MITEL

Model 8520

Endpoint User Guide

MITEL®

Model 8520 Endpoint 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.

Feature Buttons

Most of the following feature codes work when your endpoint is idle. However, if you are on an active call or if the endpoint 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 the **MUTE** button to move the cursor to the left and delete the characters entered, or you can press ***** to cancel the feature.

Button	Action
⚯	Activates features while on active calls.
🔊 🔉	Provides volume control. Scrolls through feature options.
◀	Activates Handsfree Mode. Turns speaker on and off.
⌣	Places the current call on hold.
CALL	Selects an outside line or answers a call.
IC	Answers an intercom (internal) call.
MUTE	Mutes the microphone. Left/backspace when entering dialpad characters.
DND	Turns DND mode on or off.
PAGE	Selects a page zone to place a page.
STN SPDL	Views or accesses Station Speed-Dial numbers.
SYS SPDL	Views or accesses System Speed-Dial numbers.
REDIAL	Redials a telephone number.
CNF	Places a conference call.
TRANSFER	Transfers the current call.
MSG	Connects to Inter-station and voice messages. Toggles between Alpha Mode and Numeric Mode.
FWD	Forwards the call to the specified number. Right/forward when entering dialpad characters.
ANSWER	Answers calls.
OUTGOING	Selects an outgoing line for external calls.

Commonly Used Feature Codes

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
Handsfree – On/Off	319
Headset – On/Off	317
Hold – Individual	336
Hold – System	335
Hunt Group – Remove/Replace	324
Message – Cancel Left Message	366
Message – Delete Message	368
Message – Leave Message	367
Message – Messages Menu	365
Microphone Mute – On/Off	314
Page Receive – On/Off	325
Program Buttons	397
Program Station Password	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
Station Speed Dial – Programming	383
Switch Keymap	399
System Forward – On/Off	354
System Speed Dial	381
View Button Assignments	396

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

Redialing External Numbers

With or without the handset lifted, press the **REDIAL** button. The system automatically selects a line and dials the number.

Transferring Calls to Other Extensions

1. While on the call, press the **TRANSFER** button, 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 endpoint.

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 (the default code is **8**), and then dial the telephone number.

Placing Conference Calls

1. While on the first call, press the **CNF** 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 **CNF** button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the **CNF** button again to start the conference. CNF IN PROGRESS appears.

Viewing and Responding to Messages

1. With the handset on-hook, press the **MSG** button. Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press the **MSG** button 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 the MSG button, 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 ◀ı (Down) to scroll through the messages.
   - Enter the two-digit number for the DND message.
2. If applicable, enter the additional text for the DND description.
3. Press ◀ (Speaker) or lift and replace the handset.

Placing a Page Announcement

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

Notice

This guide is released by Mitel Networks Corporation and provides information necessary to use the Model 8520 endpoint. The guide contents, which reflect current Mitel standards, are subject to revision or change without notice.

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware, software, or system administrator assistance.

For sales, service, or technical support, contact your local authorized provider:

Enter provider information above.

If you do not know the contact information for your local provider, use the "Strategic Partners & Resellers – Mitel Partner Locator" link at the top of the Mitel home page (www.mitel.com) to find a location near you.

If you have any questions or comments regarding this user guide or other technical documentation, contact the Technical Publications Department (USA) at:

tech_pubs@mitel.com

Important Safety Instructions and Precautions

Remember the following safety guidelines when using the endpoint.

Programming Emergency Numbers

Make sure to do the following when programming emergency numbers and/or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform tests during off-peak hours such as early morning or late evenings.

Safety Notices

The following notices may appear on the product or in the technical documentation.

Notice	Description
⚠ CAUTION	Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.
⚠ WARNING	Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
⚠ DANGER	Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
⚠	The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.

Maintenance and Repair

There are no user serviceable parts inside the endpoints. For repairs, return the endpoint to an authorized Mitel provider.

NOTE	Changes or modifications not expressly approved by Mitel may void the user's right to operate the equipment.

Product Disposal Instructions

This symbol indicates that the product is classified as electrical or electronic equipment and should not be disposed of with other commercial or household waste at the end of its working life. For appropriate disposal and recycling instructions, contact your local Mitel provider.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) was established by the European Union to minimize negative impact on the environment, control hazardous substances, and curtail landfill expansion by using the best available recovery and recycling techniques.

Depending upon which software version your telephone system is using, some of the features included in this guide may not be available for your endpoint. Check with your system administrator to see which software version your telephone system currently uses and if there are any feature restrictions for your system.

Endpoint Usage

This equipment is not for connection to the telephone network or public coin phone service. It is only for use when connected to Mitel systems.

> ## ⚠ WARNING
>
> When using your endpoint equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:
>
> - Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
> - Avoid using an endpoint (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
> - Do not use the endpoint to report a gas leak in the vicinity of a leak.
> - Do not connect directly to the Public Switched Telephone Network (PSTN). Any connection of this endpoint to an off premise application, an out of plant application, any other exposed plant application, or to any equipment other than the intended application may result in a safety hazard, and/or defective operation, and/or equipment damage. "Exposed plant" means where any portion of the circuit is subject to accidental contact with electric lighting or power conductors operating at a voltage exceeding 300 volts between conductors or is subject to lightning strikes.
> - The socket outlet, if used, shall be located near the equipment and shall be easily located by the user.
> - Use only Mitel approved power adaptors.
> - The handset supplied with the endpoint is not certified for use with any other phone. Use of the handset with any other phone may have the potential to cause hearing loss in the event of a lighting strike on the outside plant wiring.

Notice to Canadian Customers

The Class B digital apparatus complies with Canadian ICES-003.

Notice to U.S. Customers

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Notice to European Customers

CE

We, Mitel Networks LTD.
Of, Mitel Castlegate Business Park
Portskewett
Caldicot
NP26 5YR
UK

Declare that for the hereinafter mentioned product the presumption of conformity with the applicable essential requirements of
DIRECTIVE 1999/5/EC OF THE EUROPEAN
PARLIAMENT (RTTE DIRECTIVE) AND OF THE COUNCIL is given.

Mitel Endpoints: 8520

Any unauthorized modification of the product voids this Declaration.

For a copy of the original signed Declaration of Conformity (in full conformance with EN45014), please contact the Regulatory Approvals Manager at the above address.

Contents

Contents

Contents

Troubleshooting   47

Index   49

Getting Started

Welcome

The instructions in this guide are for using the Model 8520 endpoint. The *Quick Reference Guide* located at the beginning of this user guide is an overview of frequently used features.

Your endpoint should be powered on and ready to use. If the display is blank, or if the display name, extension number, or time or date are incorrect, contact your system administrator for assistance.

Because a variety of voice mail products work with the Mitel 5000 system, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide,* part number 835.3205, or the *NuPoint Messenger Messaging User Guide* (on the Mitel Web site (http://edocs.mitel.com). Contact your system administrator for more information about your voice mail system.

NOTE	Because many endpoint features can be programmed to perform various tasks, some features may work differently than the descriptions in this guide. Contact your system administrator for more information.

About Your Endpoint

Your endpoint is equipped with a two-line display, a hearing aid-compatible handset, a Message Indicator lamp, an internal speaker and microphone, and two basic types of buttons.

- **Dialpad buttons**: Allow you to enter numbers and letters.

- **Feature buttons**: Provide quick access to various endpoint and voice mail features.

This photo shows the external components of the endpoint. See "Feature Descriptions" on page 3 for more information about the endpoint features.

1 – Handset	5 – Programmable buttons
2 – Display	6 – Dialpad buttons
3 – Message Indicator lamp	7 – Feature buttons
4 – Hold	8 – Speaker

Feature Descriptions

The following sections describe default configurations. Your endpoint may be programmed differently. Contact your system administrator for more information. See "About Your Endpoint" on page 2 for endpoint feature locations.

Handset

The handset provided with this equipment 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.

Display

The endpoint has a two-line display. When the endpoint is idle, the display shows your extension number, your username, the time of day, and the date. At other times it might show reminder messages, Do-Not-Disturb (DND) messages, number dialed, call sources, elapsed time of calls, current call costs, error messages, and so on.

Following are the feature display abbreviations:

Abbreviation	Word or Phrase
ACCT CODE	Account Code
CNF	Conference
DEST	Destination
DIR	Directory
DND	Do-Not-Disturb
EXT	Extension
LOGS	Call Logging
MSG	Message
RCL	Recall
SPKR	Speaker
SPKRPHN	Speakerphone
STN SPD	Station Speed Dial
SYS SPD	System Speed Dial
TFR	Transfer
TG	Trunk Group (a group of outside lines)
TRNK	Trunk (an outside line)
MISSED (number)	Missed Calls

Message Indicator Lamp

The Message Indicator lamp flashes or stays lit to indicate call, message, and feature activity. See "Using Messages" on page 37.

| NOTE | By default, the Message Indicator lamp is lit when you receive new messages. However, this lamp can be programmed for other functions. Contact your system administrator for more information. |

Message Indicator lamp signals are described in the following table.

Message Indicator Lamp Signal	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 endpoint is idle.

Programmable Buttons

Most of the buttons on your endpoint are preprogrammed by the system administrator; however, you can program some of the endpoint buttons for quick access to features or speed-dial entries. See "Assigning Features to Programmable Buttons" on page 11 for instructions.

Dialpad Buttons

Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.

Speaker

The speaker provides audio for handsfree calls and background music. See "Using Handsfree Mode" on page 27 for information about handsfree calls. See "Listening to Background Music" on page 10 for more information about background music.

Feature Buttons

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

Button	Action
∞ (Special)	Activates features while on active calls. Depending on how your system is configured, you may need to press this button before you dial a feature code.
(Up) (Down)	Provides volume control for the ringer, handset, and speaker. Scrolls through feature options.
(Speaker)	Activates Handsfree Mode (speakerphone). See "Using Handsfree Mode" on page 27. Activates features.
(Hold)	Places the current call on hold.
CALL	Selects an outside line or answers a call.
IC	Answers an intercom (internal) call.
MUTE	Mutes the microphone. Left/backspace when entering dialpad characters. See "Using the Dialpad Buttons to Enter Characters" on page 22.
DND	Turns DND mode on or off. See "Using Do-Not-Disturb" on page 39.
PAGE	Selects a page zone to place a page.
STN SPDL	Views or accesses Station Speed-Dial numbers.
SYS SPDL	Views or accesses System Speed-Dial numbers.
REDIAL	Redials last external telephone number.
CNF	Places a conference call.
TRANSFER	Transfers the current call.
MSG	Connects to Inter-station and voice messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.
FWD	Forwards the call to the specified number. Right/forward when entering dialpad characters. See "Using the Dialpad Buttons to Enter Characters" on page 22.
ANSWER	Answers calls.
OUTGOING	Selects an outgoing line for external calls.

Endpoint Signals

The endpoint has several audio and visual signals to indicate feature activity. The following are a few helpful tips:

- Any buttons that are lit or blinking indicate call or feature activity.
- All endpoint button lamps illuminate at the same time for a few seconds when the endpoint is reset or powered on.
- The following actions may cause an error tone:
  - o Pressing an invalid button combination.
  - o Selecting a restricted feature.
  - o Dialing a restricted or invalid number.
  - o Dialing too slowly between digits.
  - o Waiting too long before performing the next step.

  To correct, hang up and try again.
- Many features "time-out" if you wait too long before performing the next step. If this happens, you must start over.
- "Off-hook" means the handset is in use. "On-hook" means the handset is idle.

Comfort and Safety Tips

Observe the following comfort and safety tips when using the endpoint:

- **Do not cradle the handset**: Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your neck and shoulder. If you frequently use the endpoint, you might find a headset more comfortable. See "Headset Instructions" on page 7.
- **Adjust the viewing angle**: The built-in stand tilts to give you a better view of the buttons. See "Adjusting the Viewing Angle" on page 9.
- **Protect your hearing**: Because prolonged exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level. You can adjust the volume levels of the handset receiver or headset. See "Changing Volume Levels" on page 9.

Headset Instructions

When using a headset, press ◀ (Speaker) to connect to or disconnect from calls.

If you have both a headset and a handset connected to your endpoint and you are using the headset, you can quickly transfer audio to the handset by lifting the handset from the cradle. Press ◀ (Speaker) to transfer the call back to the headset before replacing the handset in the cradle.

NOTES	The headset must be HAC.
	If your headset has a power-saver mode, make sure the system administrator has enabled the "Headset Connect Tone" feature. If this is not enabled, you may miss the first few seconds of an incoming call.

To connect and activate the headset:

1. Insert the headset jack into the Headset port located on the back of the endpoint. See "Endpoint Signals" on page 6.

2. Dial **317** to turn the headset on. HEADSET MODE ON appears.

To turn off Headset Mode and activate the handset and speakerphone:

Dial **317**. HEADSET MODE OFF appears. The handset or speakerphone is now activated.

Personalizing Your Endpoint

This chapter describes features you can use to personalize your endpoint.

Adjusting the Viewing Angle

You can tilt the endpoint stand for a better view of the buttons and display.

To adjust the viewing angle:

1. Position the bottom of the endpoint base on a flat surface.

2. Tilt the endpoint to the desired angle.

3. Place the "feet" of the support mechanism in the holes on the base to secure the position of the endpoint.

Changing Volume Levels

You can change the following volume levels:

- Ringer (alerting tone)
- Handset
- Headset
- Background music
- External speaker

You must be using the feature to change the volume level. For example, if you want to change the handset volume level, you must be using the handset. However, you can adjust the ringer (alerting tone) volume level when the endpoint is idle.

To change a volume level:

1. While using the feature, press ◀)) (Up) to increase the volume, or press ◀ı (Down) to decrease the volume.

2. Press the center of the button to save the setting.

Changing the Ring Tone

You can select one of nine different ring tones.

To change the ring tone:

1. With the handset on-hook, dial **398**.

2. Do one of the following to select, or turn off ring tones:

   - Press **0** to turn the ringer off.
   - Press ◀)) (Up) or ◀ı (Down) or **1** to **9** to listen to ring tones.

3. Press ◀ (Speaker), **#** or lift and replace the handset to select the ring tone.

Adjusting the Display Contrast

You can adjust the display Contrast setting.

To adjust the Contrast setting:

1. While the handset is on-hook, dial **303**.

2. Do one of the following:

   - Press ◀⑴⎜ (Up) or ◀⎜ (Down) to adjust the contrast.
   - Press a number on the dialpad (1 = lightest, 8 = darkest) that corresponds to your desired contrast level.

3. To save the setting, press **#** or ◀ (Speaker).

Listening to Background Music

If your system is equipped with a music source, you can listen to Background Music or system audio (for example, organizational conference calls) through the external speaker.

To turn background music on or off:

Dial **313** to turn background music on. BACKGROUND MUSIC ON appears. Dial **313** to turn background music off.

Changing the Language

Your system administrator can select two of the following languages as the primary and secondary languages used to display text:[1]

- American English
- British English
- Spanish
- Japanese

You can change the language by selecting the secondary language. Contact your system administrator for more information.

To change the language:

Dial **301** to select either the primary or secondary language. The display shows text in the selected language.

---

1. This feature may or may not be enabled for your system.

Assigning Features to Programmable Buttons

For quick access, you can assign feature codes, extension numbers, or speed-dial numbers to your programmable buttons. You can then use the programmed buttons to activate features or place calls. See "Default Access Codes" below and "Default Feature Codes" on page 12 for code lists.

NOTES	Before assigning a speed-dial number to a programmable button, you must store the number with either a Station or System speed-dial code. See "Using Speed Dial" on page 21.
	You cannot reprogram the default button assignments.

To assign a feature, extension number, or speed-dial code to a button:

1. With the handset on-hook, dial **397**.
2. Press the button that you want to program. UNDEFINED KEY appears. If the button is not programmable, NON-PROGRAMMABLE KEY appears.
3. Enter the feature code, extension number, or speed-dial code (**0** to **9**) to be assigned to the button.

Default Access Codes

The following are default system access codes. If your system uses different codes, record the codes in the "New Code" column for reference.

Outside Line Access Codes

Code Type	Code	New Code
Emergency Call	911 (999/112 Europe)	
Outgoing Call (Default)	8	
Select Line Group 1 to 208	92001 to 92208	
Automatic Route Selection	92000	

Extension Numbers

Code Type	Code	New Code
Attendant	0	
Endpoint Extensions	1000 to 1999	
Hunt Groups	2000 to 2299	

Default Feature Codes

The following table lists default feature codes.[2] If your system administrator changes any of the default codes, you can record the new codes for reference in the "New Code" column.

NOTES	Most of the following feature codes work when your endpoint is idle. However, if you are on an active call or if the endpoint 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 a feature code, you can press the **MUTE** button to move the cursor to the left and delete the characters entered, or you can press * to cancel the feature.

Feature	Page	Code	New Code
Account Code – Follow Calls	25	391	
Account Code – Optional	25	390	
ACD Agent – Log In	43	326	
ACD Agent – Log In or Log Out	43	328	
ACD Agent – Log Out	43	327	
ACD Agent – Wrap-up Terminate	44	329	
Agent Help – Reject	44	376	
Agent Help – Request	44	375	
Answer Ringing Call	17	351	
Automatic IC Call Access – On and Off	17	361	
Automatic Trunk Call Access – On and Off	17	360	
Automatic Trunk Answer	30	350	
Background Music – On and Off	10	313	
Barge-in	45	386	
Call Forward – All Calls	30	355	
Call Forward – If Busy	30	357	
Call Forward – If No Answer	30	356	
Call Forward – No Answer/Busy	30	358	
Call Logging	33	333	
Change Language	10	301	
Conference	31	5	
Default Station	15	394	
Directory	24	307	
Display Time And Date	29	300	
Do-Not-Disturb	39	370	
Do-Not-Disturb – Cancel	39	371	
Do-Not-Disturb – On and Off	39	372	
Do-Not-Disturb – Override	39	373	

---

2.   These features shown may or may not be enabled for your system.

Feature	Page	Code	New Code
Group Listen	32	312	
Handsfree – On and Off	27	319	
Headset – Off	7	316	
Headset – On	7	315	
Headset – On and Off	7	317	
Hold – Individual	28	336	
Hold – System	28	335	
Hookflash (Recall in Europe)	28	330	
Hunt Group – Remove	45	322	
Hunt Group – Remove/Replace	45	324	
Hunt Group – Replace	45	323	
LCD Contrast Control	10	303	
Message – Cancel Left Message	38	366	
Message – Delete Message	38	368	
Message – Leave Message	37	367	
Message – View or Send Message	38	365	
Microphone Mute – On and Off	28	314	
Page	41	7	
Page Receive – On and Off	41	325	
Program Buttons	11	397	
Program Station Password	34	392	
Programmable Buttons – Return to Default	15	395	
Queue (Callback) Request	19	6	
Record-A-Call	32	385	
Redial	20	380	
Redirect Call	18	331	
Reminder Message	40	305	
Reminder Message – Cancel	40	306	
Remote Programming	34	359	
Reverse Transfer (Call Pick-Up)	29	4	
Ring Intercom Always – On and Off	28	377	
Ring Tone Selection	9	398	
Station Monitor	45	321	
Station Speed Dial	21	382	
Station Speed Dial – Programming	21	383	
Steal Call	45	387	
System Forward – Off	30	353	

Feature	Page	Code	New Code
System Forward – On	30	352	
System Forward – On and Off	30	354	
System Speed Dial	22	381	
Switch Keymap	15	399	
Transfer To Hold	29	346	
Transfer To Ring	29	345	
View Programmable Button Assignments	14	396	

Programming DSS/BLF Buttons

You can use programmable buttons as Direct Station Selection/Busy Lamp Field (DSS/BLF) buttons. DSS/BLF buttons must be enabled by your system administrator.

NOTE	The Model 8560 supports the Model 8450 DSS/BLF unit, which has 50 programmable buttons, and the Model 8416 Mini-DSS unit, which has 16 programmable buttons. Contact your system administrator for more information. DSS/BLF units are programmed the same way as endpoint DSS/BLF buttons.

After you program a DSS/BLF button, you can:

- Press the button to place a call to the assigned extension.
- Press the button and then hang up to transfer a call to the assigned extension. If the call is transferred to voice mail you hear repeating double tones.
- Visually monitor the call activity of the assigned extension. The following lamp signals indicate call activity.

Lamp Signal	Description
Continuously lit	The extension is busy or off-hook.
Slowly flashing	The extension is in Do-Not-Disturb (DND).
Quickly flashing	The extension has a call ringing in.
Continuously flashing	The extension is causing a "Station Off-Hook" system alarm.

To assign a DSS/BLF button:

1. With the handset on-hook, dial **397**.
2. Press the programmable button, and then enter the extension number to be assigned to the button.

Viewing Button Assignments

You can view programmable button (key) feature assignments.

To view button assignments:

1. With the handset on-hook, dial **396**. PRESS THE KEY TO REVIEW appears.
2. Press any of the buttons to show the assignment.
3. Press **#** or ◀ (Speaker) to exit.

Resetting Programmable Buttons

You can reset programmed buttons to the default assignments. Resetting the programmable buttons does not reset buttons programmed by the system administrator.

To reset the feature buttons to the default values:

With the handset on-hook, dial **395**. FEATURE KEYS DEFAULTED appears.

Resetting the Endpoint to the Default Settings

Resetting the endpoint to the default settings does the following:

- Returns all volume settings to the default levels. See "Changing Volume Levels" on page 9.
- Cancels Background Music. See "Listening to Background Music" on page 10.
- Cancels Callback (queue) requests. See "Requesting a Callback (Queuing the Endpoint)" on page 19.
- Restores Handsfree Mode. "Using Handsfree Mode" on page 27.
- Cancels Manual Call Forwarding. See "Manual Call Forwarding" on page 30.
- Cancels System Forwarding. See "System Forwarding" on page 30.
- Cancels Do-Not-Disturb (DND). See "Using Do-Not-Disturb" on page 39.
- Restores Page settings. See "Paging Other System Users" on page 41.
- Resets hunt group calls. See "Hunt Groups" on page 43.

To return your endpoint to the default settings:

Dial **394**. STATION DEFAULTED appears.

Switching Keymaps

Keymaps are the default button assignments on your endpoint. Your system administrator may have programmed an alternate keymap, allowing you to switch between keymap assignments. Contact your system administrator for more information.

To switch between keymaps when your endpoint is idle:

With the handset on-hook, dial **399**. The display shows either ALTERNATE (or) STANDARD KEYMAP IS ACTIVE.

To switch between keymaps during a call:

Press ◯◯ (Special), and then dial **399**.

Answering and Placing Calls

The following instructions describe how to answer and place internal and external calls and how to use related features.

NOTE	By default, internal (intercom) calls are assigned to the **IC** button, and external calls are assigned to the **CALL** buttons.

Answering Calls

Your endpoint may be preset to automatically answer incoming internal calls in Handsfree Mode. See "Using Handsfree Mode" on page 27. After disabling Handsfree Mode, you can use your handset or headset to answer incoming calls.

To answer a call:

Lift the handset, or press ◀ (Speaker) to answer a call while using a headset, or to answer a call in Handsfree Mode. See "Using Handsfree Mode" on page 27.

If you are currently on a call, press the flashing **IC** or **CALL** button to answer a waiting call. See "Answering Waiting Calls" in the following section.

Answering Waiting Calls

If you receive a call while you are on another call, you hear a "call waiting" tone, the **IC** or **CALL** button flashes, and the display shows the Caller ID information (if available).

To answer a waiting call:

Press the flashing **IC** or **CALL** button. This places the first call on hold and connects you to the waiting call. You can also place the first call on hold before you answer the waiting call. See "Placing Calls On Hold" on page 28.

Using Automatic Call Access

Automatic Call Access connects you to incoming internal or external calls when you pick up the handset or press ◀ (Speaker). When Automatic Call Access is turned off, you must press the flashing **IC** or **CALL** button to answer incoming calls.

To use Automatic Call Access for incoming IC calls:

With the handset on-hook, dial **361** to turn on. AUTO IC ACCESS ON appears. Dial **361** again to turn Automatic Access off.

To use Automatic Call Access for incoming external (trunk) calls:

With the handset on-hook, dial **360** to turn Automatic Call Access on for incoming external calls on. AUTO TRNK ACCESS ON appears. Dial **360** again to turn Automatic Access for incoming external calls off.

Redirecting Calls

You can redirect incoming calls to other extensions, external numbers, or send a DND message (see).

To redirect calls:

1. While a call is ringing, dial **331**.

2. Do one of the following:

    - Dial the extension number, or press the **OUTGOING** button or the Outgoing Call access code (the default code is **8**), and then dial the external number.

    - Enter the DND code.

Using Automatic Trunk Answer

You can use Automatic Trunk Answer to answer incoming external calls for other internal parties who are members of an "Answer Access" list.[1] Your system administrator creates Answer Access lists. Contact your system administrator for Answer Access list extensions.

Automatic Trunk Answer answers calls in the order they are received (that is, the first call received by any extension in the Answer Access list is the one answered).

To use Automatic Trunk Answer:

1. When an incoming external call is ringing at another Answer Access list extension, lift the handset or press ◀ (Speaker).

2. Dial **350** or press the flashing **Trunk** *<number>* button.

Placing Calls

The following instructions describe how to place calls and related features.

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 Calls

Internal calls are calls placed to other extensions in the system. Internal calls are assigned to the Intercom (IC) button on your endpoint. Contact your system administrator for a list of extension numbers.

To place an internal call:

With or without the handset lifted, dial the extension number. If you enter incorrect digits, you can press the **MUTE** button 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.

If there is no answer or if the extension is busy, you can do the following:

- Request a callback (queue). See ""Requesting a Callback (Queuing the Endpoint)" on ".

- Camp-on to the busy extension. See "Using Camp-on" on .

- Leave a message. See "Leaving Messages at Other Extensions" on .

---

1. This feature may or may not be enabled for your system.

Requesting a Callback (Queuing the Endpoint)

When you request a callback (queue the endpoint), the system automatically calls to connect you to the extension when it becomes available.

To request a callback:

> If there is no answer or if the extension is busy, press ⚪⚪ (Special) followed by **6**, and then hang up. QUEUE REGISTERED FOR *<name>* appears. When the extension becomes available, your extension rings.

To cancel the callback request:

> Press **6.** QUEUE REQUEST CANCELED appears.

Using Camp-on

Camp-on keeps you connected to the called extension until it becomes available. You cannot use Camp-on if the called extension is in DND, or if the call is forwarded to voice mail. See "Using Do-Not-Disturb" on .

To use Camp-on:

> Stay on the line and wait for the extension to become available—do not hang up. If Camp-on is enabled, you hear Music-on-Hold while you are waiting.

Using Off-Hook Voice Announce

To use Off-Hook Voice Announce[2]:

- Do not hang up. After the busy signal stops, you are automatically connected and may speak.
- If you hear music or if the endpoint is in DND mode, your off-hook voice announce call will not go through.

Off-Hook Voice Announce allows you to talk to the endpoint user on his or her handsfree speakerphone, even though the user already has a call in progress on the handset. This feature is not available if your endpoint has the Ring Intercom Always feature enabled.

---

2.   This feature may or may not be enabled for your system.

Placing External Calls

The following sections describe features used when placing external calls.

To place an external call:

1. Press the **OUTGOING** button, an unlit **CALL** button, or enter the Outgoing Call access code (the default code is **8**).

2. Dial the number.

NOTES	If you cannot place an external call because all outgoing lines are busy, you can request a callback, which prompts the system to contact you when a line becomes available. See "Requesting a Callback (Queuing the Endpoint)" on page 19. If you are prompted for an account code (indicated by a single beep), you must enter an account code before you can place your call. See "Using Account Codes" on page 25.

Depending on system configuration, you may also be able to use one of the following methods to select an outgoing line:

- Enter the Select Line Group feature code. The default codes are 92001 to 92208.
- Enter the Automatic Route Selection (ARS) feature code. The default code is 92000.

Contact your system administrator for more information about using Single Line Group or ARS access codes.

Redialing a Number

You can quickly redial the last *external* number dialed. Although most endpoints are programmed to redial the last number dialed, your system administrator can program your endpoint to redial the last number saved. You cannot redial extension numbers.

To use Redial, do one of the following:

- With or without the handset lifted, press **REDIAL**. The system automatically selects a line and dials the number.
- With or without the handset lifted, press **OUTGOING** and then REDIAL. The number is dialed.

To use the Last Number Saved feature:

- To save the last number dialed: While the endpoint is idle or while listening to the intercom dial tone, press **REDIAL**. LAST OUTSIDE NUMBER SAVED appears.
- To redial the saved number: After selecting a line, press **REDIAL**. The number is redialed.

NOTE	If there is no redial number available, the display shows NO NUMBER TO DIAL.

Using Speed Dial

You can use speed dial to quickly dial stored phone numbers. Speed-dial numbers are either stored in the system (System Speed Dial) or in your endpoint (Station Speed Dial).

Using System Speed Dial

Your system administrator assigns Speed-Dial location numbers, which are available to everyone in the system. Contact your system administrator for more information.

To view or dial System Speed-Dial numbers:

1. Dial **381**. REVIEW SYS SPEED # *<code range>* appears.
2. Do one of the following:
   - Press ◀)) (Up) or ◀ (Down) to scroll through the speed-dial locations.
   - Enter the speed-dial location (**000** to **999** or **0000** to **4999**).
3. Press **#** to dial the number.

Using Station Speed Dial

You can use Station Speed Dial to store phone numbers for your personal use. Other system users do not have access to your Station Speed-Dial numbers.

Storing Station Speed-Dial Numbers

You can store up to 10 Station Speed-Dial numbers.

To store a Station Speed-Dial number:

1. With the handset on-hook, dial **383**. PROGRAM STN SPD (0-9) OR SCROLL appears.
2. Do one of the following:
   - Press ◀)) (Up) or ◀ (Down) to scroll through the speed-dial locations.
   - Enter the speed-dial location (**0** to **9**).
3. Press **#** to select the location.
4. Enter the name of the speed-dial contact (up to 10 characters). For dialpad character descriptions, see "Using the Dialpad Buttons to Enter Characters" on .
5. Press **#** to save the name.
6. Enter the extension number or external number. If you are storing an external number, enter the Outgoing Call access code (the default code is **8**) before you enter the number. Do not use hyphens or colons in stored speed-dial numbers.
7. Press **#** to save the location. STN SPD BIN # *<number>* UPDATED appears.

Using the Dialpad Buttons to Enter Characters

You can use the dialpad buttons to enter text or numbers for features such as Station Speed Dial above and Do-Not-Disturb on .

The following are guidelines when entering dialpad characters:

- Press the **MSG** button to switch from Alpha Mode to Numeric Mode. The **MSG** button stays lit in Alpha Mode—it is off in Numeric Mode.
- Press the **MUTE** button to move the cursor to the left and delete characters.
- Press the **FWD** button to move the cursor to the right.
- In Numeric Mode, press **#** for a hyphen (-).
- In Numeric Mode, press **＊** for a colon (:).
- Press **#**, ◀ (Speaker), or lift and replace the handset to save entries.

To use the dialpad to enter characters:

Press the dialpad buttons as shown in the following table.[3]

	Number of Times Button is Pressed										
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**
Button	English/Spanish Characters					Japanese (Katakana) Characters					
1	-	&	(	)	1	A	I	U	E	O	a
2	A	B	C	'	2	KA	KI	KU	KE	KO	i
3	D	E	F	!	3	SA	SHI	SU	SE	SO	u
4	G	H	I	*	4	TA	CHI	TSU	TE	TO	e
5	J	K	L	#	5	NA	NI	NU	NE	NO	o
6	M	N	O	ñ	6	HA	HI	FU	HE	HO	tsu
7	P	Q	R	S	7	MA	MI	MU	ME	MO	ya
8	T	U	V	?	8	YA	YU	YO	.	,	yu
9	W	X	Y	Z	9	RA	RI	RU	RE	RO	yo
0	@	:	.	,	0	WA	WO	N	pa	ba	long

For example, to enter **May 31**, you could use the following sequence:

1. In Alpha Mode (**MSG** button is lit), press **6** once to enter an "M."
2. Press **2** once to enter an "A."
3. Press **9** three times to enter a "Y."
4. Press **FWD** to enter a space.
5. Press **MSG** to switch to Numeric Mode.
6. Press **3**.
7. Press **1**.
8. Press ◀ (Speaker), **#**, or lift the handset to save the entry.

---

3. Japanese characters are available only if the Multilingual feature is enabled and if Japanese is installed as the secondary language.

Dialing Station Speed-Dial Numbers

To dial a Station Speed-Dial number:

Do one of the following:

- Dial **382**, and then enter the Station Speed-Dial location number (**0** to **9**). The system dials the number.
- Press 🔊 (Up) or 🔈 (Down) to scroll through the speed-dial locations, and then press **#** to select the location and dial the number.

You can also program buttons to dial Station Speed-Dial numbers. See "Assigning Speed-Dial Entries to Programmable Buttons" in the following section.

Deleting Speed-Dial Entries

To delete a Station Speed-Dial entry:

1. With the handset on-hook, dial **383**. PROGRAM STN SPD (0-9) OR SCROLL appears.
2. Do one of the following:
   - Press 🔊 (Up) or 🔈 (Down) to scroll through the speed-dial locations.
   - Enter the speed-dial location (**0** to **9**).

   Press **#** to select the location.
3. Press the **MUTE** button repeatedly until the name is erased, and then press **#** to continue.
4. Press the **MUTE** button repeatedly until the number is erased, and then press **#**. STN SPD BIN # *<number>* UPDATED appears.

Assigning Speed-Dial Entries to Programmable Buttons

You can assign Station or System Speed-Dial numbers to your programmable buttons. Before assigning the speed-dial number to a programmable button, make sure the number has either a Station or System Speed-Dial code assigned to it.

To program a System/Station Speed-Dial button:

1. With the handset on-hook, dial **397**. PRESS THE BUTTON TO PROGRAM appears.
2. Press the feature button that you want to use as a speed-dial button.
3. Dial **382** (Station Speed Dial) or **381** (System Speed Dial).
4. Do one of the following:
   - Press 🔊 (Up) or 🔈 (Down) to scroll through the speed-dial locations.
   - Enter the speed-dial location (**0** to **9** for Station Speed-Dial or **000** to **999** or **0000** to **4999** for System Speed Dial).

Using the Directory

You can use the Directory to find internal or external contacts or find and activate system features. The directory uses Intelligent Directory Search (IDS), which is similar to the "text on 9 keys" (T9) predictive search feature used for mobile phones. The Directory has the following three subdirectories:

- **Intercom**: Find and dial internal numbers.
- **Outside**: Find and dial external numbers listed in the company directory.
- **Feature**: Find and activate system features.

When searching the directory, dialpad buttons can represent several characters, as shown in the following table. As you enter characters, the entries that best match the characters entered appear. The system connects the character sequence to possible directory matches. For example, to find the name "Jones," dial **56637**.

Button	Characters Represented
0	0
1	1
2	2 A B C a b c Ç â ä à å ç Ä Å á
3	3 D E F d e f é ê ë è É
4	4 G H I g h i ï î ì í
5	5 J K L j k l
6	6 M N O m n o ô ö ò Ö ó ñ Ñ
7	7 Q P R S q p r s
8	8 T U V t u v ü û ù Ü ú
9	9 W X Y Z w x y z ÿ
🔊 (Up)	Scroll to next entry
🔉 (Down)	Scroll to previous entry
*	Cancel search
#	Activate selection
MUTE	Move the cursor to the left, deleting existing characters

NOTE	Previous versions of your system software may be programmed to use the Basic Search feature. With this feature, you do not have predictive search capabilities, therefore, you may have to enter the complete contact or feature name using the dialpad characters shown on page 22.

To search for a directory name or feature:

1. Dial **307**, and then press one of the following:

    - **1** for the IC directory.
    - **2** for the Outside directory.
    - **3** for the Feature directory.

2. Press the dialpad buttons to enter (up to 20) characters. See the previous table for dialpad button character descriptions.

3. Press ◀ၠ (Up) or ◀ၠ (Down) to scroll through the entries.

NOTE	The IC directory may display two similar entries, one without an asterisk and one with an asterisk. The entry without an asterisk is a primary extension. The entry with an asterisk is a secondary extension. See "Using Secondary Extension Buttons" on page 33 for more information about primary and secondary extensions.

4. Press **#** while the display shows the entry to dial a number or activate a feature code.

Using Account Codes

Account codes record information for telephone record reports. You may be required to enter account codes when placing calls. Contact your system administrator for more information about using account codes.

There are three types of account codes:

- **Standard account codes**: Automatically entered into the telephone record report whenever you place a call.
- **Forced account codes**: Entered before you can place an outside call.
- **Optional account codes**: Entered at any time during a call.

To enter an optional account code:

1. While off-hook, press ∞ (Special), and then dial **390**.
2. Enter the optional account code, and then press **#**.

To set an account code for all calls placed from your endpoint:

Dial **391** followed by the account code, and then press **#**. ACCOUNT CODE ACCEPTED appears. This code is used for all calls made from your endpoint until it is disabled.

To disable the code:

Dial **391**, and then press **#**. ACCOUNT CODE CLEARED appears.

Call Features

The following sections describe call-related features.

Using Handsfree Mode

You can use Handsfree Mode to activate the speakerphone.

NOTES	The Ring Intercom Always feature prevents calls from being answered in Handsfree Mode (see the following section).
	You cannot use Handsfree Mode if you are using a headset, or if you have more than one endpoint assigned to an extension number.

To use Handsfree Mode:

> With the handset on-hook, dial **319**. HANDSFREE MODE ON appears on the display. Dial **319** to turn Handsfree Mode off.

Enhanced Speakerphone Mode

The Enhanced Speakerphone Mode[1] improves transmission quality while on a speakersphone call over a limited volume level (the range is typically 1 to 3).

NOTE	This feature is not available on the Model 8660 endpoint.

To enable enhanced speakerphone mode while on a call, do one of the following:

- Press ∞ (Special), and then press ◀ (Speaker).
- Press ∞ (Special), and then dial **310**. The speakerphone will return to standard mode when you end the call.

There will be about one second of white noise while the speakerphone circuitry is calibrated to the call. Both parties should avoid speaking during this white noise. If the speakerphone cannot be calibrated correctly, the display shows CANNOT ENABLE ENHANCED MODE.

NOTE	Two display endpoints cannot be in Enhanced Speakerphone Mode while on a call together; one endpoint must be off-hook to allow the other endpoint to enter Enhanced Speakerphone Mode.
	On some long-distance calls the outside party may hear their own echo when speaking. If the amount of echo is objectionable, do not use the Enhanced Speakerphone Mode.

---

1.   This feature may or may not be enabled for your system.

Using Ring Intercom Always

If another extension has Handsfree Mode enabled for incoming internal calls (see the previous section), you can use Ring Intercom Always to override Handsfree Mode on the extension, requiring the called party to pick up the handset to answer your call.

To override Handsfree Mode for the current call:

1. Before you enter the extension number, press **#**. RING EXTENSION NUMBER appears.

2. Dial the extension number.

To use Ring Intercom Always to always send non-handsfree calls:

> With the handset on-hook, dial **377**. RING IC ALWAYS ON appears. Dial **377** to turn the Ring Intercom Always off.

Using Mute

You can use Mute to temporarily turn off your microphone, preventing the other party on the call from hearing you.

To mute or unmute the microphone:

> While on a call, press the **MUTE** button. MICROPHONE MUTE ON appears. When the microphone is muted, the Mute button lamp is lit. Press the **MUTE** button again to turn the microphone back on.

Placing Calls On Hold

You can place calls on either Individual Hold or System Hold.

- **Individual Hold**: Places an internal or external call on hold at your endpoint.

- **System Hold**: Places an external call on hold in the system. You can then pick up the call from any endpoint that indicates a flashing Call button for the call, including the endpoint that placed it on hold.

To place a call on Individual Hold:

1. Press ☟ (Hold). ENTER EXTENSION NUMBER appears.

2. Hang up or place another call.

To place an outside call on System Hold:

1. Press ∞ (Special), and then dial **335**. ENTER EXTENSION NUMBER appears.

2. Hang up or place another call.

To return to a call that is on hold:

> Press ☟ (Hold), and then lift the handset or press ◀ (Speaker). *<Caller>* WAS HOLDING appears.

Entering a Hookflash

Some telephone companies require you to enter a hookflash (a quick hang up and release) for feature access.

To enter a hookflash:

> While off-hook, press ∞ (Special), and then dial **330**.

Transferring Calls

You can transfer calls to other extensions or external numbers. You can also transfer conference calls. See "Transferring a Conference" on page 31 for more information.

NOTE	If your system administrator has enabled Transfer-on-Connect for your endpoint, you are automatically connected to calls transferred to your extension after the transferring party hangs up. If this option is turned off, you must press a **Call** button to answer calls transferred to your extension.

Transferring Calls to Other Extensions

To transfer a call to another extension:

1. While on the call, press the **TRANSFER** button, 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 endpoint.

Transferring Calls to External Numbers

To transfer a call to an external number:

1. While on the call, press the **TRANSFER** button.

2. Press **OUTGOING** or the Outgoing Call access code (the default code is **8**) to select an outside line.

3. Dial the phone number.

4. Do one of the following:

   - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing **CALL** button to return to the caller.

   - Hang up to transfer the call and disconnect the call from your endpoint.

Using Reverse Transfer

You can use Reverse Transfer (Call Pick Up) to answer calls that are ringing or holding at other extensions. For example, if you receive a call while you are away from your desk, you can pick up the call from another extension.

To use Reverse Transfer:

1. Lift the handset, and then press **4**. ENTER EXTENSION NUMBER appears.

2. Dial the extension or hunt group number where the call is ringing or holding. The call is transferred to the endpoint you are using and you are connected to the caller. See "Hunt Groups" on page 43 for more information about using hunt groups.

Viewing Your System Information

If you are on a call, you can temporarily view your user information (your user name and your extension number) and the date and time.

To display your user information and the date and time:

Press ⚭ (Special), and then dial **300**.

Viewing Caller ID Information

If you are currently connected to an external caller with Caller ID, you can toggle between the caller's name and number. If the name is unavailable, CANNOT ACCESS FEATURE appears.

To show the outside party's name/number:

Press ⬯ (Special), and then dial **379**.

Forwarding Calls

You can use Manual Call Forwarding or System Forwarding to forward calls.

Manual Call Forwarding

You can use Manual Call Forwarding to send incoming calls to another extension or external number. The following table describes Manual Call Forwarding options.

Call Forward Feature	Description	Code
Call Forward All Calls	All incoming calls are forwarded.	355
Call Forward if no Answer	All incoming calls are forwarded if not answered. (The timer is set by the system administrator.)	356
Call Forward If Busy	When your endpoint is busy, all incoming calls are forwarded without ringing.	357
Call Forward If No Answer/Busy	All incoming calls are forwarded if your endpoint is busy or if you do not answer.	358

To use Manual Call Forwarding:

1. Press the **FWD** button, or dial the manual call forwarding feature code **355**. ENTER FORWARD DEST appears.
2. Enter the extension number, or press the **OUTGOING** button, and then dial the telephone number. FWD ALL CALLS TO *<number>* appears.

To cancel a Manual Call Forwarding request:

Do one of the following:

Press the **FWD** button, and then press 🔇 (Speaker), or lift and replace the handset. ANY CALL FORWARD CANCELED appears.

System Forwarding

You can use System Forwarding to route calls based on the type of call and the idle or busy status of your endpoint. You cannot program the System Forward destination—you can only turn it on or off. Contact your system administrator for more information.

To turn System Forwarding on or off:

Dial **354** to turn System Forwarding on. SYSTEM FORWARD ON appears. Dial **354** again to turn System Forwarding off.

Placing Conference Calls

You can place a conference call with up to three internal or external parties, for a total of four parties, including yourself.

To place a conference call:

1. While on the first call, press the **CNF** 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 **OUTGOING** or the Outgoing Call access code (the default code is **8**), and then dial the number.
3. After the party answers, announce the conference, and then press the **CNF** button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the **CNF** button again to start the conference. CNF IN PROGRESS appears.

Adding a Conference Party

You can add a conference party during the conference.

To add a conference party:

1. Press the **CNF** button. This leaves the conference parties connected.
2. Place a call to the party to be added to the conference, and then announce the conference. Press the **CNF** button twice to add the party and rejoin the conference.

Transferring a Conference

You can transfer an existing conference to another extension.

To transfer a conference:

1. During the conference, press the **TRANSFER** button, and then dial the extension number.
2. Announce the conference (if desired), and then hang up. CONFERENCE TFR from *<name>* appears on the called party's display. The party must then press the flashing **CNF** button to connect to the conference.

Dropping Out of a Conference

You can drop out of a conference and return to the conference later.

To drop out of a conference:

Press the **CNF** button or ☐ (Hold), and then hang up. ENTER EXTENSION NUMBER appears. This removes you from the conference but leaves the other parties connected.

To return to the conference:

Press the flashing **CALL** button. CONFERENCE WAS HOLDING appears, and you are reconnected to the conference.

Ending a Conference and Placing all Parties on Hold

You can end a conference and place all conference parties on Individual Hold, allowing you to toggle between the held parties and speak to one party at a time.

To end a conference and place all parties on Individual Hold:

Press the **CNF** button, and then press ▭ (Hold). CONFERENCE PARTIES ON HOLD appears.

To toggle between the held callers:

Press ▭ (Hold) twice for internal parties or the flashing **CALL** button for external parties.

Using Record-A-Call

You can use Record-A-Call to record an ongoing call as a mailbox message.[2] You can then retrieve the message from your voice mailbox. The Record-A-Call feature stays active after the other party hangs up, so you can add to the recorded call with your own message. This feature is not supported for peer-to-peer (P2P) calls. Contact your system administrator for more information.

To use Record-A-Call:

1. While on a call, press ∞ (Special), and then dial **385** to turn Record-A-Call on. REQUESTING RECORD-A-CALL appears.

2. Enter the voice mailbox number where you want the recording saved. RECORD-A-CALL IN PROGRESS appears, and both you and the calling party hear a confirmation tone (if enabled).

| NOTE | If your system administrator assigns the Record-a-Call voice mailbox destination, you do not need to enter the voice mailbox number. |

To stop Record-A-Call:

Do one of the following:

- Press ∞ (Special), and then dial **385**.
- Hang up.

Using Group Listen

You can use Group Listen to activate the speaker while you use the handset or headset to continue speaking. This allows other people to hear the other party on the call while the other party can only hear you (through the handset microphone). You cannot use Group Listen in Handsfree Mode.

| NOTE | If are using the handset, the ◀ (Speaker) button lamp is unlit, even though the speaker is on. However, if you are using a headset, the ◀ (Speaker) button lamp is lit. If you press ◀ (Speaker) while on either the handset or headset you disconnect the call. |

To use Group Listen:

While on a call, press ∞ (Special), and then dial **312** to turn group listen on. GROUP LISTEN ON appears, and you hear a confirmation tone. The other party does not hear the confirmation tone. Dial **312** to turn Group listen off.

---

2. This feature may or may not be enabled for your system.

Using Call Logs

Call Logs are records of your most recent missed, received, and dialed calls.[3] Up to 20 entries can be stored in each call log.

You can use your Call Logs to:

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

To use Call Logs:

1. Dial **333**.

2. Select one of the following options:

   - Press **1** (MISS) for missed calls
   - Press **2** (RCV) for received calls.
   - Press **3** (DL) for dialed calls.
   - Press **4** (CLR) to clear all entries.

3. Press ◀‖ (Up) or ◀ (Down) to scroll through the entries.

   The display shows the party's name and the extension or outside number (if available) and the date and time.

   If no Caller ID information is available, UNKNOWN CALLER appears.

To return a call or redial a number listed in a Call Log:

Press **#** while the display shows the number.

To delete individual Call Log entries:

Press **0** to delete the displayed entry.

Using Secondary Extension Buttons

You can use programmable buttons as Secondary Extension buttons.[4] Secondary Extension buttons are assigned to other extensions in the system (primary extensions). Because Secondary Extension buttons are programmed by the system administrator, you cannot change the buttons (for example, assign features to the buttons).

When programmed, you can use Secondary Extension buttons to:

- Place an internal call to the primary extension.
- View the call activity at the primary extension.
- Transfer calls to the primary extension.
- Answer a call that is ringing or holding on any **CALL** button at the primary extension.

NOTES	Unless internal calls are set up by the system administrator to use **CALL** buttons, you cannot use Secondary Extension buttons to answer ringing or holding internal calls received by the primary extension.
	You can use Secondary Extension buttons to notify you when a given number of calls are waiting at the primary extension.
	If a Secondary Extension button is flashing (the primary extension has an incoming call), you can press **#** before pressing the flashing Secondary Extension button to the call the primary extension and not answer the incoming call.

---

3.   This feature may or may not be enabled for your system.
4.   Secondary Extension buttons must be programmed by your system administrator.

Remote Programming

You can use Remote Programming to access the Do-Not-Disturb (DND) and Call Forwarding features from another system endpoint or an external phone.

| NOTE | A Direct Inward System Access (DISA) number is required to use Remote Programming from an external phone. Contact your system administrator for more information. |

Entering a Remote Programming Password

Before using Remote Programming, you should enter a new password.

To enter a Remote Programming password:

1. Dial **392**. ENTER PASSWORD appears.
2. Enter your current password (the default password is your extension number), followed by **#**. CHANGE PASSWORD TO appears.
3. Enter the new password followed by **#**. VERIFY PASSWORD appears.
4. Enter the new password again followed by **#**. DATABASE UPDATED appears.

To change the station password from another phone, see "Using Remote Programming to Change the Password" on .

Using Remote Programming to Change the Password

You can use Remote Programming to change the station (endpoint) password.

To use Remote Programming to change the station password:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your DISA password.
   - Use any endpoint on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. Dial **392**.
6. Enter the new password followed by **#**.
7. Enter the new password again followed by **#**.

Using Remote Programming to Change DND Settings

See "Using Do-Not-Disturb" on page 39 for more information about using DND.

To use Remote Programming to turn on DND:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your DISA password.
   - Use any endpoint on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. Dial **370**.
6. Enter the DND message number (01 to 20), and then enter the second-line message text (if applicable).

To use Remote Programming to turn off DND:

Follow previous steps 1 through 4, and then dial **371**.

Using Remote Programming to Forward Calls

See "Manual Call Forwarding" on page 30 for more information about Manual Call Forwarding.

To use Remote Programming to turn on Manual Call Forwarding:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your DISA password.
   - Use any endpoint on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. Dial one of the following Call Forwarding feature codes:
   - **355** (All)
   - **356** (No answer)
   - **357** (Busy)
   - **358** (No Answer/Busy)
6. Enter either an extension number or **8** followed by a telephone number.

To turn off Call Forwarding:

Dial **355**, and then hang up.

Messages

The following sections describe how to use system messaging features, including:

- **Inter-station messages**: Inter-station messages are alerts sent to your endpoint by other internal parties, notifying you to contact the party who left the message. The Message button and Message Indicator lamp notify you of the new message. You can then either delete the message or reply to the message, which automatically places a call to the party who left the message.

- **Do-Not-Disturb (DND) messages**: Messages that other internal parties see when your endpoint is in DND. See "Using Do-Not-Disturb" on page 39.

- **Reminder messages**: Messages that you can use to notify yourself of upcoming appointments, meetings, and so on. See "Using Reminder Messages" on page 40.

- **Pages**: Announcements sent over endpoint speakers or external speakers. See "Paging Other System Users" on page 41.

- **Voice mail messages**: System voice mail messages.

NOTE	Because a variety of voice mail products work with the Mitel 5000 system, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide,* part number 835.3205, or the *NuPoint Messenger Messaging User Guide* (on the Mitel Web site (http://edocs.mitel.com). Contact your system administrator for more information about your voice mail system.

Using Messages

Following are instructions on how to use system messaging features.

Leaving Messages at Other Extensions

You can leave inter-station or voice mail messages for other internal parties.

To leave an inter-station or voice message for a busy IC extension:

1. Press the **MSG** button. HANG UP OR WAIT FOR MSG CENTER appears.

2. Do one of the following:
   - Hang up to leave a inter-station message. MESSAGE LEFT FOR *<name>* appears.
   - Stay on the line to connect to the message center (usually voice mail).

To leave an inter-station message without placing an internal call:

1. Dial **367** (Leave Message). LEAVE MESSAGE ON EXTENSION appears.

2. Enter the extension number. MESSAGE LEFT FOR *<name>* appears.

Viewing and Responding to Messages

When you have new messages, the **MSG** button and Message Indicator lamp are lit. The display shows the number of new messages.

The display shows new messages as follows:

- Station messages sent by other internal parties are indicated by the party's programmed user name.
- Voice messages are indicated by FROM MBOX <*your extension number*>.

To view or respond to messages:

1. With the handset on-hook, press the **MSG** button. Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press the **MSG** button 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 the MSG button, you automatically place a call to the party or message center who left the message.)

Canceling Messages Left at Other Extensions

You can cancel messages left at other extensions.

To cancel a message left at another extension:

1. Dial **366**. CANCEL MESSAGE ON EXT # appears.

2. Enter the extension number where you left the message. MESSAGE CANCELED FOR <*name*> appears.

Deleting Waiting Inter-Station Messages

You can delete waiting inter-station messages.

| NOTE | To delete waiting voice messages, you must connect to your voice mailbox. |

To delete waiting inter-station messages:

1. Press **MSG**. MSG <*message information*> appears.

2. Press * to delete the displayed message.

Using Do-Not-Disturb

You can use Do-Not-Disturb (DND) to stop calls and pages to your extension. When activated, internal calling parties see your selected DND message. DND does not block queue callbacks, recalls, and incoming external calls. The following table shows the 20 default DND messages. If your system administrator changes your DND messages, you can record the new messages in the "New Message" column for reference.

Code	Default Message	New Message	Code	Default Message	New Message
01	Do-Not-Disturb		11	Out of Town 'Til	
02	Leave a Message		12	Out of Office	
03	In Meeting Until		13	Out Until	
04	In Meeting		14	With a Client	
05	On Vacation/ Holiday 'Til		15	With a Guest	
06	On Vacation/ Holiday		16	Unavailable	
07	Call Me At		17	In Conference	
08	At the Doctor		18	Away from Desk	
09	On a Trip		19	Gone Home	
10	On Break		20	Out to Lunch	

You can enter a second line of text (up to 20 characters) for DND messages. For example, if you select IN MEETING UNTIL, you can enter "3:30" on the second line. When other internal parties try to call you, their displays show "IN MEETING UNTIL 3:30."

To turn DND on:

1. Press the **DND** button. SELECT DND MSG # (01-20) appears.

2. Do one of the following:

    - Press ◀))) (Up) or ◀) (Down) to scroll through the messages.
    - Enter the two-digit number for the DND message from the table above.

3. If applicable, enter the additional text for the DND description. See "Using the Dialpad Buttons to Enter Characters" on page 22 for dialpad character descriptions.

4. Press ◀ (Speaker) or lift and replace the handset.

To turn DND off:

Press **DND**. DO-NOT-DISTURB OFF appears.

Using Reminder Messages

You can use Reminder messages to alert you at a selected time, up to 24 hours in advance. At the selected time, the Reminder message signals you with eight short tones and your display shows the message, even if you are on a call. The following table shows the 20 default Reminder messages. If your system administrator changes your Reminder messages, you can record the new messages in the "New Message" column for reference.

Code	Default Message	New Message	Code	Default Message	New Message
01	Meeting		11	Call Engineering	
02	Staff Meeting		12	Call Marketing	
03	Sales Meeting		13	Call Accounting	
04	Cancel Meeting		14	Cancel DND	
05	Appointment		15	Cancel Call Fwd	
06	Place Call		16	Take Medication	
07	Call Client		17	Make Reservation	
08	Call Customer		18	Review Schedule	
09	Call Home		19	Lunch	
10	Call Corporate		20	Reminder	

To set a Reminder message:

1. With the handset on-hook, dial **305**. SELECT REMINDER MESSAGE # (01-20) appears.
2. Do one of the following:
   - Press 🔊 (Up) or 🔈 (Down) to scroll through the messages.
   - Enter the two-digit number for the Reminder message from the previous table.
3. Press # to select the message.
4. Enter the time you wish to receive the message in hours and minutes (for example, **0900** or **900** for **9:00**) and then press **#**. The display shows the Reminder message state.

   If your system is set for 24-hour format, enter the applicable time (1400 = 2:00 P.M.).

   If your system is set for 12-hour display format, press **1** for A.M. or **2** for P.M.

To cancel all Reminder message requests:

With the handset on-hook, dial **306**. REMINDER MSGS CANCELED appears.

To clear a received Reminder message:

With the handset on-hook, press *****.

Paging Other System Users

You can place page announcements through endpoint speakers or external speakers (if applicable). Your system may use page zones to prevent announcements from transmitting through every endpoint in the system. Each page zone contains a different combination of extensions and external paging equipment.

Contact your system administrator for page zone information. You can use the following table to save the page zone information for future reference.

Page Zone Name	Number	Description

Placing a Page Announcement

To place a page announcement:

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

Enabling or Disabling the Page Feature

You can enable or disable the Page feature for your extension. If your extension is assigned to more than one page zone, the Page on and off feature code enables or disables your extension for all pages zone (you cannot select individual zones).

To enable or disable paging for your endpoint:

Dial **325** to enable paging. PAGE RECEIVE ON appears. Dial **325** again to disable paging.

Hunt Groups

This chapter describes what Hunt Groups are and how to use them.

UCD and ACD Hunt Groups

Hunt groups are groups of internal parties (agents) who share a common (hunt group) extension number. Calls can either be placed to the hunt group (using the hunt group extension number) or to a specific agent (using the agent's extension number). Hunt groups are programmed by the system administrator.

Hunt groups types are either "UCD" or "ACD."

- **UCD Hunt Groups**: Uniform Call Distribution (UCD) agents do not log in to the hunt group to receive calls.

- **ACD Hunt Groups**: Automatic Call Distribution (ACD) agents log in to the ACD hunt group to receive calls. The system distributes calls to ACD hunt groups as follows:

  o *Agent IDs*: Each agent is assigned an Agent ID number for logging in to the hunt group (see the next section). Hunt group calls are distributed to logged-in agents according to their Agent ID number instead of their extension number. Agents can log in to any ACD hunt group endpoint.

  o *Extensions*: Hunt group members do not use Agent IDs, and calls are distributed to endpoints where the agents are logged in.

Logging in to ACD Hunt Groups

You must log in to an ACD hunt group to receive hunt group calls. To stop calls, you either log out of the ACD hunt group or divert calls. See "Diverting Hunt Group Calls" on .

NOTES	Only one agent can be logged in to an endpoint.
	If the ACD Agent ID Automatic Connect option is enabled for your hunt group and you are using a headset, you are automatically connected to waiting calls when you log in. However, the first call you receive after you log in rings until you answer it. You are automatically connected to subsequent calls.

To log in to or out of all ACD hunt groups in which you are a member:

Dial **328** to log in followed by your Agent ID, if necessary. AGENT LOGGED INTO ALL ACDS appears. Dial **328** to log out followed by your Agent ID, if necessary.

To log in to one or more ACD hunt groups:

1. Dial **326**. The display shows AGENT LOGIN ACD HG #.

2. Do one of the following:

   - Enter the ACD hunt group number.

   - Press **#** to log in to all of your ACD hunt groups.

   The display shows AGENT LOGIN AGENT ID.

3. Enter your Agent ID (if applicable), or press **#** if you do not have an agent ID. The display shows the log in status for one or all hunt groups.

Logging out of ACD Hunt Groups

You can log out of all ACD hunt groups at once or log out of each hunt group one at a time.

To log out of one or more ACD hunt group:

Do one of the following:

- Dial **328** to log out of all of your ACD hunt groups. The display shows AGENT LOGGED OUT OF ALL ACDS.

- Dial **327** to log out of one hunt group at a time.

  If you were logged in to only one hunt group, the display shows AGENT LOGGED OUT OF HUNT GROUP *<number>.*

  If you were logged in to more than one hunt group, the display shows AGENT LOGOUT HG #. Enter the extension number of the ACD hunt group.

Stopping the ACD Hunt Group Wrap-up Timer

Each time you end an ACD hunt group call, a wrap-up timer starts. Until this timer expires, you will not receive another hunt group call. However, you can stop the wrap-up timer to allow calls to your extension.

To stop the wrap-up timer:

With the handset on-hook, dial **329**. The display shows ACD WRAP-UP TERMINATED.

Other Hunt Group Features

The following features can be used by ACD or UCD hunt groups.

Requesting Agent Help

You can use Agent Help to request help from a designated "Agent Help Extension" (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can join the call or reject the request.

NOTE	Agent Help is not supported for peer-to-peer (P2P) calls. Contact your system administrator for more information.

To use Agent Help:

1. While you are on a hunt group call, press ⬤⬤ (Special), and then dial **375**.

NOTE	If you hear repeating tones, one of the following has occurred: • The feature is not available at your endpoint. • You already have four parties in your call. • Not enough system circuits are currently available. • The Agent Help Extension is in DND.

2. If not preprogrammed, dial the Agent Help extension number.

   If the Agent Help Extension accepts the call, AGENT HELP IN PROGRESS appears.

   If the Agent Help Extension rejects the call, AGENT HELP REJECTED appears.

Diverting Hunt Group Calls

You can temporarily divert hunt group calls, preventing hunt group calls to your extension.

To divert hunt group calls:

Dial **324** to divert calls. The display shows the feature state DIVERT HUNT GROUP CALLS. Dial **324** again to program your endpoint to accept calls.

Hunt Group Supervisor Features

The following features are available to hunt group supervisors only.

Accepting or Rejecting Agent Help Calls

Supervisors can accept or reject Agent Help calls.

To accept an Agent Help request:

Answer as usual. Your microphone is automatically muted.

To reject an Agent Help request:

Dial **376**. AGENT HELP REJECTED appears.

Monitoring Calls

You can use Station Monitor to connect to a hunt-group call and hear both parties, but you cannot be heard by either one. Station Monitor stops if the hunt group member terminates, transfers, or transfers the call. You can barge-in to or "steal" monitored calls, as described below. You can also record the call. See "Using Record-A-Call" on page 32 for more information about recording calls.

To use Station Monitor:

Dial **321**, and then enter the extension number. MONITORING EXT *<number>* appears. Monitored hunt group members may hear an "activation tone" when the feature is activated.

Using Barge-in

While monitoring a hunt group call, you can use Barge-in to join the call.

To barge-in to a hunt-group call:

Dial **386**. BARGE-IN PROGRESS appears.

Stealing Hunt Group Calls

While monitoring a hunt group call, you can "steal" the call from the hunt group member, which disconnects the call from the agent and transfers the call to your extension.

To steal a hunt group call:

Dial **387**. CALL STOLEN FROM EXT *<number>* appears.

Troubleshooting

The following sections can help you solve problems that you may be experiencing with your endpoint. Troubleshooting topics include:

- **Contact Information**: Information about system administrator contacts.
- **Error Messages**: Error messages and descriptions.
- **Troubleshooting Tips**: Possible problems and methods to solve them.

Contact Information

Your system administrator can help you with items such as changing your settings or modifying endpoint features. System administrator duties include:

- Adding new user accounts.
- Setting the date and time.
- Programming System Speed-Dial numbers.
- Making system changes, such as changing user names and extension numbers.

Contact your system administrator with questions that are not covered in this user guide If you need further assistance, you can find provider information on the Mitel Web site at www.mitel.com. All sales, service, and support are coordinated at the local level.

Error Messages

The following error messages may appear when using your endpoint.

Message	Reason
CANNOT ACCESS FEATURE	The feature is enabled but other feature-related conditions were not met. Retry and make sure that all feature-related conditions are met.
CANNOT ACCESS RESERVED FEATURE	Your system does not support the feature. Contact your system administrator for more information.
INVALID FEATURE CODE	The feature code entered does not exist. Retry using the correct feature code (see page 12).
INVALID EXTENSION NUMBER	The extension number entered does not exist. Retry using a valid extension number.
NO UPDATE PERFORMED	The feature was not completed or one or more feature conditions were not met.

Troubleshooting Tips

The following table includes troubleshooting tips for endpoint and system features.

NOTE	You can often correct problems that you may be experiencing by resetting the endpoint to the default settings. See "Resetting the Endpoint to the Default Settings" on page 15.

Problem	Possible Solution
The endpoint is not working properly.	Contact your system administrator.
I cannot use one or more of the features described in this guide.	The feature may not be enabled. Contact your system administrator for more information.
I cannot program System Speed-Dial numbers.	Your system administrator programs System Speed Dial numbers.
I cannot change the time and date on the endpoint display.	Your system administrator programs the time and date. Contact your system administrator if you notice that the date and time are incorrect.
I am experiencing audio problems on my endpoint such as echo, distorted sound, or choppiness.	Contact your system administrator if you are having audio problems.
The name on the display is incorrect	Your system administrator assigns display names.
I cannot use the local telephone company star codes (for example, *82, *69) when I press the **OUTGOING** button or use the Outgoing Call access code (**8** is the default code) when calling an external number.	Rather than pressing the **OUTGOING** button or **8** to access an outside line, you must dial a Select Line Group number before you can use the star codes. For example, if your system is using the default Select Line Group numbers, dial 92001 to access that line. After you have dial tone, you can dial the star code and the number.
I cannot use the Agent Help or Record-a-Call features.	If your system uses Peer-to-Peer (P2P) audio, you cannot use these features when you are on a P2P call. Contact your system administrator for more information.
I cannot program a Station Speed-Dial number to the button I want.	Before assigning the speed-dial number to a programmable button, you must store the number with either a Station or System Speed-Dial code.

Index

A

Abbreviations 3

Account codes, using 25

Agent Help

    accepting or rejecting 45

    requesting 44

Agent, ACD hunt group 43

Answering calls 17

Audio problems 48

Automatic

    Access, using 17

B

Background music, listening to 10

Barge-in, using 45

Buttons

    DSS/BLF 14

    feature 5

C

Call Forward

    Manual 30

    System 30

    using 30

Call logs, using 33

Callback, requesting 19

Caller ID information, displaying 30

Calls

    answering 17

    camping-on to endpoint 19

    conference, placing 31

    endpoint, queuing for 19

    external, placing 20

    forwarding 30

    logs, using 33

    muting the microphone 28

    picking up (reverse transferring) 29

    placing internal (IC) 18

    recording 32

    transferring 29

    waiting 17

Camp-on, using 19

Changing

    keymaps 15

    the language 10

    volume levels 9

Characters, entering dialpad 22

Codes

    account 25

    default system access 11

    feature, default 12

    Outgoing Call access 20

Comfort and safety tips 6

Conference calls

    adding a party to 31

    dropping out of 31

    ending 32

    placing 31

    transferring 31

Contacts, information 47

Contrast, changing 10

D

Default

    programmable buttons, resetting to 15

    settings, returning the endpoint to 15

    system access codes 11

Dialpad

    buttons 4

    characters, entering 22

Direct Station Selection/Busy Lamp Field (DSS/BLF) 14

Display

    contrast, changing 10

    name, changing 48

Diverting hunt group calls 45

Do-Not-Disturb, using 39

Index

E

Endpoint
    blank display 1
    changing volume levels 9
    comfort and safety 6
    default settings, returning to 15
    error tones 6
    features
        dialpad buttons 4
        feature buttons 5
        programmable buttons 11
        Ring/Message Indicator 4
        speaker 4
    ring tone, selecting 9
    signals 6
    viewing angle, changing 9

Error
    messages 47
    tones, endpoint 6

Extension numbers 11

External calls, placing 20

F

Feature
    buttons 5
    codes, using 12

G

Group Listen, using 32

H

Handset
    off-hook 6
    off-hook, on-hook 6
    on-hook 6

Handsfree Mode
    overriding 28
    using 27

Headset, using 7

Hold
    Individual 28
    System 28

Hookflash, entering 28

Hunt groups
    accepting or rejecting Agent Help 45
    Agent Help, requesting 44
    agent IDs 43
    Automatic Call Distribution (ACD) 43
    Barge-in, using 45
    calls
        diverting 45
        monitoring 45
        stealing 45
    logging out of 44
    types 43
    Uniform Call Distribution (UCD) 43
    wrap-up timer 44

I

Individual Hold, using 28

Internal calls, placing 18

K

Keymaps, changing 15

L

Language, changing 10

LCD
    contrast, changing 10

Logs, call 33

M

Members, hunt group 43

Messages
    canceling 38
    deleting 38
    Do-Not-Disturb 39
    error 47
    leaving 37
    pages 41
    Reminder 40
    replying to 38
    viewing 38
    voice, listening to 38

Microphone, muting 28

Music, listening to 10

Mute, using 28

V

Voice messages
     deleting 38
     leaving 37
     listening to 38

Volume levels 9

W

Waiting calls, answering 17

Wrap-up timer, stopping 44