Handsfree Mode, you do not need to use the handset.
2	Display	Provides a two-line, 16-character viewing area for using features and identifying callers. When idle, the display shows user information and the time and date.
3	Ring/Message Indicator	Flashes or stays lit to indicate call, message, and feature activity. **Indicator Signals** / **Description** Rapidly flashing: You have an incoming call. Slowly flashing: You have a waiting message or callback message. On: You are on a call or using a feature. Off: Your IP phone is idle.
4	Feature Buttons	Provide quick access to commonly used features. See "Feature Buttons" on page 2 for descriptions.
5	Dialpad Buttons	Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.
6	Programmable Buttons	Provide 16 programmable buttons. The top seven buttons on the telephone are programmed by the system administrator and cannot be reprogrammed. However, you can program the remaining buttons for quick access to features or speed-dial entries.
7	External Speaker	Provides audio for handsfree calls and background music.

MITEL Simply Communicating

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Feature Buttons

Feature buttons provide quick access to commonly used features. See the following table for descriptions.

Button	Action
(Up) (Down)	Provides volume control. Scrolls through feature options.
(Speaker)	Activates Handsfree Mode. Activates features.
(Mute)	Mutes the microphone during a call.
(Directory)	Activates the contact and feature DIrectory.
(Special)	Activates features while on a call. The (Special) button does not cancel features. To cancel features, press the Star button (*).
(Redial)	Calls the last external number dialed. You cannot redial internal numbers.
(Hold)	Places the current call on hold. Left/Backspace when entering dialpad characters.
(Transfer)	Transfers the current call. Right/Forward when entering dialpad characters.
(Message)	Connects to voice mailbox and notifies when you have messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

Commonly Used Feature Codes

Most of the following feature codes work when your telephone is idle. However, if you are on an active call or if the telephone is off-hook, you may need to press (Special) to activate the feature before you enter the feature code.

If you make a mistake when entering numbers or characters, you can press (Hold) to move the cursor to the left and delete the characters entered, or you can press * to cancel the feature.

Contact your system administrator for more information about system features.

Feature	Code
ACD Agent – Log In/Out	328
Automatic IC Call Access – On/Off	361
Automatic Trunk Call Access – On/Off	360
Background Music – On/Off	313
Call Forward – All Calls	355
Call Logging	333
Conference	5
Default Station	394
Directory	307
Display Time And Date	300
Do-Not-Disturb – On/Off	372
Dynamic Extension Express – On/Off	364
Dynamic Extension Express Handoff	388
Handsfree – On/Off	319
Headset – On/Off	317
Hold – Individual	336
Hold – System	335
Hot Desk On/Off	348
Hunt Group – Remove/Replace	324
Message – Cancel Left Message	366
Message – Delete Message	368
Message – Leave Message	367
Message – View Messages Menu	365
Microphone Mute – On/Off	314
Page Receive – On/Off	325
Program Buttons	397
Program Station Passcode	392
Programmable Buttons – Default	395
Queue (Callback) Request	6
Record-A-Call	385
Reverse Transfer (Call Pick-Up)	4
Ring Tone Selection	398
Station Speed Dial	382
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Switch Keymap	399
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Answering Calls

Lift the handset, or press (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode.

Placing Emergency Calls

Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

Placing Internal (Intercom) Calls

With or without the handset lifted, dial the extension number. If you enter incorrect digits, you can press (Hold) to move the cursor backward, deleting the last digits entered. If you are using Handsfree Mode, listen for the double tone, and then begin to speak.

Placing External Calls

Press the **Outgoing** button, an unlit **Call** button, or enter the Outgoing Call access code (**8** is the default code), and then dial the number.

Redialing External Numbers

With or without the handset lifted, press the (Redial). The system automatically selects a line and dials the number.

Transferring Calls to Other Extensions

1. While on the call, press (Transfer), and then enter the extension number.
2. Do one of the following:
   - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing **IC** or **Call** button to return to the caller.
   - Hang up to transfer the call and disconnect the call from your telephone.

Forwarding Calls

1. Press the **Fwd** button, and then enter the feature code, if applicable. ENTER FORWARD DEST appears.
2. Enter the extension number, or press the **Outgoing** button or enter the Outgoing Call access code (**8** is the default code), and then dial the phone number.

Placing Ad Hoc Conference Calls

1. While on the first call, press the **Conf** button to place the call on hold. CALL NEXT PARTY TO CNF appears.
2. Place a call to the next conference party. For external calls, press the **Outgoing** button or enter the Outgoing Call access code (**8** is the default code), and then dial the number.
3. After the party answers, announce the conference, and then press the **Conf** button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the **Conf** button again to start the conference. CNF IN PROGRESS appears.

Viewing and Responding to Messages

1. With the handset on-hook, press (Message) Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press (Message) to scroll through the messages.
2. When the desired message is displayed, press **#**, or lift the handset for privacy, and then press **#** to respond. (If your handset is off-hook and you press (Message), you automatically place a call to the party or message center who left the message.)

Using Do-Not-Disturb

1. Press the **DND** button, and then do one of the following:
   - Press (Up) or (Down) to scroll through the messages.
   - Enter the two-digit number for the DND message.
2. After selecting the message, enter the additional text for the DND description, if applicable.
3. Press (Speaker) lift and replace the handset.

Placing a Page Announcement

1. Press **7**.
2. Enter the page-zone number (**0** to **9**).
3. After the tone, make your announcement, and then hang up.