

Mitel Digital Phone Quick Reference Guide




PLACING AN OUTSIDE CALL

1. With or without the handset lifted, press Outgoing for an outside line
2. Dial the desired number

CALLING AN INTERNAL EXTENSION

1. With or without the handset lifted, dial the extension number

PLACING A CALL ON HOLD

1. Press the  Hold button

To retrieve the holding call

1. Press the flashing Call key

TRANSFER A CALL

To transfer a call to another station

1. Press Transfer key
2. Dial the extension
3. Hang up *OR* announce the call and then hang up

CONFERENCE CALL

To set up a 4-party call

1. While on a call, press Conference
2. Dial the 3rd party (Dial the extension *OR* press Outgoing + number for outside call)
3. When the called party answers, press Conference.
4. Dial the 4th party (Dial the extension *OR* press Outgoing + number for outside call)
5. When the called party answers, introduce the conference by pressing Conference twice to connect all parties.

DO NOT DISTURB (DND)

Disables incoming calls to your phone and sends them straight to your voicemail

1. Press the DND feature key to activate/deactivate

CALL FORWARD:

1. Press the Forward button
2. Dial the extension number you want the calls to forward to, *OR* press Outgoing dial the outside telephone number you want the calls to forward to. (For an Outgoing line: Dial 1+ Area Code +Number)
3. Either wait for the feature to timeout to register the forward *OR* Lift and replace the handset to register the forward

TO CANCEL A CALL FORWARD:

1. Press the Forward button
2. Either wait for the feature to timeout and register the cancelled forward *OR* Lift and replace the handset to register the cancelled forward

REVERSE TRANSFER (Rev TRF)

Allows you to pick up a call that is ringing or holding on another extension

1. Press Reverse Transfer
2. Enter the extension number where the call is ringing or holding

For more information, please call: [877-NORCOM1](tel:877-NORCOM1)
or go to: www.norcomsolutions.com/tips-and-tricks

TRANSFER TO HOLD (TRF to Hold)

Allows you to put a call on hold on another extension

1. Press Transfer to Hold
2. Enter the extension number where the call is ringing or holding and hang up




PAGE

Allows you to make an announcement

1. Lift Handset
2. Press Page
3. Make your announcement
4. Hang up

DIRECTORY

You can use the Directory to find and call internal contacts

1. Press Directory (or) Press  Feature Key and Dial 307
2. Press 1 (or) select IC from the screen
3. Use your Dial Pad to enter up to 20 characters of a contacts name (First or Last)
4. Press  or  or the >> (Next) or << (Previous) menu buttons to scroll through the entries.
5. When you find the entry you wish to call press # (or) select the entry from the screen.




CALL LOGS

Your call logs are records of your most recent missed, received, and dialed calls. A maximum of 20 entries are stored in each call log.

You can use Call Logging to:

- View recent call activity.
- View caller ID information.
- Return or redial calls.

TO USE CALL LOGS


1. Press Call Logs (or) Press  Feature Key and Dial 333
2. Select one of the following options:
 - a. Press **1** (MISS) or the **MISSED CALLS** menu button for missed calls.
 - b. Press **2** (RCV) or the **RECEIVED CALLS** menu button for received calls.
 - c. Press **3** (DL) or the **DIALED CALLS** menu button for dialed calls.
 - d. Press **4** (CLR) or the **CLEAR LOGS** menu button to clear all entries.
3. Press  or  or the >> (Next) or << (Previous) menu buttons to scroll through the entries

STATION SPEED DIAL (STA SPDL)

You can program and use up to ten personal speed-dial numbers on your phone.

In addition, if you have programmable feature buttons, you can program them as speed dial buttons for one-touch dialing.


TO PROGRAM STATION SPEED DIALS

1. Press  Feature Key and Dial the 383
2. Dial the Bin Number (location to store the number). Bins are numbered 0-9.
3. Enter the name to associate with the speed dial using the keys on your dial pad.
4. Press # or speaker to accept the Entry.
5. Dial the telephone number as you would to call the number.
6. Press # or Speaker to accept the number.

TO USE SPEED DIALS

1. Press the STA SPDL Feature Key
2. Dial the bin (0-9) that you wish to call *OR* Press  or  or the >> (Next) or << (Previous) menu buttons to scroll through the entries and select the bin you wish to call.

TO PROGRAM A STATION SPEED DIAL ON A BLANK BUTTON




1. With handset in cradle press  and dial 397
2. Press the blank button you want to program
3. Dial 382

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4. Enter the speed dial bin (0-9) that you wish to associate with this button

TIPS AND FACTS:

→ When in programming mode:

- Press  Transfer Key to FORWARD TO NEXT CHARACTER BACKSPACE
- Press  Hold Key to
- Press  Message Key to toggle ALPHA/NUMERIC modes

→ For assistance, changes, or questions, please have your System Administrator contact our Customer Care Department