

MIVOICE OFFICE 400

MITEL 6863 SIP / MITEL 6865 SIP

USER GUIDE



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Mitel 6863 SIP / Mitel 6865 SIP

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Welcome...

Welcome to the user guide for the desk phones Mitel 6863 SIP and Mitel 6865 SIP for MiVoice Office 400 communication systems.

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

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

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

Safety information

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



Connections

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



Power supply

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

Note:

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



Metal objects

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



Maintenance

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



Cost control and data protection

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



Ambient conditions

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



Disposal

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



Accessories

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

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Information about the MiVoice Office 400 communication system

One number user concept

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

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

More benefits of the one number user concept:

- With Ring Alone, you can decide on which phone a call is signalled acoustically (see chapter "Activating Ring Alone", page 52).
- Your system administrator can set whether or not you are busy for further incoming calls (busy if busy).
- You are still able to make further outgoing calls with the other terminals.
- Call lists and contacts stored on the MiVoice Office 400 communication system are available on all your phones and are automatically synchronised.
- An announcement will be indicated on all phones which support announcements.
- Fast Take (*88) allows you to take an active connection from one phone or an incoming call to another phone on one of your phones.

MiVoice Office 400 Self Service Portal

The Self Service Portal is a web-based application for phones on a MiVoice Office 400 communication system. The Self Service Portal helps you configure and adapt your personal phone settings (i.e. key configuration, labels for configurable keys, display language, etc.) directly and autonomously on your PC.

As soon as you receive an user account for the Self Service Portal from your system administrator and after you have logged in, you are taken to the home page with the overview of all your phones. Refer to the Self Service Portal online help for further information on a specific topic.

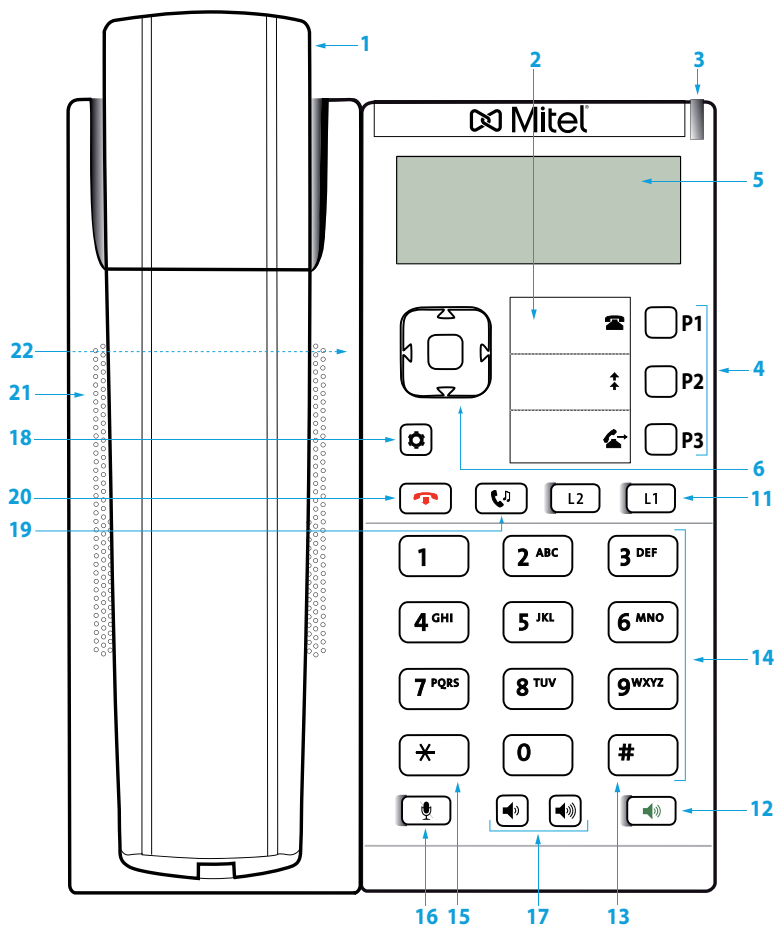
Contact your system administrator to access to the Self Service Portal.

Keys, display and menu guidance

The sections below provide an overview and usage on which keys and sockets are available on your phone.

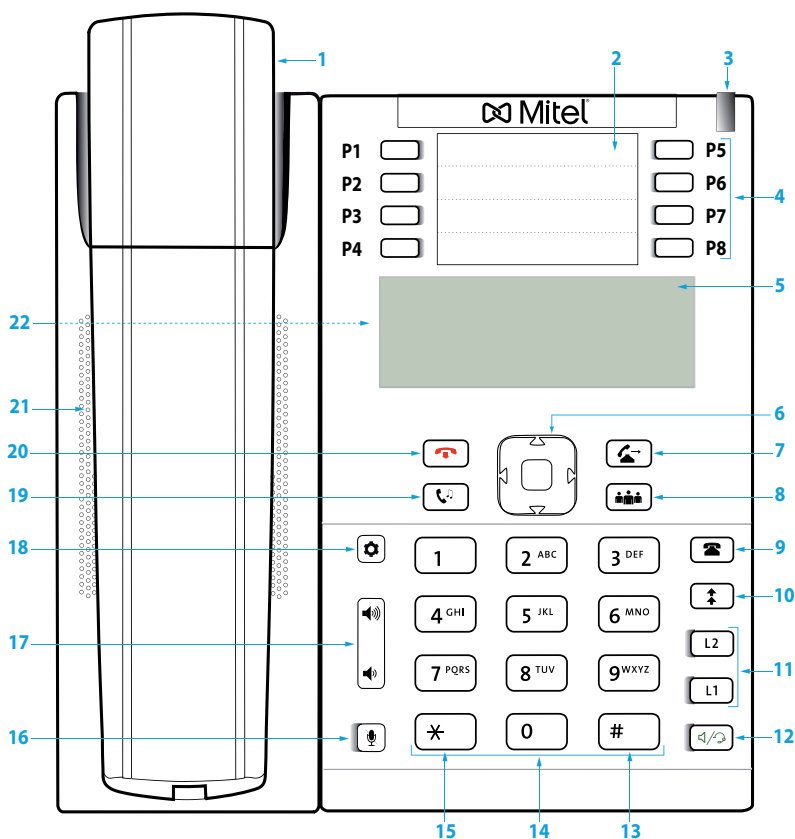
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Key designations and sockets



Mitel 6863 SIP

Keys, display and menu guidance



Mitel 6865 SIP

No	Key	Description
1		Handset
2		Labels Labels for configurable keys
3		Message LED Colour and status signal a specific event.
4		P1-P3 function keys (Mitel 6863 SIP) Freely configurable keys. Preconfigured as: • System menu • Redial list • Call transfer
		Function keys P1 to P8 with LED (Mitel 6865 SIP) 8 free configurable keys (some preconfigured). An LED is located next to each function key signalling the functional state. The keys have a dual assignment.
5		Display Monochrome screen
6		Navigation key with selection key • Navigating through the menu • Switching line • Confirming menu selection
7		Deflect key (Mitel 6865 SIP only) Transferring a call
8		Conference key (Mitel 6865 SIP only) Setting up conference calls
9		Call lists key (Mitel 6865 SIP only) Calling up the call list menu: • unanswered • answered • Redial list
10		Redial key (Mitel 6865 SIP only) Using the phone number last dialled
11	  	Line keys L1 to L2 with LED Mitel 6863 SIP: 2 line keys Mitel 6865 SIP: 2 line keys. A total of 9 lines are available. • Seizing a line • Answering a call • Brokering with simultaneous configuration of multiple line keys
12		Loudspeaker key with LED (Mitel 6863 SIP) • Activating/deactivating open listening • Activating/deactivating handset microphone

Keys, display and menu guidance

No	Key	Description
		Loudspeaker/headset key with LED (Mitel 6865 SIP) - Activating/deactivating open listening - Activating/deactivating handset microphone - Activating/deactivating headset microphone
13		Hash key Entering # or special characters
14		Digit keys 1-9 Entering characters and digits
15		Asterisk key Entering * or space
16		Microphone key with LED - Activating/deactivating hands-free mode - Activating/deactivating handset microphone - Activating/deactivating headset microphone (Mitel 6865 SIP only)
17		Volume keys Adjusting volume
18		Option key Calling up a local setting menu (options list)
19		Hold key - Holding an active call - Taking back a call from hold
20		End key - Ending a call - Back to display in idle state - Exiting editor without changes
21		Speaker
22		Rear (Mitel 6863 SIP): 100BaseT dual connection for PC and LAN - Connection for power supply - Connection for headset - Connection for Power over Ethernet (PoE) - Connection for wall mounting
		Rear (Mitel 6865 SIP): - Connection for expansion key module - Connection for power supply - Combined four-pin module connection with DHSG headset connection¹⁾ - GigE dual connection for PC and LAN - Connection for headset - Connection for Power over Ethernet (PoE), class 2 - Connection for wall mounting

¹⁾ Use the headset connection for headsets only. Connecting another device may cause damage to your phone and void your warranty.

Display symbols

Call connection states, info

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

 Incoming call

 Connected

 New voice message

W F: Forwarded voice message

G G: Voice message to another voice mailbox

✓ Activated setting

Hi-Q Mitel Hi-Q™ audio technology

 Data/voice encryption

Operating your phone

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

Overview system menu

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

MiVoice Office 400 System menu

1. *Call lists* (depend on settings of the MiVoice Office 400 communication system)
2. *Directory Lookup*
3. *Voice Mail*
4. *Call forwarding*
5. *Presence*
6. *Call routing*
7. *Alarm melodies*
8. *Software Version*

Using the softkey/navigation key

Softkeys are the keys that are automatically configured with context-dependent functions by the MiVoice Office 400 communications system. The functions are displayed on screen and operated with the navigation key.

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

Free configurable keys

Mitel 6863 SIP: Your Mitel 6863 SIP has three freely configurable keys that are set to the following default functions by your system administrator:

- System menu
- Redial list
- Call transfer.

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

Mitel 6865 SIP: Your Mitel 6865 SIP has freely configurable keys. Popular functions are set for a specific configurable key by default by your system administrator (see "Overview function key configuration (default key setting)", page 17). The remaining configurable keys can be configured with a specific action type: Call number, function, busy lamp field.

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

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

More information on freely configurable keys can be found in chapter "Configuring keys", page 87.

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

Overview function key configuration (default key setting)

Mitel 6863 SIP/Mitel 6865 SIP phones on the MiVoice Office 400 communication system are delivered with the following function key configuration. Please note that your system administrator may change this and your phone may therefore differ from this default configuration.

Function key	Mitel 6863 SIP	Mitel 6863 SIP if logged in as free seating phone
Key P1	System menu	System menu
Key P2	Call list: Redial list	Call list: Redial list
Key P3	Call transfer	Call transfer

Keys, display and menu guidance

Function key	Mitel 6865 SIP	Mitel 6865 SIP if logged in as free seating phone
Key P1	System menu	System menu
Key P2	Voice mail menu	Free seating: Log in/out
Key P3	Request a callback	Request a callback
Key P4	Empty ¹⁾	Empty ¹⁾
Key P5	Empty ¹⁾	Empty ¹⁾
Key P6	Empty ¹⁾	Empty ¹⁾
Key P7	Empty ¹⁾	Empty ¹⁾
Key P8	Empty ¹⁾	Empty ¹⁾

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

Overview alphanumeric keyboard

The alphanumeric keyboard can be used for entering digits and the password, for entering text and special characters, and also for quickdial. Press the relevant key repeatedly until the character you want is displayed.¹⁾

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

	Upper case	Lower case
	0	0
	1 . . ; = _ , - ' & () \$!	1 . . ; = _ , - ' & () \$!
	A B C 2 Ä Å Æ Ą Ć Ą Ç А Б В Г	a b c 2 ä å æ ą ć ą ç а б в г
	D E F 3 É Ê Ë Ì Í Î Ï Ж Э	d e f 3 é ê ë ì í î ï ж э
	G H I 4 Í Î Ï И Й К Л	g h i 4 ì í î ï и й к л
	J K L 5 М Н О П	j k l 5 м н о п

¹⁾ Please note that actual key configuration depends on which keypad is used.

²⁾ Please note that the actual character selection is dependent on the language selected.

	Upper case	Lower case
	M N O 6 Ñ Ö Ó Ò Ô Õ Ø P C T Y	m n o 6 ñ ö ó ò ô õ ø p c t y
	P Q R S 7 Ъ Ф Х Ц Ч	p q r s 7 ъ ф х ц ч
	T U V 8 Ü Ú Û Û Ш Щ Ъ Ы	t u v 8 ü ú û û ш щ ъ ы
	W X Y Z 9 Ъ Ы Ю Я	w x y z 9 ъ ы ю я
	* <Space>	* <Space>
	# / \ @ \$	# / \ @ \$

Entering text

Entering numbers and letters: In text mode, press the key repeatedly until the required character appears in the display.

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

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

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

LED overview

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

Message LED:

State	Description
	Flashes fast • Incoming call • Appointment call
	Flashes slowly
	Lit

LED in line key:

State	Description
 Does not light up	Line free (line key )
 Flashes fast	• Incoming call • Appointment call
 Flashes slowly	Call party on hold. Call can be answered on any phone.
 Lit	Connected

LED function key or busy lamp field key (Mitel 6865 SIP only):

State	Description
 Does not light up	• Function is deactivated • User free (busy lamp field )
 Flashes fast	User is being called (busy lamp field)
 Lit	• Function is activated • User busy (busy lamp field )

Using expansion key modules

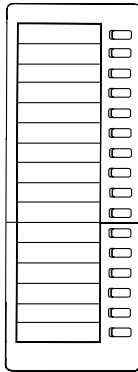
The connection of expansion key modules to your phone (Mitel 6865 SIP only) gives you additional, freely configurable keys.

Expansion key module Mitel M680

You can connect up to three Mitel M680 expansion key modules next to each other on your phone. The Mitel M680 has the following properties:

- 16 configurable keys. Three expansion key modules would then give you an additional 48 configurable keys.
- Each key has an LED for visual signalling.
- The keys on the expansion key module support all key types that are supported by your phone's keys.
- The configurable keys of the expansion key module can be operated as the configurable keys of your phone.

- The keys must have been configured either by your system administrator or by yourself in the Self Service Portal (see chapter ["MiVoice Office 400 Self Service Portal"](#), page 9).
- Labels for key identification (see chapter ["Using labels"](#), page 22).



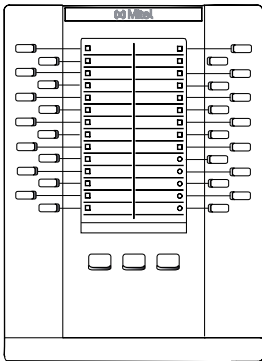
Expansion key module Mitel M685

You can connect up to three Mitel M685 expansion key modules to your phone. The Mitel M685 has the following properties:

- Coloured touchscreen
- 3 display levels with 28 configurable keys each (84 configurable keys in total). Three Mitel M685 would therefore give you an additional 252 configurable keys.
- Each key has an LED for visual signalling.
- The keys on the expansion key module support all key types that are supported by your phone's keys.
- The configurable keys of the expansion key module can be operated as the configurable keys of your phone.
- The keys must have been configured either by your system administrator or by yourself in the Self Service Portal (see chapter ["MiVoice Office 400 Self Service Portal"](#), page 9).
- If you remove an expansion key module or if you modify the order of the connected expansion key modules, the key configuration does not change.
- The display contrast setting and the display backlight is taken from your phone.

Keys, display and menu guidance

No Key Description



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

Using labels

Printing and attaching the labels

Labels can be created and printed using the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).

Mitel 6863 SIP / Mitel 6865 SIP:

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

Mitel M680 (Mitel 6865 SIP only):

1. Create and print the label using Self Service Portal (Important printer settings: "Page scaling for printing: none").
2. Cut out the labels according to the crop marks.

3. Remove the cover and insert the label into the recess.
4. Re-insert the cover into the recesses on the keypad.

Phoning

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

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Making calls

This section explains how to set your calls.

Answering, ending or rejecting a call

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

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

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



Answering a call with the handset:

Pick up the handset.



Answer a call with the line key

Press the line key and pick up the handset.



Open listening during a call:

Activate: Press the loudspeaker or loudspeaker/headset key.

Deactivate: Press the loudspeaker or loudspeaker/headset key again.

Ending a call in open listening mode:

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

Note:

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



Ending a call:

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



Rejecting a call:

Press the End key during the ringing phase.

→ The connection is rejected and, depending on the system configuration, the caller either hears the busy tone or is forwarded to a preconfigured destination.

Using your phone in hands-free mode

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

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

Automatic hands-free mode¹⁾: The function Automatic hands-free allows you to answer a call without picking up the handset or pressing a key. The following settings are available. This function Automatic hands-free can only be activated/deactivated by your system administrator in the MiVoice Office 400 communication system.

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



Answering/ending a call in hands-free mode:
Answer: Press the loudspeaker or loudspeaker/headset key or line key.
End: Press the End key.



Hands-free during a call:
1. Press the loudspeaker or loudspeaker/headset key.
→ Open listening is activated.
2. Put the handset on-hook.
→ Handsfree is activated.



To continue the call with the handset:
Pick up the handset.
→ The loudspeaker and hands-free microphone are now deactivated.



Ending a call:
Put the handset on-hook.

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



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

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

End: Press the End key.

Muting the microphone

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

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



Switching the microphone on and off during a call:

Activate: Press Microphone key.

Deactivate: Press the Microphone key once again.

→ The microphone is activated/deactivated. The LED on the Microphone key flashes/does not flash (Mitel 6865 SIP only).

Using a headset (Mitel 6865 SIP only)

To make a phone call with the headset.

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

All headset mode configuration options can be found in chapter "[Setting the audio properties](#)", page 76. Further information can be found in the user guide for your headset.



Answering a call with the headset:

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



Ending a call with the headset:

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

Initiating calls

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

Dialling with the phone number

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

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



Dialling with the phone number:

Enter a phone number in call preparation.

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



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

Dialling from the phone book (directory lookup)

You want to make a call by entering a name.

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

Menu	Description
<i>Quickdial</i>	With Quickdial you only need to press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.

Menu	Description
<i>Dial by name</i>	Enter the corresponding letter for dialling by name. The surname and first name have to be separated by a space (*-key).
<i>Advanced search</i>	If you select <i>Advanced search</i> , you can search directly in the connected external phone books. This function is not available if no external phone book is connected. The surname, first name and town each have to be separated by a space (* key), for example "no s so" for Noble Stephen in Solothurn.

Tips for search input:

- Press each of the corresponding digit keys once for the first few letters of the name you are looking for. For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".
- Ask your system administrator whether you should start with the surname or the first name.
- The search function is not affected by upper/lower case and special characters.
- More information on the phone books can be found in chapter "Phone book management", page 82.



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



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



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



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

Directory lookup with dialling by name: Enter the first few letters of the name you want.

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



Press the *Execute* softkey.
→ Names list (or *List empty*, if the phone is unable to find a matching user) is displayed.



Scroll through the list and select the user you want.



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

Selecting from the call list

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

Menu	Description
<i>Unanswered calls</i>	List of callers who tried to reach you when you were absent. These missed calls are signalled on the display.
<i>Answered calls</i>	List of calls answered.
<i>Redial list</i>	List of calls made.

Your phone automatically stored the person's phone number and name in a call list in the MiVoice Office 400 communication system. Within the one number user concept (see chapter ["One number user concept", page 8](#)) you can call back users through one of these call lists. An individual call list contains a maximum of 30 entries. More information on call lists can be found in chapter ["Editing options for the call list", page 65](#).

The call lists can be operated via the call list key, the redial key, the system menu, or a function key (see chapter ["Configuring keys", page 87](#)).



Call list for unanswered/answered calls:

Mitel 6863 SIP: Press the function key for *Menu*. Scroll to *Call list* and press the navigation key to the right.

Mitel 6865 SIP: Press the call list key.



Scroll to *Unanswered* or *Answered* and press the navigation key to the right.

→ List of most recent unanswered/answered calls/conversations is displayed.



Scroll through the list and select the user you want.



Pick up the handset.

→ The call number of the user is dialled.

Note:

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

**Redial list:**

Press the Redial key.

→ List of most recent selected entries (including the presence status of the contact) is displayed.



Scroll through the list and select the user you want.



Pick up the handset.

→ The call number of the user is dialed.

Dialling with a configurable key/ busy lamp field

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

To find out how to configure a configurable key, refer to chapter "Configuring keys", page 87.

**Phoning with the handset:**

1. Pick up the handset.

2. Press the desired configurable key/busy lamp field.

→ The phone number is dialed.

**Using your phone in handsfree mode:**

Press the desired configurable key/busy lamp field.

→ The phone number is dialed.

Dialling with the line key

You want to make a call via a line key.

Mitel 6863 SIP: You can make a call via a line key. Your phone is equipped with two dedicated line keys with LED (L1, L2).

Mitel 6865 SIP: You can make a call via a line key. Your phone is equipped with two dedicated line keys with LED (L1, L2). Your system administrator can set up to seven additional line keys (making a total of nine). The actual number of line keys depends on the system configura-

tion. Press a fix line key directly or select a line by pressing the horizontal navigation key to the right or left. The display will show the dialled line number (L1, L2 etc.).

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

Line keys are stored on configurable keys by your system administrator (see chapter "Line keys on the key telephone (Mitel 6865 SIP only)", page 69).



Dialling with the line key:

Enter the phone number.

L1

Press a free line key.

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

L2

Holding the call and switching lines:

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

2. Enter the phone number.

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

Note:

Press line key 1 to return to your conversation partner on line 1 (see also chapter "Brokering between an enquiry call party and your call partner", page 39).

Activating another Mitel phone for making calls

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

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

**Business calls:**

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



Pick up the handset.

→ The phone number displayed is dialled.

Note:

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

**Private calls:**

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

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

Note:

The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter ["Changing the PIN", page 80](#)).

Automatic call waiting in case of internal user

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

By using the function Automatic call waiting¹⁾, this user is informed that you would like to talk to him. When you use the call waiting function, the user receives a call waiting tone (duration and frequency of the tone depend on system settings) and your phone number or name appear on their display. The user may accept or refuse your call.

Requirements:

- Your system administrator must authorise you for the function call waiting in the MiVoice Office 400 communication system.
- The internal user must not have blocked the function call waiting on their phone (see chapter ["Activating protection against call types", page 82](#) for configuration).

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

Phoning

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



Call waiting:

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

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

Replying to call waiting

You are talking on the phone. The call waiting tone, name/phone number on the display and the flashing LED on the second line key let you know that another user would like to talk to you.

You can either accept or refuse the call.



Answering the call:

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

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

Note: Please see chapter "Enquiry call during a call", page 38, "Brokering between an enquiry call party and your call partner", page 39 or chapter "Making a conference call", page 39 for further information.



Rejecting a call:

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

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

Using functions before/while in a call

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

Request a callback

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

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

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 88).

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



Activating callback:

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

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



Put the handset on-hook.

→ The display shows **Call expected**. The LED of the function key is lit (Mitel 6865 SIP only).



Clear callback:

Press the function key for **Callback**.

→ Callback request is deleted.

To answer the callback request

Someone has asked you to call back. The display shows *Callback*.

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



Answering the callback request:

Enter a phone number in call preparation.



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

Note:

You cannot delete a callback request.

Hide number

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

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

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 88).

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



Activating/deactivating calling line identification restriction permanently:

Press the function key for *Hide number*.

→ The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6865 SIP only). Your phone number is hidden in all outgoing calls.



Activating CLIR per call:

1. Press the function key for *Hide number*.

2. Enter the call number and press the *Enter* softkey.

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

Putting a call partner on hold

You want to briefly interrupt the active call.

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



Putting the active call party on hold:

Press the Hold key.

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



Take back the call party on hold:

Press the Hold key or the flashing line key.

→ The call is active again.

Parking conversation partner

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

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

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 88).

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

**Parking the active call party:**

Press the function key for *Park* and put down the handset.

→ The call party is parked. The LED of the function key is red (Mitel 6865 SIP only).

Notes:

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

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

1. Press the function key for *Park*.

→ Hand-free mode is activated.

2. Pick up the handset.

→ You are connected via the handset.

Enquiry call during a call

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

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

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

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



Enter the call number of the enquiry partner and press the *Dial* softkey.

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

Notes:

- You can also set up an enquiry call by pressing the busy lamp field key to which you have saved the enquiry call party.
- If the other user does not answer, you can cancel the enquiry call with the end key and take back the first call with the flashing line key.

**Ending the enquiry call:**

Press the End key.

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

Press the flashing line key.

Brokering between an enquiry call party and your call partner

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

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

Note: See chapter "Enquiry call during a call", page 38 for enquiry calls.



L1

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

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

Press the flashing line key.

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

Note:

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



Terminating a call:

Press the End key.

L1

Recommence conversation with the first call party:

Press the flashing line key.

Making a conference call

You want to make a conference call.

A conference call allows you to connect three call parties. From a conference call/call, you can initiate an enquiry call to someone else. You can broker between the conference participants and the enquiry call party. Depending on the system configuration, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.

Mitel 6863 SIP: You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 88).

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

Phoning



Mitel 6863 SIP:



Setting up a conference (you are connected):

1. Press the function key for **Conference**.
2. Enter the phone number of the second conference call party.
3. Press the **Dial** softkey.
→ The conference party answers the call.
4. Press the function key for **Conference**.

Notes:

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



Leaving a conference call:

- Put the handset on-hook or press the End key.
→ The other conference parties remain in the call.



Mitel 6865 SIP:



Setting up a conference (you are connected):

1. Press the Conference key.
2. Enter the phone number of the second conference call party.
3. Press the **Dial** softkey.
→ The conference party answers the call.
4. Press the Conference key.

Notes:

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



Leaving a conference call:

- Put the handset on-hook or press the End key.
→ The other conference parties remain in the call.

Transferring a call

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

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

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

Mitel 6863 SIP: You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 88).



Mitel 6863 SIP:



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

1. Press the function key for *Call transfer*.
2. Enter the call number of the second call party and press the *Dial* softkey (or press the corresponding busy lamp field).
 - The second call party is called; first call party is put on hold.
3. Wait until the person has answered the call.
 - If the second user does not answer, you can cancel the second call using the key *Cancel* and recommence the first call by pressing *Cancel*.
4. Announce the call party.
5. Put the handset on-hook.
 - Your first call partner and the other person are now connected with each other.



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

1. Press the function key for *Call transfer*.
2. Enter the call number of the second call party and press the *Dial* softkey (or press the corresponding busy lamp field).
 - The second call party is called; first call party is put on hold.
3. Wait for the first ring tone.
4. Put the handset on-hook.
 - The other party is then called directly by your first call partner.
 - Recall: If the other party does not answer, the call comes back to your phone.

Note:

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



Mitel 6865 SIP:



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

1. Press the forward key.
2. Enter the call number of the second call party and press the *Dial* softkey (or press the corresponding busy lamp field).
 - The second call party is called; first call party is put on hold.
3. Wait until the person has answered the call.
 - If the second user does not answer, you can cancel the second call using the softkey *Cancel* and recommence the first call by pressing *Pick up*.
4. Announce the call party.
5. Put the handset on-hook.
 - Your first call partner and the other person are now connected with each other.



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

1. Press the forward key.
2. Enter the call number of the second call party and press the *Dial* softkey (or press the corresponding busy lamp field).
 - The second call party is called; first call party is put on hold.
3. Wait for the first ring tone.
4. Put the handset on-hook.
 - The other party is then called directly by your first call partner.
 - Recall: If the other party does not answer, the call comes back to your phone.

Note:

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

Take (pick up own call)

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

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

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

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 88).



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

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

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

Starting announcement

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

If the internal user has secured their phone against announcements (configuration see chapter "[Activating protection against call types](#)", page 82), you cannot contact them using an announcement. You will get the engaged tone.

The announcement function must be saved to a configurable function key with Self Service Portal (see "[Configuring or deleting a key assignment](#)", page 88). You can either configure the function key directly with a designated user or input the call number manually each time.

Starting the emergency announcement:

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

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

Announcement to a group:

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

- Group announcements are always conducted with a one-sided connection.
- The group number must be entered as two digits.



Start announcement to a user:

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



Start announcement to a group:

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

Receiving an announcement

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

In order to be able to receive an announcement, your phone must be neither in use nor block announcements (configuration see chapter "Activating protection against call types", page 82).

Receiving the emergency announcement:

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

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

Announcement to a group:

- The announcement will only be received by phones which both have authorisation to receive announcements and are not in use.

Phoning

- If receipt of announcements is not authorised on any of the phones in the announcement group or all the phones are in use, you will hear the busy tone.
- Group announcements are always conducted with a one-sided connection.



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



Stop announcement:

Press the End key.

Recording a call

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

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

You can start recording calls in the following situations:

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

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

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

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

You must save this function to a configurable key using Self Service Portal (see chapter "[Configuring or deleting a key assignment](#)", page 88).

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



Recording a call:

Press the function key for [Call recording: start/stop](#) as soon as you have an incoming/outgoing call or an active call.

→ The call is recorded. The LED on the function key is switched on (Mitel 6865 SIP only).



Stopping the call:

End the recording by pressing the function key [Call recording: start/stop](#) again.

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

Note:

The LED on the function key remains lit while the recording is in progress. The LED starts to flash before the recording reaches its maximum preset duration. Once the maximum duration is reached (or the memory is full), the recording is stopped and the LED goes off (Mitel 6865 SIP only).

Activating discreet ring

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

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

This function must be saved to a function key over the Self Service Portal (see chapter "[Configuring or deleting a key assignment](#)", page 88).



Activating/deactivating discreet ring:

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

→ The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6865 SIP only).

Activating do not disturb

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

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

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

This function must be saved to a function key over the Self Service Portal (see chapter "Configuring or deleting a key assignment", page 88).

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



Activating/deactivating do not disturb:

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

→ The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6865 SIP only). Your callers hear the busy tone.

Activate/reply to intrusion

You want to implement intrusion in a current call.

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

You can block intrusion; see chapter "Protecting yourself against calls", page 82.

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 88).

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



Activating intrusion (the users are talking):

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



Answering intrusion:

Press the *Answer* softkey.

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



Rejecting intrusion:

Press the *End* softkey.

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

Activating/answering silent intrusion

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

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

You cannot reject silent intrusion (but you can block it; see chapter "[Protecting yourself against calls](#)", page 82). The microphone of the third user remains off. The third user can, however, enter the conversation at any point by enabling his or her microphone or pressing the intrusion function key.

You must save this function to a configurable key using Self Service Portal (see chapter "[Configuring or deleting a key assignment](#)", page 88).

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



Activating silent intrusion (the users are talking):

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

Answering silent intrusion:

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

Using further functions

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

Activating personal call routing

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

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

Your system administrator set up multiple phones with the same phone number in the one number user concept for you (see chapter "[One number user concept](#)", page 8). The system administrator has also assigned you

permission to configure routing in the Self Service Portal. This allows you to set up 5 routings in the Self Service Portal for a range of situations ("Office", "Home Office", "On the road").

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

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

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



Activating/deactivating personal call routing

Press the function key for *Menu*.



Scroll to *Pers. call routing* and press the navigation key to the right.
→ A list of your routings is displayed.



Select the desired call routing and confirm with the softkeys *Activate* > *Enter*.
→ The selected routing is activated and another is deactivated.



Renaming personal call routing:

Press the function key for *Menu*.



Scroll to *Pers. call routing* and press the navigation key to the right.
→ A list of your routings is displayed.



1. Select the desired call routing and press the softkey *Modify* > *Enter*.
2. Enter the name and confirm with the *Enter* softkey.

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



Press the function key for the desired call routing profile.

→ Call routing is activated/deactivated. The LED on the function key is switched on/off (Mitel 6865 SIP only).

Activating Ring Alone

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

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

You must save this function to a configurable key using Self Service Portal (see chapter ["Configuring or deleting a key assignment", page 88](#)).

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



Activating/deactivating ring alone

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

→ The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6865 SIP only).

Locking/Unlocking your phone

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

You can lock your phone with a 2 to 10-digit PIN (for more information on the PIN, see chapter ["Changing the PIN", page 80](#)).

You must save this function to a configurable key using Self Service Portal (see chapter ["Configuring or deleting a key assignment", page 88](#)).



Activating the phone lock:

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

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



Deactivate the phone lock:

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

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

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

Acknowledging an appointment call

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

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

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

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 88).

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



Activates/deactivates appointment call permanently:

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

→ The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6865 SIP only).



Activate single appointment call:

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

→ The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6865 SIP only).



Confirming an appointment call:

Pick up the handset and then hang up immediately.

→ The appointment call is confirmed and ended.

Free seating

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

Logging into a free seating phone:

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

Notes:

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

Logging off a free seating phone:

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

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

- Notes:**
- If no user is currently logged in a free seating phone, possibly only emergency calls are allowed.
 - As long as you do not have your own phone or are not logged on to a Free Seating phone, your caller will obtain either the busy signal or be forwarded to a preconfigured destination, depending on the system configuration.



Log in free seating:

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



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

→ You are now logged in and can use the free seating phone with your personal settings. The LED on the function key is switched on (Mitel 6865 SIP only).

Note:

The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN", page 80).



Log out free seating:

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

→ The display with the call number is displayed.

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

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

Note:

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

Hotline

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

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

Alarm cancellation delay: Your system administrator can set a delay (1-60 seconds, depending on the Mitel system phone). During this delay the user can enter another call number in order not to trigger a call on the hotline destination number. If the user does not dial another phone number

during this predefined time or puts the handset back down again, a connection with the Hotline number is automatically set up. Contact your system administrator for more information.



Using the hotline:

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

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

Overview of available functions

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

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

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

Function	Description
<i>Announcement to user</i>	Speak directly to an internal user via the loudspeaker - where available - without them having to first pick up the call. An announcement is a one-sided connection and is indicated by two short signal tones on the recipient phone.
<i>Call forw. (CFU) to text message on/off</i>	Incoming calls are automatically forwarded to a specific destination.
<i>Call forw. (CFU) to user on/off</i>	Incoming calls are automatically forwarded to a specific destination.
<i>Call forw. (CFU) to VM on/off</i>	Incoming calls are automatically forwarded to a specific destination.
<i>Call forw. if busy (CFB) to user on/off</i>	If you are busy, incoming calls will be forwarded to specific destination (user).
<i>Call forw. if busy (CFB) to VM on/off</i>	If you are busy, incoming calls will be forwarded to specific destination (voice mail).
<i>Call forw. on no reply (CFNR) to user on/off</i>	Incoming calls are also forwarded to another destination (user).
<i>Call forw. on no reply (CFNR) to VM on/off</i>	Incoming calls are also forwarded to another destination (voice mail).
<i>Call forwarding menu</i>	Direct access to the system menu Forwarding (see chapter " Call forwarding ", page 63).
<i>Call forwarding protection on/off</i>	Call forwarding to your phone is not allowed.
<i>Call list: Menu</i>	Direct access to the system menu Call list .
<i>Call list: Answered calls</i>	Call list for answered calls.
<i>Call list: Redial list</i>	Call list for dialled call numbers.
<i>Call list: Unanswered calls</i>	Call list for unanswered calls.
<i>Call transfer</i>	Transfer a call to another user with or without prior notice.
<i>Control output on/off</i>	You can control external electric equipment or installations using control outputs. For example you can use your phone to open and close electric gates or to switch the lights on or off throughout a building.
<i>Discreet ring on/off</i>	When this function is on, the phone only rings once. For further information, please see " Activating discreet ring ", page 47.
<i>Do not disturb (busy) on/off</i>	Your phone does not ring and is set to busy for incoming calls.

Function	Description
<i>Do not disturb (forwarding) on/off</i>	Your phone does not ring and is set to busy for incoming calls. Incoming calls are automatically forwarded to a destination that has been configured by your system administrator.
<i>Empty</i>	The key assignment is configured with an empty function. The key is not overwritten by the following key assignments.
<i>Free configurable</i>	You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a key (see chapter "Overview of available functions", page 56).
<i>Free seating: Log in/out</i>	Log into/out of a free seating phone (see chapter "Free seating", page 54).
<i>Hide number on/off</i>	Permanently prevents your number from being displayed to the caller (see chapter "Hide number", page 36).
<i>Hide number per call</i>	Prevents your number from being displayed to the caller once (see chapter "Hide number", page 36).
<i>Home Alone on/off</i>	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.
<i>Intrusion</i>	This function allows you to intrude on a call of a busy user with notification (see chapter "Activate/reply to intrusion", page 49).
<i>Park call</i>	You would like to keep the person you are talking to on hold without blocking a phone line.
<i>Personal call routing menu</i>	Direct access to the system menu Call routing (see chapter "Activating personal call routing", page 50).
<i>Personal call routing on/off</i>	Activate/deactivate call routing profile (under the one number user concept).
<i>Phone book: local</i>	Access to your local phone book. Contacts in the local phone book are stored on the phone only (see chapter "Phone book management", page 82).

Function	Description
<i>Phone book: System</i>	Direct access to the Directory Lookup system menu. Contacts in the system phone book are integrated in the MiVoice Office 400 communication system (see chapter "Phone book management" , page 82).
<i>Phone lock on/off</i>	Activate/deactivate phone lock. Outgoing calls are not possible, but incoming calls can be answered (see chapter "Locking/Unlocking your phone" , page 52).
<i>Picking up a call from a user group</i>	Pick up a call for another user in the user group.
<i>PIN call</i>	Function with OpenCount. Independently from the phone you can make external calls for a fee. Credit may be limited (see chapter "Activating PIN telephony" , page 71).
<i>PIN call rebook</i>	Function with OpenCount. You can enter the charges and the call information of your outgoing and incoming calls into specific projects (see chapter "Activating PIN telephony" , page 71).
<i>Play voice mail greeting</i>	Plays back a selected voice mail greeting.
<i>Presence menu</i>	Direct access to the system menu Presence (see chapter "Controlling the presence status" , page 61).
<i>Presence profile on/off</i>	Activate/deactivate presence profile. You can select a presence profile (profile number 1-4, see chapter "Controlling the presence status" , page 61).
<i>Record voice mail greeting</i>	Records a selected voice mail greeting.
<i>Repeat appointment call on/off</i>	Activates/deactivates an appointment call (see chapter "Acknowledging an appointment call" , page 53).
<i>Request a callback</i>	Request a callback if the called party is busy or cannot be reached (see chapter "Request a callback" , page 35).
<i>Ring Alone on/off</i>	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept, see chapter "Activating Ring Alone" , page 52).
<i>Run XML function</i>	You system administrator creates customer-specific XML services (weather report, stock exchange, etc.) which you can use on your SIP phone.
<i>Set up conference</i>	Set up a conference with two call parties.

Function	Description
<i>Show alarm state</i>	Display of the current alarm state.
<i>Silent intrusion</i>	This function intrusion without prior notice allows you to intrude on the call of a busy user without notification (see chapter "Activating/answering silent intrusion" , page 49).
<i>Single appointment call on/off</i>	Activates/deactivates an appointment call on a one-off basis (see chapter "Acknowledging an appointment call" , page 53).
<i>Start/stop call recording</i>	Record a call. The recordings are stored in your individual e-mail inbox only (see chapter "Recording a call" , page 46).
<i>Switch group x, position 2</i> <i>Switch group x, position 3</i>	This function lets you route calls and functions via switch groups (with two switch positions).
<i>System menu</i>	Access to the MiVoice Office 400 system menu.
<i>Take (pick up own call)</i>	Transfer a call from your phone to another phone under the one number user concept (see chapter "Take (pick up own call)" , page 43).
<i>Transparent data</i>	This function takes charge of the transparent exchange of data between the communication server and external applications.
<i>User group, all: Log in/out</i>	Log in/out of all user groups. In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
<i>User group: Log in/out</i>	Log in/out of a user group. In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
<i>Voice mail greeting on/off</i>	Activates/deactivates a selected voice mail greeting.
<i>Voice mail menu</i>	Direct access to the Voice mail system menu.
<i>Welcome announcement on/off</i>	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again.

Organising absences from the desk

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

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

Controlling the presence status

You have a choice of 5 presence profiles for managing your presence status:

Profile number	Presence profile
----------------	------------------

0	<i>Available</i> (default)
1	<i>Absent</i>
2	<i>Meeting</i>
3	<i>Busy</i>
4	<i>Not available</i>

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

- in Directory Lookup
- in a call list

- Notes:**
- Connected CTI applications can affect your presence status. Contact your system administrator for more information.
 - All configuration options for a presence profile can be found in chapter "Configuring presence profile", page 85.
 - Calls you receive while your presence status is busy will be indicated in the call list.

The presence status can be managed via the system menu, a function key (see chapter "Configuring keys", page 87), or the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).

**Activate/deactivate presence profile:**

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



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



1. Select the presence profile you want and press the [Enter](#) softkey.
2. Press the [Activate](#) > [Enter](#) softkeys.

Absence information

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

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

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

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

The absence information is an integral part of a presence profile. All configuration possibilities for this option can be found in chapter ["Configuring presence profile"](#), page 85.

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

**Set up the absence information:**

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



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



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



1. Scroll to *Time* or *Date* and press the *Enter* softkey.
 2. Make the changes and confirm with the *Enter* softkey.
 3. Scroll to *Call forwarding* and press the *Enter* softkey.
 4. Select *Voice Mail* and confirm with the *Enter* softkey.
 5. Scroll to *VM greeting* and press the *Enter* softkey.
 6. Select *Absence information* and confirm with the *Enter* softkey.
 7. Activate the presence profile.
- Settings are saved. Your caller hears the selected absence information, followed, if applicable, by time and date.

Call forwarding

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

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

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

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

Available call forwarding destinations:

Menu	Description
User	Incoming calls are forwarded to an internal user or a call number.
Voice Mail	Incoming calls are forwarded to your voice mail, providing it has been set up by your system administrator. You can use the global greeting or your personal greeting (see chapter "Configuring voice mail", page 83). For further information on voice mail, please see the user's guide "User Guide Voice Mail Systems" on Mitel DocFinder .

Operation of call forwarding is available via the system menu, a function key (see chapter "Configuring keys", page 87), or the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).



Activating call forwarding:

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



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



Select the call forwarding option you want and confirm with the [Enter](#) softkey.



Select or enter the forwarding destination you want and confirm with the [Enter](#) softkey.

→ The call forwarding is activated.

Note:

You can also enter the call number of the user you want manually or find it in a call list.

Deactivate call forwarding:

Call forwarding unconditional can be deactivated via: [Menu](#) > [Forwarding](#) > call forwarding option [Call forwarding off](#).

Operating call lists and voice messages

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

Editing options for the call list

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

Missed calls are signalled on the display. The following options are available for further editing of the entries:

Menu	Description
<i>Delete all</i>	Deleting all entries from a specific call list.
<i>Detail</i>	Available detailed information: • Call number / name • Call date and time • Number of call attempts • Presence status of the user
<i>Delete</i>	Delete entry.
Note:	If you delete an entry in the unanswered calls list, then any voice messages for this entry are also deleted.
<i>Dial</i>	Calling a user back.

The call lists can be operated via the call lists key, the system menu or a function key, or via the redial key (see "Configuring keys", page 87).

More information on call lists can be found in chapter "Selecting from the call list", page 30.



Options in the call list:



Mitel 6863 SIP: Press the function key for *Menu*. Scroll to *Call list* and press the navigation key to the right.

Mitel 6865 SIP: Press the call list key.



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



Calling a user from the call list:

Pick up the handset.
→ The call number of the user is dialled. Once the call has been successfully connected, the user is deleted from the unanswered call list.



Calling up detailed information on an entry:

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



Deleting an entry from the call list:

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



Deleting all entries from the call list:

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

Editing options for voice messages

Your display shows the envelope symbol and the number of new voice messages. The message LED flashes red slowly.

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

Menu	Description
<i>Delete all</i>	Deleting all voice messages.
<i>Setting</i>	How to configure a voice mail greeting (see chapter <u>"Managing personal voice mail greeting", page 83</u>).
<i>Detail</i>	Available detailed information: • Call number / name • Call date and time A voice message to a group voice mail is signalled by G .
<i>Delete</i>	Delete voice message
<i>Dial</i>	Call the person who left the voice message.
<i>Forward</i>	Forward the voice message to another user. You can decide whether to keep a copy of each voice message. A forwarded voice message is indicated by W .
<i>Play</i>	Play voice message.

- Notes:**
- Depending on the system configuration your system administrator can specify that you are notified by e-mail whenever you receive a new voice message (with the voice message attached). Contact your system administrator for more information.
 - To find out how to configure a voice mail, refer to chapter "[Configuring voice mail](#)", page 83 or the user guide "User Guide Voice Mail Systems" on the [Mitel DocFinder](#).
 - Voice messages to another voice mailbox that you are entitled to access are listed in the same voice mailbox as your own. You have the same editing options.¹⁾

Voice messages can be managed via the system menu, a function key (see chapter "[Configuring keys](#)", page 87), or the Self Service Portal (see chapter "[MiVoice Office 400 Self Service Portal](#)", page 9).



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



Scroll to [Voice mail](#) and press the right navigation key.
→ The list of received voice messages is displayed.



Play voice message:

1. Select the entry you want and press the [Enter](#) softkey.
2. Play the entry using the softkey [Play](#) > [Enter](#).



Calling up detailed information on a voice message:

1. Select the entry you want and press the [Enter](#) softkey.
2. Call up detailed information using the softkey [Detail](#) > [Enter](#).



Deleting a voice message:

1. Select the entry you want and press the [Enter](#) softkey.
2. Delete entry using the softkey [Delete](#) > [Enter](#).



Forwarding voice messages:

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

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

Organisation within the team (busy lamp field, Mitel 6865 SIP only)

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

Using the busy lamp field key

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

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

To be able to use the busy lamp field key, it must have been configured as such with the call number of the team partner, either by your system administrator or by yourself in the Self Service Portal (see chapter "Configuring keys", page 87).

Calling a team partner

You want to call a team partner as quickly as possible.



Calling a team partner:

Press the busy lamp field key of the team partner.

→ The phone number and possibly the name of the team partner appear on the display. The team partner is called.

Answering a call for a team partner

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

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


Answering a call for a team partner:

Pick up the handset as long as the busy lamp field key LED is flashing.

→ You hear the dialling tone.



Press the busy lamp field key.

→ You are through to the person who is calling your team partner.

Line keys on the key telephone (Mitel 6865 SIP only)

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

Each KT line has its own number which can be used for internal or external calls. One or usually multiple phones can be connected to this KT line, for example in all employees in a travel agency who work with Europe as a destination. The KT line key belonging to the KT line shows the status of the KT line through an LED and allows you to accept calls which are made to this KT line.

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

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

KT lines can only be configured for function keys H1-H2/P1-P8.

Note: Your system administrator can configure up to nine line keys for you, but you cannot have more than two simultaneous connections.

Answering a call on the KT line key

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

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

Note: If an incoming call meets a busy KT line, the call is forwarded to the second KT line, etc. Only if no more KT lines are available will your caller hear a busy tone.



Pick up the handset.

→ Connection to the KT line with the highest priority.

Or:

1. Press KT line key.

→ KT line is selected.

2. Pick up the handset.

→ Connection to the selected KT line.

Initiating a call via a KT line key

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

You can call via any free KT line key. Each KT line key has its own call number. This means that, by phoning, you transmit the call number associated with the active KT line key.

Charges are accrued separately for each KT line key.



Enter the phone number.



Press a free KT line key.

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



Pick up the handset.

→ The phone number is dialed.

Using functions with Mitel OpenCount

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

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

Activating PIN telephony

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

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

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 88).

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



Activating/deactivating PIN call:

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

→ The function is activated/deactivated. The LED on the function key is switched on/off (Mitel 6865 SIP only).

Setting functions by remote control

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

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

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

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



Using remote control from a third-party phone:

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



Pick up the handset.
→ You hear the acknowledgement tone.



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

Note:

The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN", page 80).

Personalizing your phone

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

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Configuring the display

This section explains how to set display properties.

Setting the display

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

Display	Description
<i>Contrast level</i>	Setting the display contrast.
<i>Backlight</i>	Setting the backlight (Mitel 6865 SIP only):
• <i>Off</i> • <i>Auto</i>	The backlight is always deactivated. The backlight is switched on automatically when the phone is used and switched off automatically when the phone has been idle for 30 seconds.



Press the Option key.



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



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



Setting the contrast:

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



Setting the backlight:

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

Configuring the audio properties

This section explains how to set audio properties.

Adjusting the volume

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

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

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



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

Quieter: Press the  key.

Louder: Press the  key.

Setting the ringing properties

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

Available settings:

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



Setting the ring:
Press the Option key.



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



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



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



Select the setting you want and confirm with the [Set](#) softkey.
→ After you selected a ring melody, the melody will be played.

- Note:**
- A list of alarm melodies is available for playback: [Menu](#) > [Alarm melodies](#) > [Test](#).
 - You can configure individual ring tones for each busy lamp field and line key using the Self Service Portal (only Mitel 6865 SIP). For more information about the Self Service Portal, please refer to "[MiVoice Office 400 Self Service Portal](#)", page 9.

Setting the audio properties

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

Audio settings	Description
Audio Mode ¹⁾ :	Setting possibilities:
• Speaker (default)	The connection is established via the handset or the hands-free system. • Press the loudspeaker/headset key when in handset mode to switch to hands-free mode. • Pick up the handset when in hands-free mode to switch to handset mode.

Audio settings	Description
• Headset	The connection is established via the handset or the headset. • Press the loudspeaker/headset key when in handset mode to switch to headset mode. • Pick up the handset when in headset mode to switch to handset mode.
• Speaker/Headset	At first, incoming calls are connected in hands-free mode by pressing the loudspeaker/headset key. • Press the loudspeaker/headset key repeatedly to switch back and forth between hands-free mode and headset. • Pick up the handset to return the conversation from hands-free mode or headset to the handset at any time.
• Headset/Speaker	At first, incoming calls are connected in headset mode by pressing the loudspeaker/headset key. • Press the loudspeaker/headset key repeatedly to switch back and forth between headset mode and hands-free mode. • Pick up the handset to return the conversation from hands-free mode or headset to the handset at any time.
Headset Mic Vol DHSG	Sets the volume of the headset microphone. Activate/deactivate DHSG. Phoning using a cordless headset based on the DHSG standard allows you to set up and to end calls from the headset. Ask your dealer which headsets are particularly well suited for this phone. To avoid damages on the phone always disconnect the phone from the mains power first before you install a DHSG headset.

¹⁾ All setting possibilities for the headset only apply to the Mitel 6865 SIP.

- Notes:**
- To find out how to make phone calls with the headset, refer to "Using a headset (Mitel 6865 SIP only)", page 27.
 - More information on the function Automatic hands-free can be found in chapter "Using your phone in hands-free mode", page 26.



Press the Option key.



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



Scroll to **Set Audio** and press the navigation key to the right.



Setting the audio mode:

1. Scroll to **Audio Mode** and press the navigation key to the right.
2. Select the setting you want and confirm with the **Set** softkey.



Setting the headset volume (Mitel 6865 SIP only):

1. Scroll to **Headset Mic Vol** and press the navigation key to the right.
2. Select the setting you want and confirm with the **Set** softkey.

Configuring general phone settings

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

Selecting the language

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

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

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

If your desired language is available, but is not displayed or displayed only in parts, you have to restart your phone (see chapter "Restart phone", page 81).

Selecting the time and date

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

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

Setting	Description
<i>Time format</i>	12-hour or 24-hour clock format.
<i>Daylight savings</i>	List of available summer time formats.
<i>Date format</i>	List of available global time zones.
<i>Time zone</i>	List of available global time zones.
<i>Time server 1-3</i>	Setting menu for the IP address or domain name of the time server. If a valid time server is set, then the phone synchronises the displayed time with the specified configuration server. The phone adopts the time from time server 1. If this is not configured or cannot be reached, then the phone queries first time server 2 and then 3.



-  Press the Option key.
-  Scroll to *Preferences* and press the navigation key to the right.
-  Scroll to *Time/date* and press the navigation key to the right.
-  Scroll to the setting you want and press the navigation key to the right.
-  Select the setting you want and confirm with the *Set* softkey.

Using Live Dialpad (single-digit dialling)

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

Changing the PIN

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

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

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

Enter the display text for the idle state

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

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

Local IP settings

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



Calling up the phone status:

Press the Option key.



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

→ Settings are displayed.



Calling up the system menu:

Press the function key for *Menu*.



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

→ Settings are displayed.

Restart phone

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

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

Notes:

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



Press the Option key.



Scroll to *Restart phone* and press the navigation key to the right.

Confirm the security question with *Yes*.

→ The phone is restarted.

Protecting yourself against calls

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

Activating protection against call types

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

- Call waiting¹⁾
- Intrusion
- Call forwarding
- Announcement
- Fast take
- Remote control

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

Phone book management

This section includes important information on your phone books.

Selection

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

System phone book

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

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

With the help of quickdial and dialling by name in the system phone book (see chapter ["Dialling from the phone book \(directory lookup\)", page 28](#)), you can search for and call both a contact in the MiVoice Office 400 communication system and in your private phone book.

Local phone book:

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

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

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

Private contacts:

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

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

Configuring voice mail

This section explains how to set your voice mail.

Managing personal voice mail greeting

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

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

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

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

Operation of voice mail is available via the system menu, a function key (see chapter ["Configuring keys", page 87](#)), or the Self Service Portal (see chapter ["MiVoice Office 400 Self Service Portal", page 9](#)).

Learn about options for editing voice messages in chapter ["Editing options for voice messages", page 66](#).



Press the function key for *Menu*.



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



Select any entry and press the *Enter* softkey.



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



Renaming the voice mail greeting:

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



Recording voice mail greeting:

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



Playing voice mail greeting:

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



Selecting the mode:

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



Activating the voice mail greeting:

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

Configuring presence profile

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

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

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

Menu	Description
Description	Type in the text to be displayed to other users as detailed information for your presence status (e.g.: "Meeting until 4 pm."). You can also leave this input field blank.
Time/Date	Enter the time and/or date of your absence: This information is played to your caller, providing you selected the Absence information setting for call forwarding to voice mail. You can also leave this input field blank.
Personal call routing:	Specify the phones on which a call is to be signalled (see "Activating personal call routing" , page 50).
• Keep settings as is	Calls are routed according to your settings.
• None	Any set call forwarding operation is deleted.
• Routing ID <1...5>	Your personal call routing number.

Menu	Description
Call forwarding:	Specify the phones on which a call is to be signalled (see "Activating personal call routing", page 50).
• Keep settings as is • Forwarding off	Calls are routed according to your settings. Any configured call forwarding operation is deleted.
Note:	In the Self Service Portal, you can specify whether you want the same or a different forwarding destination for external and internal calls. The call number of the external call forwarding destination is then always shown on your phone display unless the external forwarding destination is No forwarding .
• User • Voice Mail	A call is channelled to the defined forwarding destination. A call is forwarded to voice mail. The greeting to be played can be configured with voice mail greeting.
Voice mail greeting:	Activate the greeting you want.
• Keep settings as is • Absence information • Default greeting • Personal greeting	Your currently defined greeting is used. Your caller is given an absence information (as well as time and date, if this has been configured as such in the presence profile). This setting is not available in the Available presence profile. More information can be found under "Absence information", page 62. Your caller will hear the global greeting (name depends on the MiVoice Office 400 communication system). • If you renamed your personal greeting, your greeting name is displayed here. Your caller obtains one of the personal greetings. • The time and date are never played in the global greeting and personal greetings.

Presence settings can be managed via the system menu, a function key (see chapter ["Configuring keys", page 87](#)), or the Self Service Portal (see chapter ["MiVoice Office 400 Self Service Portal", page 9](#)).



Changing the presence profile:
Press the function key for [Menu](#).



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



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



Press the **Modify** > **Enter** softkey.



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



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

Configuring keys

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

Available keys

You can assign the configurable keys of your phone with a specific action type so you can trigger a particular action by simply pressing that key. The following choice is available:

Action type	Designation	Description
Call number	Number key	Configure a key with a call number and name
Function	Function key	Configure a key with a function in order to run or activate/deactivate a function.
Busy lamp field¹⁾	Team key ²⁾	Configure a key with your team partner's call numbers.
KT line	Line key	A line key has a call number which can be used for internal or external calls. In general, multiple phones can be connected to this line. Your phone becomes a key telephone as soon as your system administrator has assigned the first KT line to a configurable key. KT lines are only possible on function keys H1 to H2 (Mitel 6863 SIP) or H1 to H2/P1 to P8 (Mitel 6865 SIP). For more information on KT line keys, please refer to <u>"Line keys on the key telephone (Mitel 6865 SIP only)", page 69.</u>

Action type	Designation	Description
<i>Operator</i>	Operator phone	An operator phone has a line key with a call number on which both external and internal incoming calls can be connected. Your phone becomes an operator phone as soon as your system administrator has assigned the first line key on your phone. Lines for operator phones are only possible on function keys H1 to H2 (Mitel 6863 SIP) or H1 to H2/P1 to P8 (Mitel 6865 SIP). For more information on KT line keys, please refer to <u>"Line keys on the key telephone (Mitel 6865 SIP only)", page 69.</u>
<i>Personal line</i>	Personal call key	Personal line on key telephones and operator phones on which you can make personal calls. The personal line is created automatically as soon as your system administrator has assigned a key on your phone as a KT line or operator. You can configure the personal key in the Self Service Portal.

Note: Your phone can be either a key telephone or an operator phone.

- 1) Mitel 6865 SIP only
- 2) The audio features of a busy lamp field can be configured in the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).

Configuring or deleting a key assignment

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

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

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

Product and safety information, legal information

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

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Safety information

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

About Mitel

Mitel® (Nasdaq:MITL) (TSX:MNW) is a global leader in business communications that easily connect employees, partners and customers - anywhere, anytime and over any device, for the smallest business to the largest enterprise. Mitel offers customers maximum choice with one of the industry's broadest portfolios and the best path to the cloud. With more than US\$1 billion in combined annual revenue, 60 million customers worldwide, and #1 market share in Western Europe, Mitel is a clear market leader in business communications. For more information, go to www.mitel.com.

Product information

Purpose and function

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

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

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

User information

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

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

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

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

Software Licence Agreement

Mitel, hereinafter known as "Seller", grants to customer a personal, world-wide, non-transferable, non-sublicenseable and non-exclusive, restricted use license to use software in object form solely with the equipment for which the software was intended. This product may integrate programs, licensed to Mitel by third party suppliers, for distribution under the terms of this agreement. These programs are confidential and proprietary, and are protected as such by copyright law as unpublished works and by international treaties to the fullest extent under the applicable law of the jurisdiction of the customer. In addition, these confidential and proprietary programs are works conforming to the requirements of section 401 of title 17 of the United States Code. Customer shall not disclose to any third party such confidential and proprietary programs and information and shall not export licensed software to any country except in accordance with United States export laws and restrictions.

Customer agrees to not reverse engineer, decompile, disassemble or display software furnished in object code form. Customer shall not modify, copy, reproduce, distribute, transcribe, translate or reduce to electronic medium or machine readable form or language, derive source code without the express written consent of the seller and its suppliers, or disseminate or otherwise disclose the software to third parties. All software furnished hereunder (whether or not part of firmware), including all copies thereof, are and shall remain the property of seller and its suppliers and are subject to the terms and conditions of this agreement. All rights reserved.

Customer's use of this software shall be deemed to reflect customer's agreement to abide by the terms and conditions contained herein. Removal or modification of trademarks, copyright notices, logos, etc., or the use of software on any equipment other than that for which it is intended, or any other material breach of this agreement, shall automatically terminate this license. If this agreement is terminated for breach, customer shall immediately discontinue use and destroy or return to seller all licensed software and other confidential or proprietary information of seller. In no event shall seller or its suppliers or licensors be liable for any damages whatsoever (including without limitation, damages for loss of business profits, business interruption, loss of business information, other pecuniary loss, or consequential damages) arising out of the use of or inability to use the software, even if seller has been advised of the possibility of such damages.

Data protection

Protection against listening in and recording

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

Limited Warranties

Exclusion of liability

(Not valid for USA, Canada and Australia)

All parts and components of the MiVoice Office 400 communication solution are manufactured in accordance with ISO 9001 quality guidelines. The relevant user information has been compiled with the utmost care. The functions of the MiVoice Office 400 products have been tested and approved after comprehensive conformity tests. Nonetheless, errors cannot be entirely excluded. The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour. Potential hazards are mentioned in the relevant places in the user information. Liability for loss of profit shall be excluded in any case.



⚠ CAUTION!

Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. Unauthorized repair will void this express warranty.

USA and Canada only

Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy, either repair or replace the product at no charge, if returned within the Warranty Period. If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the product, it may be replaced with a refurbished product of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

Exclusions

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

Mitel shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of products used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Mitel with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purposes.

Warranty Repair Services

Should the product fail during the Warranty Period, please call our service information number. You will be responsible for shipping charges, if any. When you return this product for warranty service, You must present proof of purchase.

After warranty service

Mitel offers ongoing repair and support for this product. This service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions call our service information number.

Service information number:
1-800-574-1611



⚠ CAUTION!

Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. Unauthorized repair will void this express warranty.

Australia only

The benefits under the Mitel Limited Warranty below are in addition to other rights and remedies to which you may be entitled under a law in relation to the products.

In addition to all rights and remedies to which you may be entitled under the Competition and Consumer Act 2010 (Commonwealth) and any other relevant legislation, Mitel warrants this product against defects and malfunctions in accordance with Mitel's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Mitel shall, at its option, and as the exclusive remedy under this limited warranty, either repair or replace the product at no charge, if returned within the warranty period.

Repair Notice

To the extent that the product contains user-generated data, you should be aware that repair of the goods may result in loss of the data. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If it is necessary to replace the product under this limited warranty, it may be replaced with a refurbished product of the same design and color.

If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

Exclusions

Mitel does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Mitel will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

To the extent permitted by law, Mitel shall not be liable for any incidental damages, including, but not limited to, loss, damage or expense directly or indirectly arising from your use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, is not intended to have the effect of excluding, restricting or modifying the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (the ACL), the exercise of a right conferred by such a provision or any liability of Mitel in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

This express warranty sets forth the entire liability and obligations of Mitel with respect to breach of this express warranty and is in lieu of all other express or implied warranties other than those conferred by a law whose application cannot be excluded, restricted or modified. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Repair Services

Procedure: Should the product fail during the warranty period and you wish to make a claim under this express warranty, please contact the Mitel authorized reseller who sold you this product (details as per the invoice) and present proof of purchase. You will be responsible for shipping charges, if any.

Limitation of liability for products not of a kind ordinarily acquired for personal, domestic or household use or consumption (e.g. goods/services ordinarily supplied for business-use).

- 1.1 To the extent permitted by law and subject to clause 1.2 below, the liability of Mitel to you for any non-compliance with a statutory guarantee or loss or damage arising out of or in connection with the supply of goods or services (whether for tort (including negligence), statute, custom, law or on any other basis) is limited to:
- a) in the case of services:
 - i) the resupply of the services; or
 - ii) the payment of the cost of resupply; and
 - b) in the case of goods:
 - i) the replacement of the goods or the supply of equivalent goods;
or
 - ii) the repair of the goods; or

- iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or
 - iv) the payment of the cost of having the goods repaired.
- 1.2 Clause 1.1 is not intended to have the effect of excluding, restricting or modifying:
- a) the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (the ACL); or
 - b) the exercise of a right conferred by such a provision; or
 - c) any liability of Mitel in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

After Warranty Service

Mitel offers ongoing repair and support for this product. If you are not otherwise entitled to a remedy for a failure to comply with a guarantee that cannot be excluded under the Australian Consumer Law, this service provides repair or replacement of your Mitel product, at Mitel's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact:

Manufacturer	Mitel South Pacific Pty Ltd ("Mitel") Level 1, 219 Castlereagh Street Sydney, NSW2000, Australia Phone: +61 2 9023 9500
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⚠ CAUTION!

Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. Unauthorized repair will void this express warranty.

Regulatory notices

For EU and Switzerland

CE conformity

Mitel Schweiz AG hereby declares that the MiVoice Office 400 products

- conform to the basic requirements and other relevant stipulations of EMC (2014/30/EU) and LVD (2014/35/EU) directives.
- are manufactured in conformity with RoHS according to Directive 2011/65/EU.

The product-specific declarations of conformity can be found on www.mitel.com/regulatory-declarations.

For US Customers

This equipment complies with Part 68 of the FCC rules. On the rear of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The FCC Registration Number for the equipment is

Mitel 470	US: BN2MF01ARFA
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depending upon the product's country of manufacture (refer to the registration label of the product).

Port	FIC	SOC	REN	Jack
FXO Loop Start	02LS2	N/A	0.1	RJ61X
PRI-T1	04DU9-1SN	6.0N	N/A	RJ48C

The REN is useful to determine the quantity of devices you may connect to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the total REN's, contact the local telephone company.

If the equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

There are no user serviceable parts within this equipment. Refer all servicing to a MITEL authorized repair facility or to MITEL Incorporated. If you require a MITEL return authorization number, or information on obtaining service or repairs, please contact MITEL at the following telephone number:

1-800-SXMITEL (1-800-796-4835)

A MITEL return authorization number must be obtained before sending equipment to the MITEL repair facility.

Repair facility	Mitel Networks 2160 West Broadway, Suite #103 Mesa, AZ U.S.A. 85202
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If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

For information concerning repairs that can be made by the customer, see Troubleshooting Information. The documentation is shipped with the system software.

This equipment may not be used on public coin phone service provided by the telephone company. Connections to party lines service are subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information).

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 such activities in the off-peak hours, such as early mornings or late evenings.

ALLOWING THIS EQUIPMENT TO BE OPERATED IN SUCH A MANNER AS TO NOT PROVIDE FOR PROPER ANSWER SUPERVISION IS A VIOLATION OF PART 68 OF THE FCC'S RULES

Proper Answer Supervision is when

- This equipment returns answer supervision signals to the PSTN when DID calls are
 - answered by the called station
 - answered by the attendant

- routed to a recorded announcement that can be administered by the CPE user
 - routed to a dial prompt.
- This equipment returns answer supervision on all DID calls forwarded to the PSTN. Permissible exceptions are
 - a call is unanswered
 - a busy tone is received
 - a reorder tone is received.

This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operators Consumers Act of 1990.

Federal Communications Commission (FCC) Notice

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 when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy; if not installed and used in accordance with the instruction manual, it 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.

For Canadian Customers

This product meets the applicable Innovation, Science and Economic Development Canada (ISED) technical specifications.

The ISED label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. ISED does not guarantee the equipment will operate to the user's satisfaction. The ISED Certification number is

Mitel 470

IC: 173A-M470RFA

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed

using an approved method of connection. The customer should be aware that compliance with

the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user

to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.



⚠ CAUTION!

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number (REN) indicates the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The Ringer Equivalence Number is 0.1.

There are no user serviceable parts within this equipment. Refer all servicing to a MITELE authorized repair facility or to MITELE Corporation. If you require a MITELE return authorization number, or information on obtaining service or repairs, please contact MITELE at the following telephone number:

1-800-SXMITELE (1-800-796-4835)

A MITELE return authorization number must be obtained before sending equipment to the MITELE repair facility.

Repair facility	MITELE Corporation 350 Legget Drive Kanata, Ontario Canada K2K 2W7
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Pour les clients canadiens

Ce produit est conforme aux spécifications techniques applicables Innovation, Sciences et Développement économique Canada (ISDE).

Le label ISDE permet d'identifier les équipements agréés. Cette certification signifie que l'équipement répond à certaines exigences de protection, d'exploitation et de sécurité du réseau de télécommunications. L'ISDE ne garantit pas que l'équipement fonctionnera conformément aux attentes de l'utilisateur. Le numéro de certification ISDE est le suivant :

Mitel 470	IC: 173A-M470RFA
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Avant d'installer cet équipement, les utilisateurs doivent s'assurer qu'ils sont autorisés à se raccorder aux installations de l'entreprise de télécommunications locale. L'équipement doit également être installé

selon un mode de connexion approuvé. Le client doit avoir conscience que le respect des

conditions ci-dessus ne peut empêcher la dégradation du service dans certaines situations.

La réparation d'un équipement agréé doit être effectuée par un réparateur canadien agréé désigné par le fournisseur. En cas de réparation ou de modification effectuée par l'utilisateur sur cet équipement, ou de dysfonctionnement de l'équipement, l'entreprise de télécommunications peut demander à l'utilisateur

de déconnecter l'équipement.

Les utilisateurs doivent s'assurer, pour leur propre protection, que les raccordements électriques de mise à la terre de l'entreprise de distribution d'électricité, des lignes téléphoniques et du réseau de canalisations d'eau métalliques internes, le cas échéant, sont reliés entre eux. Cette précaution est particulièrement importante en zone rurale.

**⚠ ATTENTION !**

L'utilisateur ne doit pas essayer d'effectuer ces branchements lui-même. Il doit faire appel à un service de contrôle des installations électriques ou à un électricien, selon le cas.

Le Ringer Equivalence Number (REN) indique le nombre maximal de terminaux qu'il est possible de connecter à une interface téléphonique. La terminaison sur une interface peut consister en toute combinaison de terminaux, à condition que la somme des REN de l'ensemble des terminaux ne dépasse pas 5.

Le REN est 0,1.

Cet équipement ne contient aucune pièce réparable par l'utilisateur. Pour toute réparation, faites appel à un réparateur agréé MITEL ou à MITEL Corporation. Pour obtenir un numéro d'autorisation de retour MITEL ou des informations sur la maintenance ou la réparation, contactez MITEL au numéro de téléphone suivant :

1 800 SXMTEL (1 800 796 4835)

Vous devez impérativement demander un numéro d'autorisation de retour MITEL avant d'envoyer l'équipement au service de réparation MITEL.

Repair facility	MITEL Corporation 350 Legget Drive Kanata, Ontario Canada K2K 2W7
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For Mexican Customers

The following information is provided on the device(s) described in this document in compliance with the requirements of the official Mexican standards (NOM).

Exporter:	Mitel Corporation 350 Legget Drive, Ottawa, Ontario, K2K 2W7, Canada.
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Importer / Ship to:	Mitel Mexico Bosques de Alisos #47-A Interior A2-02-Oficina 106 Colonia Bosques de las Lomas Delegación Cuajimalpa México, D.F. - CP 05120
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Supply Voltage: 110-240 VAC
Frequency: 50-60 Hz
Current consumption maximum:

- Mitel 415/430: 1.5 A
- Mitel 470: 2.2 A

For New Zealand Customers

General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom’s network services.

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