MIVOICE OFFICE 400

MITEL 6940 SIP

USER GUIDE

Mitel®

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Welcome...

Welcome to the user guide for the desk phones Mitel 6940 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, use our Mitel DocFinder or find the document on Mitel eDocs.

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 theMiVoice 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.

Touch screen
Please observe the following rules when you are cleaning the screen:
• Do not touch the screen with sharp or abrading objects (e.g. a pen or a screw-driver).
• Always use a soft, moistened, or antistatic cloth to clean the screen. Do not use chemicals or other chemical products.
• Avoid spilling fluid over the surface or seeping of fluid under the edges of the touch screen.

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, house-hold 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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Content

Information as to the MiVoice Office 400 communication system

One number user concept

Your system administrator can set up several phones for you that hold all the same phone number (one number user concept). You have only one name and phone number with which to identify yourself to your call partners, regardless of which of the phone you 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 52).

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 53).
- 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 assistant manager 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.

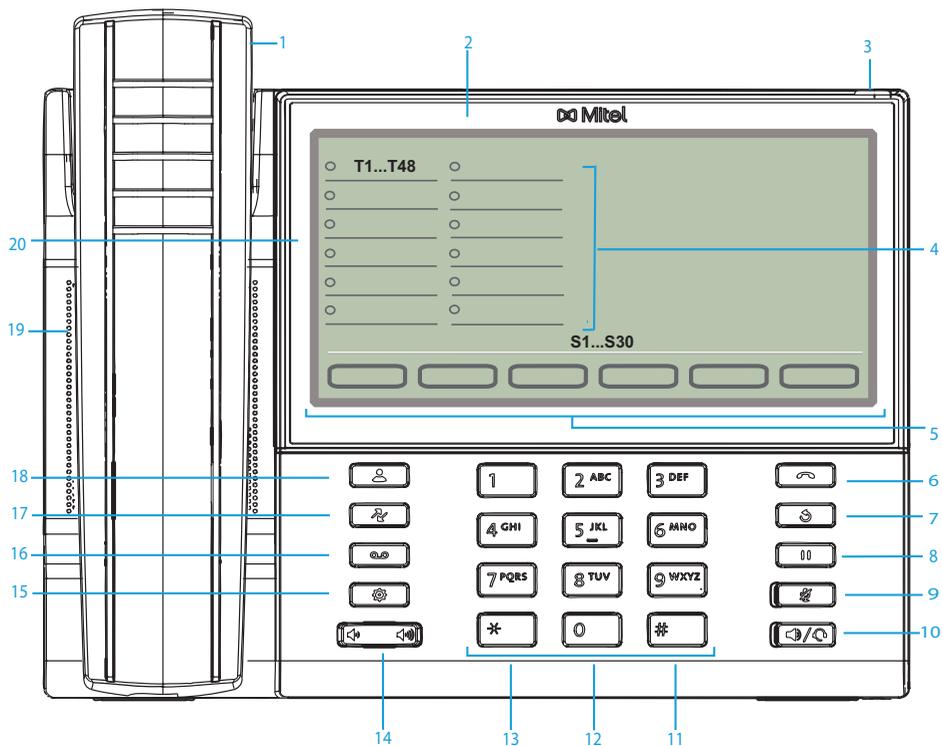Contact your system administrator to access to the Self Service Portal.

Keys, Display, and Menu Guidance

The following sections provide an overview of the keys and sockets available on your phone and their usage.

Key designations and sockets

The following figure shows the keys on the phone.

Mitel 6940 SIP Phone

The following table describes the keys on the Mitel 6940 SIP phone with regard to the figure:

Keys, Display, and Menu Guidance

No.	Key icon	Key name	Description and Usage
1		**Bluetooth Handset**	
2		**Display**	Colour screen: • top left: line number, name[1] • top right: status display (displays symbols) • bottom right: status notifications • Middle: Display, depends on phone status
3		**Message LED**	Colour and status signal a specific event.
4		**Left softkeys T1-T48 (touch screen)**	Twelve freely configurable keys on which a total of 48 functions, or call numbers, or busy lamp fields can be configured. The colour of the keys indicates the functional state.
5		**Lower softkeys S1-S30 (touch screen)**	Six freely configurable keys on which a total of 30 functions or call numbers can be configured. Default functions are automatically set by the MiVoice Office 400 communication system. You can configure additional functions. If more than six functions or call numbers are configured, the fifth key is used to switch levels. Every sixth function or call number is accessible at the next level. The colour of the key indicates the functional state. **Note: Default functions are not overridden by user-configured functions.**
6		**End key**	• Ending a call • Back to display in idle state • Exiting editor without changes
7		**Redial key**	Calling up the list of last dialed numbers
8		**Hold key**	• Holding an active call • Taking back a call from hold
9		**Mute key**	Muting the microphone so that the caller cannot hear you (the LED beside the key turns on when the microphone is on mute).
10		**Loudspeaker/headset key with LED**	• Activating/deactivating open listening • Activating/deactivating handset microphone • Activating/deactivating headset microphone
11		**Hash key**	Entering # or special characters

No.	Key icon	Key name	Description and Usage
12	1	**Alphanumeric keys (A-Z, a-z, 0-9)**	Entering characters and digits
13	✳	**Asterisk key**	Entering * or space
14	🔊 🔊	**Volume keys**	Adjusting volume.
15	⚙	**Settings key**	Calling up a local setting menu (options list)
16	☎	**Voicemail**	Accessing your voicemail service.

17	↗	**Call history**	• Calling up the call history menu:
			  – unanswered
			  – answered
			  – redial list

18	👤	**Directory lookup**	Calling up the directory lookup.
19		Speaker	
20		**Rear:** • Connection for power supply • Connection for USB 2.0 • Integrated Bluetooth module 4.1 • Connection for expansion key module • GigE dual connection for PC and LAN • Connection for headset • Connection for headset via USB or Bluetooth • Connection for Power over Ethernet (PoE), class 3 (support for PoE + when an expansion key module is connected).	

[1] depending on configuration

Display symbols

	Status line
📵	Missed calls
☎	New voice message

Status line

Note:		Depending on the system configuration, the number of missed calls or new voice messages is displayed as number or exclamation mark.
		Headset connected
		Handset paired
		Unconditional call forwarding activated
		Mobile phone connected
		Do not disturb (if busy)
		Bluetooth activated
		USB deactivated
Note:		The icon USB deactivated is displayed when the phone is powered using Power over Ethernet or if one or more expansion key modules are connected. In order to be able to use the USB connection, you must power your phone using PoE+ or the power supply available as an option.
		Call recording activated
		Presence state: Available (default)
		Presence state: Meeting
		Presence state: Absent
		Presence state: Busy
		Presence state: Not available
		Phone locked

Call connection states, information (main window)

	Phone in dial mode
	Incoming call
	Call connected

Call connection states, information (main window)

	Operator queue
	Outgoing call
	Call on hold
	Active conference
...	More keys available
	Voice message unread
	Voice message retrieved
	Voice Mail mode: Recording allowed
	Voice Mail mode: Recording not allowed

Presence state

	Available (default)
	Meeting
	Absent
	Busy
	Not available

Option keys

	Language
	Time and Date
	Directory
	Lock
	Status
	Bluetooth

	Option keys
🔊	Audio
🖵	Display
⠿	Live Dialpad
⏻	Restart
Note:	Settings under the menu item *Advanced* are protected by a password and reserved for your system administrator.

Operating your phone

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

Overview system menu

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

	MiVoice Office 400 System menu
1.	Reception
2.	*Call lists*
3.	*Directory Lookup*
4.	*Voice Mail*
5.	*Call forwarding*
6.	*Presence*
7.	*Personal call routing*
8.	*Alarm melodies*
9.	*Software Version*
Note:	*The Reception* menu appears only when the hospitality (front desk) functions are enabled by your system administrator.

Using the softkey

Softkeys are the keys that are automatically configured with context-dependent functions by the MiVoice Office 400 communications system. Keys are directly labelled with the function. The softkeys are set to the most commonly used functions, with one softkey always being the More key (•••) when more softkeys are configured than can be displayed. The More key is needed to switch between the key levels. The number of dots indicates the number of levels as well as on which level you currently are.
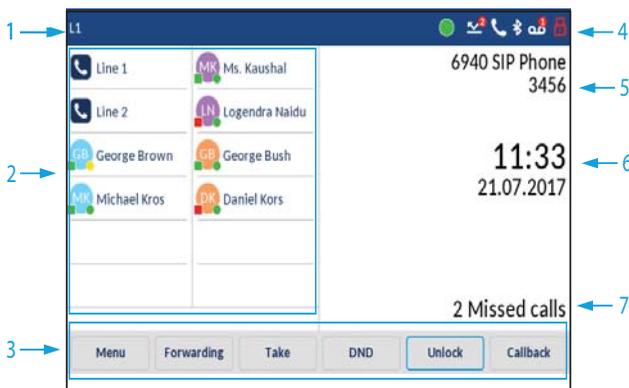
A menu can have several sub-menus. Press the suggested softkey to access the sub-menu or the selection of available editing options or to carry out the action.

Operating the touch screen

You operate the touch screen as follows:

• Press a softkey or function key to access a menu or to initiate an action.
• Move your finger up and down a list to view the full selection.
• Move your finger to the right or left on the touch screen to display all levels.

Note: See chapter "Safety information", page 4 for information about how to care for your touch screen.

No.		Description
1	**Line**	Display of the current line.
2	**Left softkeys T1-T48**	Twelve freely configurable keys that can be set to a total of 48 functions, call numbers, operator keys, room keys, or busy lamp fields. The colour of the keys indicates the functional state.
3	**Bottom softkeys S1-S30**	Six freely configurable keys that can be set to a total of 30 functions or call numbers, or which are automatically set by the MiVoice Office 400 communication system to context-dependent functions. The colour of the key indicates the functional state.
4	**Status line**	Displays information about phone status.
5	**Phone number/name**	Displays phone number and name.
6	**Date/time**	Displays date and time.
7	**Status notifications**	Display detailed information.

Free configurable keys

Your phone is equipped with freely configurable keys. Popular functions are set for a specific configurable key by default by your system administrator (see "Function key configuration (default key setting) - Overview", page 19). The remaining configurable keys can be configured with a specific action type: Call number, function, KT line, busy lamp field. A busy lamp field can only be saved on function keys T1 to T48.

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

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

For information about freely configurable keys, see the chapter, "Configuring keys", page 96.

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

Function key configuration (default key setting) - Overview

The Mitel 6940 SIP phone on the MiVoice Office 400 communication system are delivered with the default function key configurations summarized in the following table. Note that your system administrator might change the default configuration and your phone configuration might therefore differ from the default configuration.

Function key	Mitel 6940 SIP	Mitel 6940 SIP if defined as free seating phone
Key T1	Personal Line 1	Personal Line 1
Key T2	Personal Line 2	Personal Line 2
Key T3-T48	Empty	Empty
Key S1	System menu	System menu
Key S2	Call forwarding menu	Free seating: Log in/out
Key S3	Take (pick up own call)	Request a callback
Key S4	Call routing menu	Empty
Key S5	Phone lock on/off	Empty
Key S6	Request a callback	Empty
Key S7-S30	Empty	Empty

Alphanumeric keyboard - Overview

The alphanumeric keyboard has a dialpad with digits from 0 through 9, a * key, and a # key. Of these, keys 2 through 9 contain letters of the alphabet. These dialpad keys can be used for entering digits, password, text, and special characters, and also for quickdial. You can use the alphanumeric keyboard to dial a phone number to make a call and to press keys as required by an Interactive Voice Response (IVR) system. Press the relevant key repeatedly until the character you want is displayed.

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

	Upper case	Lower case
0	0 +	0 +
1	1 . : ; = _ , - ' & ( ) [ ] $!	1 . : ; = _ , - ' & ( ) [ ] $!

	Upper case	Lower case
2 ABC	A B C 2	a b c 2
3 DEF	D E F 3	d e f 3
4 GHI	G H I 4	g h i 4
5 JKL	J K L 5	j k l 5
6 MNO	M N O 6	m n o 6
7 PQRS	P Q R S 7	p q r s 7
8 TUV	T U V 8	t u v 8
9 WXYZ	W X Y Z 9	w x y z 9
✳	* <Space>	* <Space>
#	# / \ @	# / \ @

LED overview

The message LED signals different events and operating states with different light statuses.

Message LED:

| State	Description
Flashes fast	Incoming call
Flashes slowly	New voice message
Lit	Phone locked

Accessory support

Mitel M695 Programmable Key Module (PKM)

Connecting programmable key modules to your phone gives you additional, freely configurable keys. You can connect up to three Mitel M695 PKMs next to each other on the right of the phone. The Mitel M695 module has three levels, each with 28 keys; therefore giving 84 configurable keys in total on one module.The Mitel M695 PKM has the following properties:

- Features a 4.3 in. 480x272 pixel color backlit LCD display that provides a unified graphical user experience with the phone.
- 84 configurable keys (28 keys on each level). Three expansion key modules give 252 configurable keys.
- Each key has an LED for visual signaling.
- The keys on the module support room-key and operator-key configurations.
- The configurable keys of the module are operated the same way as the configurable keys of your phone.
- The image icons for the busy lamp field keys do not appear on the Mitel M695 expansion module. The expansion module shows only icons with the initial letters.
- The keys must have been configured either by your system administrator or by the phone user in the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).

No.	Key		Description
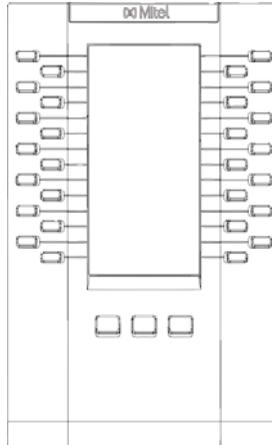
| 1 | ⬭ | **A1-A84 function keys** (3 key levels, 28 keys each) | Freely configurable keys. An LED is located next to each function key signalling the functional state. |
| 2 | ⬭ | **Function key for level 1, 2, 3** | Call up the desired level. |

Mitel Wireless LAN Adapter

The Mitel Wireless LAN Adapter is a wireless bridge that can add wireless connectivity functionality to your Mitel 6940 SIP phone. It allows your Ethernet-enabled phone to join a secure, high-speed network. It is software transparent, that is, to use the adapter, no changes to drivers, management tools, or applications are needed.

Following are the main features of the Mitel Wireless LAN Adapter:

• Adds robust, secure wireless capabilities to Ethernet devices: The Mitel Wireless LAN Adapter enables any Ethernet device to become an 802.11a/b/g/n dual band wireless network device, so that the device can be operational anywhere in your facility.

- Dual band IEEE 802.11a/b/g/n support: The adapter is designed to communicate in the 2.4-GHz and 5-GHz bands. Radio interference encountered in the commonly used 2.4-GHz band can be avoided by using the 5-GHz band.
- Gigabit Ethernet support: The wired LAN port supports 10/100/1000BASE-T (auto-recognition).
- Simple to set up and use: It is easy to set up the adapter using the enclosed network setup cable. No special drivers or software are required.
- Enterprise security: The Mitel Wireless LAN Adapter supports the following security functions:
  – WEP (64 Bit/128 Bit)
  – WPA-PSK (TKIP/AES)
  – WPA2-PSK (AES)
  – IEEE 802.1X EAP-PEAP, EAP-TLS, EAP-TTLS, EAP-FAST, EAP-LEAP

Mitel Wireless LAN Adapter
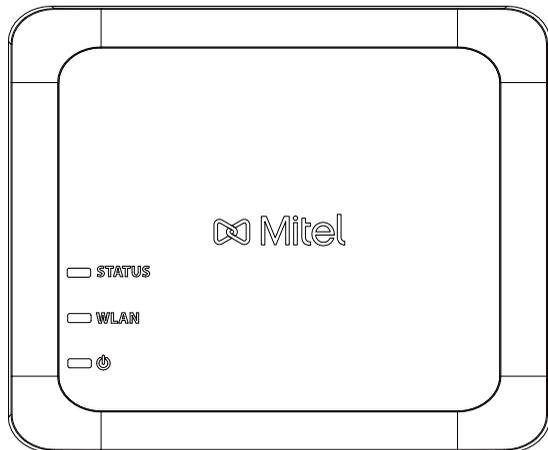
Analog, DHSG/EHS, and USB headset

The Mitel 6940 SIP phone accepts USB headsets through the USB port and handset through the handset port. These ports are located on the back of the phone.
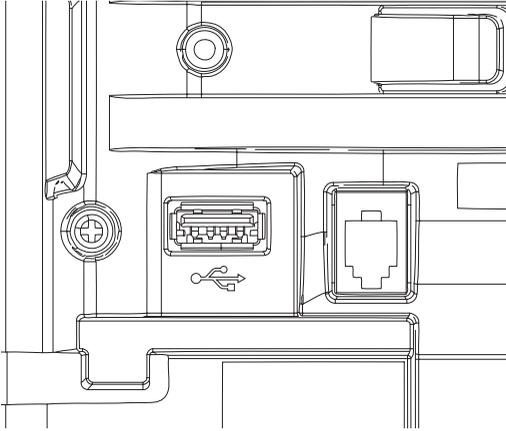
Contact your telephone equipment retailer or distributor to purchase a compatible headset.
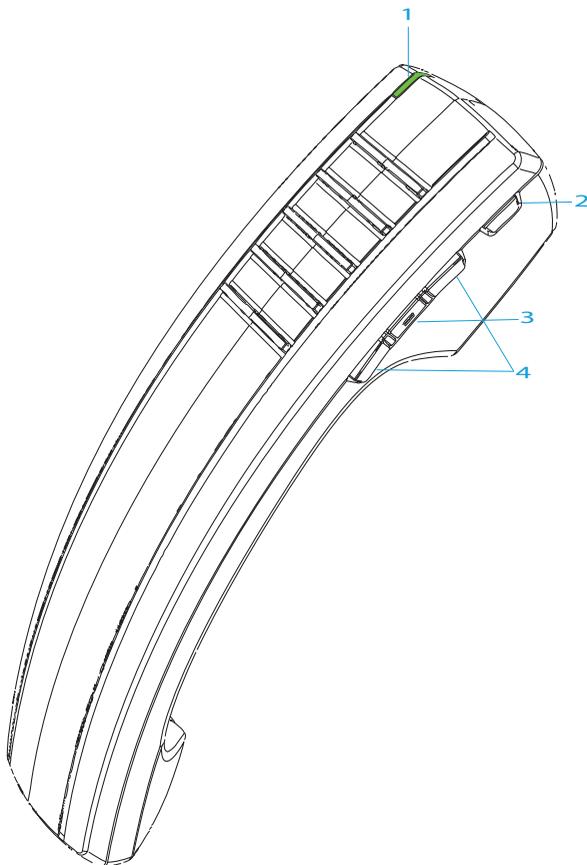
Mitel Cordless Bluetooth Handset

The Mitel 6940 SIP phone provides support for the Mitel cordless Bluetooth handset. With a potential range of up to 10 meters (30 feet), the Bluetooth handset offers convenience and corridor mobility for Mitel 6940 SIP phone users.

The main features of the Mitel cordless Bluetooth handset are the following:

• Hookswitch (initiate call/end call) key
• Volume control keys
• Mute key
• Built-in handset ringer
• LED indicators to indicate both connectivity and charging status
• At least six hours talk time
• Over 40 hours standby time
• Handset battery recharge time of three hours or less
• Operating range of up to 30 feet (10 meters) from the IP phone
• Wideband audio capability

Mitel Cordless Bluetooth handset

1	**LED**	Blue-Indicates that the handset is in use. Green-Indicates that the handset battery is charging.
2	**Hookswitch key**	Lifting the handset from the cradle activates the handset. If the handset is already out of the cradle, pressing the Hookswitch key is equivalent to taking the handset off the hook. Pressing the key again is equivalent to placing the handset on hook. Pressing the Hookswitch key while on a call on a speaker phone moves the call to the cordless handset.

Mitel Cordless Bluetooth handset

3	Mute key	Mutes the handset microphone so that the caller cannot hear you.
4	Volume controls	Adjusts the volume of audio. Press the key above the Mute key to increase the volume and press the key below the mute key to decrease the volume.

Powering on/off the Bluetooth cordless handset

To power on the Bluetooth cordless handset, place the handset on the IP phone's cradle.

To power off the Bluetooth cordless handset, press the Hookswitch key for approximately six seconds until the LED indicator turns blue and then turns completely off.

Mitel Integrated DECT Handset

The Mitel Integrated DECT headset is a professional wireless headset designed for quality performance.

It is simple to set up and features intuitive call control functions for rapid user adoption. With its adjustable ringtone volume and five different selectable ringtones, the Mitel Integrated DECT headset makes it easy for users to identify that it is their phone ringing–and not their colleague's–which is particularly important in large-scale wireless deployments.

This headset brings the freedom and convenience of wireless communication within everyone's reach. You can now walk and talk up to 350 feet (120 meters) away from your desk, which improves collaboration, multitasking, and productivity.

The headset is compatible with Mitel 6940 SIP phones. Before you connect the Mitel Integrated headset to phone, ensure that you disconnect all other headsets.

Mitel Integrated DECT handset
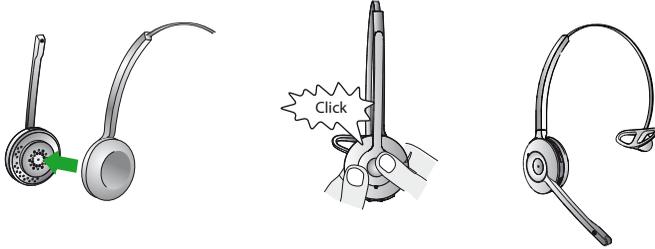
Phoning

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

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 flashes. If the caller's phone number is received, it is shown on the display. If the phone number or user picture is stored in the private phone book or in the MiVoice Office 400 communication system, the display also shows the corresponding name or the corresponding picture.

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.

Deflecting a call: As long as you have not picked up a call, you can deflect it to another call number.

Silencing a call: You can silence the ringing of an incoming call.

Answering a call with the handset:
Pick up the handset.

Line 1 **Answer a call with the line key**
Press the line key and pick up the handset.

Answering a call with the softkey
Press the *Answer* softkey and pick up the handset.

Open listening during a call:
Activate: Press the loudspeaker/headset key.
Deactivate: Press the loudspeaker/headset key again.

Ending a call in open listening mode:
Press the 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:
Place the handset on its cradle, or, press the *End Call* softkey, or press the End key.

Rejecting a call:
Press the End key or the *Ignore* softkey 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.

Deflecting a call:
1. Press the *Deflect* softkey during the ringing phase.
2. Enter the number to which you want to deflect the call and press the *Deflect* softkey.
   ➔The call is redirected to the destination call number.

Silencing a call:
Press the *Silence* softkey during the ringing phase.
➔The ringing of the incoming call is put on mute.

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 mode: 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/headset key or line key or *Answer* softkey.
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.

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.

Ending a call:
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.
→ Microphone is activated/deactivated, the LED on the Microphone key flashes/does not flash.

Using a 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.

To find out how to connect a Bluetooth headset, please see chapter "Connect Bluetooth headset", page 86.

Answering a call with the headset:
Press the key on the headset or the loudspeaker/headset key on the phone.

Ending a call with the headset:
Press the key on the headset or the loudspeaker/headset key on the phone.

Initiating calls

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

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

Press the digit keys of the phone number.

Dialling from the directory lookup

You want to make a call by entering a name.

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

Field	Description
Quickdial	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.
Dial by name	Enter the corresponding letter for dialling by name. The surname and first name have to be separated by a space (*-key).

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 "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 92.

Directory Lookup:
Press the Directory Lookup key.

Using the dialpad keys, input the first few letters of the contact's name to initialize the search, which displays a list of contacts.

From the list of contacts, select the contact you want to call. If the contact has multiple phone numbers defined, scroll through the list to navigate to the required number.

Press the *Dial* softkey or the Loudspeaker/Headset button, or pick up the handset to dial the contact's phone number.

Or,

Directory lookup:
Press the *Menu* softkey or press the function key for the *Menu* if you have defined it. Alternatively, you can also press *Phone book* function key (if defined).

Scroll to *Directory Lookup* and press the *Select* softkey.
➔ *The Quickdial and Dial by name* option appears.

Directory lookup with quickdial: In the *Quickdial* field, enter the first few letters of the name you are looking for using the corresponding digits.
Directory lookup with dialling by name: In the *Dial by name* field, enter the first few letters of the name you want.

Press the *Lookup* 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 the call lists. You can choose from the following call lists:

Menu	Description
Unanswered calls	List of callers who tried to reach you when you were absent. The missed calls are signalled on the display.
Answered calls	List of calls answered.
Redial list	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 68.

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 96).

Call list for unanswered/answered calls:
Press the Call lists key.

Scroll to *Unanswered calls*, or *Answered calls* and press the *Select* key.
➔A list of the most recent unanswered or answered calls is displayed.

Use the up and down navigation keys to scroll through the entries and select the user you want.

Press the right navigation key to view detailed information about the selected user.

Press the *Dial* softkey, or the Select button, or the Loudspeaker/Headset button, or pick up the handset to dial the selected user's phone number.

Note: After the call has been successfully connected, the entry is deleted from the unanswered call list.

Or,

Call list for unanswered/answered calls:
Press the *Menu* softkey or press the function key for the *Menu* (if defined). Alternatively, you can also press Call lists key or Answered/Unanswered key (if defined as function key).

Select the desired call list.
➔List of most recent calls/conversations (including the presence status of the contact) is displayed.

Scroll through the list and select the user you want.

Pick up the handset or press the *Dial* softkey.
➔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 or press the *Dial* softkey.
➔The call number of the user is dialled.

Or,

Redial list:
Press the *Menu* softkey or press the function key for the *Menu*. Alternatively, you can also press Call lists or Redial function key (if defined).
➜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 or press the *Dial* softkey.
➜The call number of the user is dialled.

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 96.

Phoning with the handset:
1. Pick up the handset.
2. Press the desired configurable key/busy lamp field.
➜The phone number is dialled.

Using your phone in handsfree mode:
Press the desired configurable key/busy lamp field.
➜The phone number is dialled.

Dialling with the line key

You want to make a call via a line key.

You can make a call via a line key. Your phone is equipped with two dedicated line keys (two top softkeys configured as line keys). Your system administrator can set up to ten additional line keys (twelve in total). The actual number of line keys depends on the system configuration.

Press a set line key directly or move your finger from the right to left in the area to the right of the left softkeys and select the desired line key. The status line at the top left will show the dialled line number (L1, L2 etc.). If a line is free, the *New call* softkey at the bottom left of the display can be used.

Line keys are stored on configurable keys by your system administrator (see chapter "Line key on a key telephone", page 72).

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 89).

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 waiting, this user in 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 91 for configuration).

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 terminated (busy tone) or the call is redirected to a predefined 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 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.
➔The first conversation partner is put on hold. Connected to the party using the call waiting function.

Note: Please see chapter "Enquiry call during a call", page 42, "Brokering between an enquiry call party and your call partner", page 43 or chapter "Making a conference call", page 43 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 97).

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*.

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
Permanent	The call number is never displayed.
Per call	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 97).

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 function key *Hide number*.
➜Function is activated/deactivated, LED on the function key is switched on/off. You phone number is hidden in all outgoing calls.

Activating CLIR per call:
1. Press function key *Hide number*.
2. Enter the call number and press the *Select* softkey.
➜Call number is dialled 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, ‖ is displayed and the LED of the line key flashes.

Take back the call party on hold:
Press the Hold key, the flashing line key or the *Pick up* softkey.
➜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 park 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 97).

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.

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.

Line 1   **Setting up an enquiry call (you are in a call):**
Press a free line key.

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 *Cancel* softkey or with the End key and recommence the first call with the flashing line key.

Ending the enquiry call:
Press the *Drop* or the End softkey.

Line 1   **Recommence conversation with the first call party:**
Press the *Pick up* softkey or 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 42 for enquiry calls.

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 corresponding flashing line key or select the desired line key and press the *Pick up* softkey.
➜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 *Drop* softkey or the End key.

Recommence conversation with the first call party:
Press the *Pick up* softkey or 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.

Setting up a conference (you are connected):

1. Press the *Conference* softkey.
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* softkey.

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.

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

1. Press the *Xfer* softkey.
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, the first call party is put on hold (❚❚ is displayed, LED of the line key flashes).
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 *Xfer* softkey.
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 97).

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 91), 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 97). 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 *Select*softkey.
→The user is alerted to the announcement by two short tones on the loudspeaker. The one-sided connection is made, you can talk.

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

Receiving an announcement

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

In order to be able to receive an announcement, your phone must be neither in use nor block announcements (configuration see chapter "Activating protection against call types", page 91).

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.

- 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 97).

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 discussion is recorded and the LED on the function key is switched on.

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.

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 97).

Activating/deactivating discreet ring:
Press the function key for *Discreet ring on/off*.
→The function is activated/deactivated, the LED on the function key lights up/does not light up respectively.

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 97).

Menu	Description
Do not disturb (busy) on/off	Your phone does not ring and is set to busy for incoming calls.
Do not disturb (forwarding) on/off	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, 🚫 is displayed on the status bar and the message LED lights up/does not light up. 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 91.

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 97).

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 91). 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 97).

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 58.

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
Activate	Activating personal call routing.
Modify	Renaming personal call routing.

Menu	Description
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*.

Press *Personal call routing*.
➜A list of your routings is displayed.

Select the call routing you want and confirm with the *Activate* softkey.
➜The selected routing is activated and another is deactivated.

Renaming personal call routing:
Press the function key for *Menu*.

Press *Personal call routing*.
➜A list of your routings is displayed.

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

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

Press the function key for the desired call routing profile.
➜Call routing is activated/deactivated, LED of the function key is switched on/off.

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 97).

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*.
➔Function is activated/deactivated, LED on the function key is switched on/off.

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 89).

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 97).

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. 🔒 is displayed in the status line.

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

You must save this function to a configurable key using Self Service Portal (see chapter "Configuring or deleting a key assignment", page 97).

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 duration*.
➔Function is activated/deactivated, LED on the function key is switched on/off.

Activate single appointment call:
Press the function key for *Appointment call*.
➔Function is activated/deactivated, LED on the function key is switched on/off.

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.
- The call list display type *Picture ID* (see chapter "Editing options for the call list", page 68) is not available for free seating phones.

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 lights up.

Note:
The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN", page 89).

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 loud-speaker/headset key.
➔A connection with the hotline number is automatically set up after a predefined time without the user having to do anything else.

Overview of available functions

This section contains a list of all the functions you can store under a configurable key via the Self Service Portal. 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
Agent: Break log in/out	Activate/deactivate agent break.
Agent: Log in/out	Log into/out of the queue as an agent (control of call routing in the queue).
Agent: Wrap-up time log in/out	Activate/deactivate agent wrap-up time.
Announcement to group	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.
Announcement to user	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.
Call forw. (CFU) to text message on/off	Incoming calls are automatically forwarded to a specific destination.
Call forw. (CFU) to user on/off	Incoming calls are automatically forwarded to a specific user.
Call forw. (CFU) to VM on/off	Incoming calls are automatically forwarded to a specific voice mail.

Function	Description
Call forw. if busy (CFB) to user on/off	If you are busy, incoming calls will be forwarded to specific destination (user).
Call forw. if busy (CFB) to VM on/off	If you are busy, incoming calls will be forwarded to specific destination (voice mail).
Call forw. on no reply (CFNR) to user on/off	Incoming calls are forwarded to another destination (user).
Call forw. on no reply (CFNR) to VM on/off	Incoming calls are forwarded to another destination (voice mail).
Call forwarding menu	Direct access to the system menu *Forwarding* (see chapter "Call forwarding", page 66).
Call forwarding protection on/off	Call forwarding to your phone is not allowed.
Call list: Menu	Direct access to the system menu *Call list*.
Call list: Answered calls	Call list for answered calls.
Call list: Redial list	Call list for dialled call numbers.
Call list: Unanswered calls	Call list for unanswered calls.
Call transfer	Transfer a call to another user with or without prior notice.
Control output on/off	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.
Discreet ring on/off	When this function is on, the phone only rings once. For further information, please see "Activating discreet ring", page 49.
Do not disturb (busy) on/off	Your phone does not ring and is set to busy for incoming calls.
Do not disturb (forwarding) on/off	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.
Empty	The key assignment is configured with an empty function. The key serves as a place-holder. If configuration on any key is deleted, the configurations on the subsequent keys shift their position. This can be avoided if instead of deleting the configuration, you configure the *Empty* function on that key.

Function	Description
Free configurable	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 58).
Free seating: Log in/out	Log into/out of a free seating phone (see chapter "Free seating", page 55).
Hide number on/off	Permanently prevents your number from being displayed to the caller (see chapter "Hide number", page 40).
Hide number per call	Prevents your number from being displayed to the caller once (see chapter "Hide number", page 40).
Home Alone on/off	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.
Hospitality: check-in/check-out	This function allows you to perform check-in/check-out operation. Enter the room number to display the check-in/check-out screen depending on the room state, see section "Check-in", page 110 and "Check-out", page 111.
Hospitality: Notifications	This option displays the list of currently active notifications. You can add a new notification or delete an existing one, see chapter "Notification service", page 114).
Hospitality: Reception menu	Direct access to the MiVoice Office 400 reception menu.
Hospitality: Room configuration	This option allows you to view/modify all the settings for the room. Type in the room number to go to the room configuration window, see chapter "Room configuration", page 116).
Hospitality: Room list	Displays the room state (along with the other relevant information) of all rooms configured on the communication server.
Hospitality: Wake-up calls	Displays the list of all wake-up calls showing entries in order with expired calls at the top. You can set up a new wake-up call, manage a wake-up call, or delete an expired or existing wake-up call, see chapter "Managing wake-up calls", page 112).

Function	Description
Intrusion	This function allows you to intrude on a call of a busy user with notification (see chapter "Activate/reply to intrusion", page 50).
Mobile	This function provides seamless mobile integration using Bluetooth wireless technology (see chapter "Pairing a mobile phone using the Mobile key", page 76).
Park call	You would like to keep the person you are talking to on hold without blocking a phone line.
Personal call routing menu	Direct access to the system menu *Call routing* (see chapter "Activating personal call routing", page 52).
Personal call routing on/off	Activate/deactivate call routing profile (under the one number user concept).
Phone book: local	Access to your local phone book. Contacts in the local phone book are stored on the phone only (see chapter "Phone book management", page 92).
Phone book: System	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 92).
Phone lock on/off	Activate/deactivate phone lock. Outgoing calls are not possible, but incoming calls can be answered (see chapter "Locking/Unlocking your phone", page 54).
Picking up a call from a user group	Pick up a call for another user in the user group.
PIN call	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 74).
PIN call rebook	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 74).
Play voice mail greeting	Plays back a selected voice mail greeting.
Presence menu	Direct access to the system menu *Presence* (see chapter "Controlling the presence status", page 64).
Presence profile on/off	Activate/deactivate presence profile. You can select a presence profile (profile number 1-4, see chapter "Controlling the presence status", page 64).

Function	Description
Record voice mail greeting	Records a selected voice mail greeting.
Repeat appointment call on/off	Activates/deactivates an appointment call (see chapter "Acknowledging an appointment call", page 55).
Request a callback	Request a callback if the called party is busy or cannot be reached (see chapter "Request a callback", page 39).
Ring Alone on/off	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 53).
Run XML function	You system administrator creates customer-specific XML services (weather report, stock exchange, etc.) which you can use on your SIP phone.
Set up conference	Set up a conference with two call parties.
Show alarm state	Display of the current alarm state.
Silent intrusion	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 51).
Substitution	This function lets you to forward calls intended for the operator phone to a destination number.
Single appointment call on/off	Activates/deactivates an appointment call on a one-off basis (see chapter "Acknowledging an appointment call", page 55).
Start/stop call recording	Record a call. The recordings are stored in your individual e-mail inbox only (see chapter "Recording a call", page 48).
Switch group x, position 2 Switch group x, position 3	This function lets you route calls and functions via switch groups (with two switch positions).
System menu	Access to the MiVoice Office 400 system menu.
Take (pick up own call)	Transfer a call from your phone to another phone under the one number user concept (see chapter "Take (pick up own call)", page 45).
Transparent data	This function takes charge of the transparent exchange of data between the communication server and external applications.

Function	Description
User group, all: Log in/out	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.
User group: Log in/out	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.
Voice mail greeting on/off	Activates/deactivates a selected voice mail greeting.
Voice mail menu	Direct access to the *Voice mail* system menu.
Welcome announcement on/off	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	*Available* (default)
🕐	1	*Absent*
👥	2	*Meeting*
●	3	*Busy*
🚫	4	*Not available*

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

• in a call list
• in the presence menu.

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 94.
• 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 96), or the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).

Set up the presence profile:
Press the function key for *Menu*.

Press *Presence* softkey.

Select the presence profile you want and press the *Activate* softkey.
➔ The presence profile is activated.

To check a user's presence:
Press the function key for *Menu*.

Press *Presence* softkey.

1. Press the *Presence?* softkey.
2. Enter the call number and press Enter.

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 pro-file, you can choose whether the currently active greeting, the global greet-ing, one of your personal greetings or an absence information should be played back to the caller.

The absence information is available for each presence profile, with the exception of the *Available* option. Absence information consists of a lan-guage-dependent, predefined audio text. The time or date or both can be 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 con-figuration possibilities for this option can be found in chapter "Configuring presence profile", page 94.

Note: If your Outlook calendar is not synchronised through 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 *Presence*.

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

Select the settings you want and press the *Modify* softkey.

Select or enter the settings you want and confirm with the *Select* softkey.

Select the presence profile you want and press the *Activate* softkey.
➔Settings are saved. Your caller hears the selected absence information, fol-
lowed, if applicable, by time and date.

Call forwarding

You want to leave your desk. Calls for you are to be forwarded to a differ-
ent 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
Call forwarding off	No CFU is carried out.
Always (CFU)	Incoming calls are automatically forwarded to another destination (Call Forwarding Unconditional).
If busy (CFB)	Incoming calls are forwarded directly to a different desti-nation if you are busy (Call Forwarding if Busy).
On no reply	Additionally, incoming calls are forwarded to another destination. Both your own phone and the other destina-tion will then start ringing. The system configuration determines whether or not the phone at the other desti-nation rings with delay. Whoever goes off-hook first, answers the call. Depending on the system configura-tion, Call Forwarding on No Reply can also be activated when your phone is busy. Existing call forwarding settings at the selected destina-tion cannot be executed. Contact your system adminis-trator 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 93). 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 96), or the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).

Activating call forwarding to a call number:
Press the function key for *Menu*.

Scroll to *Call forwarding* and press the *Select* softkey.

Select the call forwarding option you want and confirm with the *Select* softkey.

Select *User* as the call forwarding option you want and confirm with the *Select* softkey.

Enter the forwarding destination call number and confirm with the *Select* softkey.
➔The call forwarding is activated.

Modifying call forwarding:
Press the function key for *Menu*.

Scroll to *Call forwarding* and press the *Select* softkey.

Select the call forwarding option you want and press the *Modify* softkey.

Select the forwarding destination you want and confirm with the *Select* softkey.
➔The call forwarding is activated.

Deactivate call forwarding:
Press the function key for *Menu*.

Scroll to *Call forwarding* and press the *Select* softkey.

Select the option *Call forwarding off* and confirm with the *Select* softkey.
➔The call forwarding is deactivated.

Operating call lists and voice messages

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

Editing options for the call list

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

Missed calls are signalled on the display; the message LED of the call list key is red. The following options are available for further editing of the entries:

Note: The form in which the call is displayed depends on the settings your system administrator selected in the MiVoice Office 400 communication system: *Advanced* or *Picture ID*. Contact your system administrator for more information.

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

The call lists can be operated via the system menu, the call list key, or a function key (see "Configuring keys", page 96).

More information on call lists can be found in chapter "Selecting from the call list", page 34.

Options in the call list:
Press the call list key.

1. Select the desired call list (Unanswered calls, Answered calls, Redial list).
2. Scroll through the list and select the user you want.

Calling a user from the call list:
Pick up the handset or press the *Dial* softkey.
➜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:
Select the entry you want and press the *Detail* softkey.

Deleting an entry from the call list:
Select the entry you want and press the *Delete* softkey.

Deleting all entries from the call list:
Select an entry and delete all entries with the *Delete all* softkey.
➜The phone displays a confirmation screen *Delete all?* Confirm the deletion by pressing *Yes*.
➜All entries from the call list are deleted.

Editing options for voice messages

You display signals new voice message as follows: ☎. The message LED flashes red slowly.

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

Menu	Description
Delete all	Deleting all voice messages.
Setting	How to configure a voice mail greeting (see chapter "Managing personal voice mail greeting", page 93).
Greeting	How to configure a voice mail greeting (see chapter "Managing personal voice mail greeting", page 93).
Detail	Available detailed information: • Call number / name • Call date and time A voice message to a group voice mail is signalled by **G**.
Delete	Delete voice message
Dial	Call the person who left the voice message.

Menu	Description
Forward	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**.
Play	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 93 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.

Voice messages can be managed via the system menu, the voice mail key, a function key (see chapter "Configuring keys", page 96), or the Self Service Portal (see chapter "MiVoice Office 400 Self Service Portal", page 9).

Press the function key for *Voice mail*.

Play voice message:
Select the entry you want and press the *Play* softkey.

Calling up detailed information on a voice message:
Select the entry you want and press the *Detail* softkey.

Deleting a voice message:
Select the entry you want and press the *Delete* softkey.

Deleting all voice messages:
Select an entry and delete all entries with the *Delete all* softkey.

Call the contact person who left the voice message:
Select the entry you want and press the *Dial* softkey.

Forwarding voice messages:
1. Select the entry you want and press the *Forward* softkey.
2. Enter the number you want and press the *Send* softkey.
3. If you wish to keep a copy of the voice message, answer the question with the *Yes* softkey. Accordingly, the entry will be labelled with **W** for forwarded.

Organisation within the team (busy lamp field)

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

Using the busy lamp field key

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

By pressing a single key, you can call a team partner or answer a call for anyone in the team. When a team partner makes a call, the softkey icons for the corresponding busy lamp field key turns red. This tells you when a team partner is busy. The busy lamp field key icon flashes (yellow) 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 96).

The busy lamp field keys on the phone have two states:

- Line state: Line state shows the various states of the line, such as, idle, ringing, connected, and on hold. This is indicated by the square on the phone.
- Presence state: It shows the presence state of the user such as available, absent, in a meeting, busy, or not available. The presence state is set by the team partner manually. This is indicated by the circle on the phone. The green circle indicates the team partner as available, grey as absent, yellow as in a meeting, red as busy, and black as not available.

Note:
- The line state and the presence state are independent of each other. The presence state does not change when the line state is idle or busy (ringing, connected, or on hold).
- A busy lamp field can be saved only on function keys T1 to T48 and on the Mitel M695 expansion module.
- The Mitel M695 expansion module does not show image icons; it shows only icons with the initial letters.

The following table shows the softkey icons on the phone, and the corresponding BLF state.

Softkey Icon	BLF State
	Idle
	Ringing
	Busy (On call)
	Busy (Call on hold)

The following table shows the softkey icons and the presence on the BLF states that they indicate.

Softkey Icon	Presence on BLF state
	Available
	Absent
	Meeting
	Busy
	Not available

Calling a team partner:
Press the desired busy lamp field key to call the team partner.

Line key on a key telephone

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 its an 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 the function keys T1-T48. You can also configure KT lines on the Mitel M695 expansion key module.

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 dialled.

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 97).

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*.
➔Function is activated/deactivated, LED on the function key is switched on/off.

MobileLink

This section explains how to set the MobileLink feature.

Your phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology.

Using the MobileLink feature, you can:

- Sync your mobile phone's contact list and call history with the Mitel 6940 SIP phone.
- Answer a mobile phone call using your SIP phone.
- Move mobile call audio between the SIP phone and your mobile phone.

Note: • Additional Bluetooth devices connected to your mobile phone such as smartwatches and headsets might impede or alter the behavior of the MobileLink feature. It is recommended that you disconnect any additional Bluetooth devices from your mobile phone when using the MobileLink feature on your SIP phone.

To configure the MobileLink key, you must log in to the Self Service Portal. For more information about the MiVoice Office 400 Self Service Portal, see the section "MiVoice Office 400 Self Service Portal", page 9. You can configure Mobile keys only on the top softkeys.

MobileLink key

Following is the procedure to configure MobileLink key:

1. Log on to the Self Service Portal using your phone number and PIN.
2. Click the *Phones* tab.
3. Select your SIP phone.
4. Select the key to configure.
5. Select *Function* in *Key mode*.
6. Select the *Mobile* function from the list of options.
7. Confirm the key configuration by clicking *Save*.

Pairing a mobile phone using Bluetooth

To find out how to pair your mobile phone with your phone, see chapter
"Operating Bluetooth functionality", page 78.

Pairing a mobile phone using the Mobile key

Mobile feature provides seamless mobile integration using Bluetooth wire-
less technology.

To pair a mobile phone using the Mobile key:

1. Press the function key for *Mobile*.
2. Ensure that Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle switch to the right.
3. Press *Available Devices*.
   → Your phone scans for supported Bluetooth devices.
4. Select the mobile phone you want to pair to start the pairing process.
   → The phone attempts to pair the Bluetooth device and if successful, automatically connects to the Bluetooth device.
   → If pairing or connecting fails, an error message displays on screen. Press *Retry* to attempt to pair or connect again, or *Cancel* to cancel the attempt.
5. Press the Ok button to acknowledge the successful connection.
   → Your mobile phone is added to the list of *Paired Devices* and is ready to use.

Note: For mobile phones and some other Bluetooth devices, a Bluetooth pairing request displays on both the phone and the respective mobile phone or Bluetooth device. Ensure the pairing code matches on both devices and press Yes on the phone and acknowledge the pairing request on your mobile phone or Bluetooth device.

Press the Ok button to acknowledge the successful connection.
→ The connected Bluetooth device is added to the list of *Paired Devices* and is ready to use.

Synchronising mobile contacts

When you pair and connect a mobile phone for the first time, your phone automatically attempts to sync your mobile contacts to the Directory application. You can also manually synchronize or update your mobile contacts.

To manually synchronize or update your mobile contacts:
Ensure that you have paired your mobile phone with your Mitel 6940 SIP phone.
See "Pairing a mobile phone using Bluetooth", page 76.

Press the contacts key on the phone.

Press the *Mobile Contacts* folder.

Press the *Reload* softkey.
➔Your phone attempts to re-synchronize and update your mobile contacts.

Note:
- You might need to acknowledge the request on your mobile phone.
- If the update fails, a message notifying the failure to retrieve contacts is displayed on screen. Press Retry to attempt to update again, or Cancel to cancel the attempt.
- Some mobile phones sync only the contacts that are stored on the phone's flash memory. Contacts stored on the phone's SIM card might not sync with the Mitel SIP phone.
- Mobile contacts are cleared from the Directory application when the phone's firmware is upgraded. If your mobile device is configured to allow for automatic re-synchronization, your phone synchronizes the contacts again the next time your mobile device connects to your SIP phone. If your mobile phone is not configured for automatic re-synchronization, you must manually synchronize your mobile contacts.

Answering an incoming mobile call using your SIP phone

When your mobile phone is paired and connected to your SIP phone, incoming calls on your mobile phone are indicated on your SIP phone also.

To answer the incoming mobile call using your SIP phone:

Pick up the handset for the handset operation.

Or,

Press the Speaker/Headset key (⬛/⬛), or the Mobile softkey, or the *Answer* softkey for handsfree operation.

Note: Press the Decline (⌇) key to reject an incoming mobile phone call.

Moving audio from an active mobile call between your mobile phone and SIP phone

You can switch audio from your SIP phone to your mobile phone and vice versa.

To transfer audio from your SIP phone to your mobile phone and vice versa:

Press the *Push Call* softkey to push the audio from your phone to your mobile phone.

Press the MobileLink key to pull the mobile call audio from your mobile phone to the phone.

Bluetooth

Your phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology. The phone also supports the use of a Bluetooth headset or speakerphone as an alternate audio device.

Operating Bluetooth functionality

You can enable or disable Bluetooth functionality on your phone by using the Bluetooth settings menu. You can also pair, connect, or unpair a Bluetooth device with your phone.

To enable Bluetooth functionality:
Press the Settings key on the phone and open the static settings menu.

Press the Bluetooth icon.

Swipe the Bluetooth toggle switch to the right to enable Bluetooth functionality.
➔Bluetooth functionality is enabled.
➔A Bluetooth enabled icon appears in the status bar on the home screen of the phone.

To disable Bluetooth functionality:
Press the Settings key on the phone an open the static settings menu.

Press the Bluetooth icon.

Swipe the Bluetooth toggle switch to the left to disable the Bluetooth functionality.
➔The Bluetooth functionality is disabled.

To pair a Bluetooth device:
Press the settings key on the phone and open the static settings menu.

Press the Bluetooth icon.

Ensure that Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle switch to the right.

Press *Available Devices*.
➔ Your phone scans for the supported Bluetooth devices.

Note: When pairing a Mitel cordless Bluetooth handset with the phone, the device name appears in the *Available Devices* list as Cordless Handset followed by the last six digits of the handset's MAC address.

Select the Bluetooth device you want to pair to start the pairing process.
➔The phone attempts to pair the Bluetooth device and if successful, automatically connects to the Bluetooth device.
➔ If pairing or connecting fails, an error message displays on the screen. Press *Retry* to attempt to pair or connect again, or *Cancel* to cancel the attempt.

Note: For mobile phones and some other Bluetooth devices, a Bluetooth pairing request displays on both the phone and the respective mobile phone or Bluetooth device. Ensure the pairing code matches on both devices and press Yes on the phone and acknowledge the pairing request on your mobile phone or Bluetooth device.

Press the Ok button to acknowledge the successful connection.
➔The connected Bluetooth device is added to the list of *Paired Devices* and is ready to use.

Forgetting a Bluetooth device
Press the Settings key on the phone and open the static settings menu.

Press the Bluetooth icon.

Ensure that Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle switch to the right.

Select the Bluetooth device you want to forget.

Press the options icon beside the Bluetooth device you want to forget and tap the *Forget* softkey.

A confirmation message *Do you want to forget this device?* displays on the screen. Press *Yes* to forget the Bluetooth device.
➔The Bluetooth device is removed from the list of *Paired Devices*.

Disconnecting a connected Bluetooth device
Press the Settings key on the phone and open the static settings menu.

Press the Bluetooth icon.

Ensure that Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle switch to the right.

Select the Bluetooth device you want to disconnect.
➔The Bluetooth device is disconnected.

Press the Ok button to acknowledge the successful disconnection.

Renaming a paired Bluetooth device
Press the Settings key on the phone and open the static settings menu.

Press the Bluetooth icon.

Ensure that Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle switch to the right.

Select the Bluetooth device you want to rename.

Press the options icon beside the Bluetooth device you want to rename and tap the *Rename* softkey.
➔A dialog box appears, allowing you to edit the name of the Bluetooth device.

Edit the name of the device using the on-screen keyboard tap the Save softkey to save the changes.
➔The Bluetooth device is renamed.

Connecting to a different or disconnected Bluetooth device
Press the settings key on the phone and open the static settings menu.

Press the Bluetooth icon.

Ensure that Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle switch to the right.

Select the Bluetooth device you want to connect to.
➔ The phone attempts to connect to the device.

Press the Ok button to acknowledge the successful connection.
➔ The Bluetooth device is connected and is ready to use.

Personalizing your phone

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

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
Home Screen	Setting possibilities for the idle screen.
• *Home screen mode*	Set display for the idle screen (see chapter "Enter the display text for the idle state", page 90): Mode 1: The display text 1 for the idle screen appears on the top left next to the line key; date and time are displayed in the middle. Mode 2: Display text 1 and 2 for the idle screen appear above date and time.
• *Screen Saver Timer*	Time in seconds (0-7200 seconds) for which the backlight should remain activated before the screen saver is displayed (0 means no screen saver).
Brightness	Setting possibilities for the screen brightness.
• *Brightness Level*	Display brightness of level 1 (dark) to 5 (bright).
• *Brightness Timer*	Time in seconds (1-7200 seconds) for which the backlight is to remain on in the idle state. After this time the brightness is dimmed. Default value is 600 seconds (10 minutes).

Press the Option key.

Press *Display*.

Setting home screen mode:
1. Press the arrow key and select the desired mode.
2. Confirm with the softkey *Save*.

Setting the duration for the screen saver:
1. Tap onto the input field and enter the desired time in seconds.
2. Confirm with the softkey *Save*.

Setting the brightness:

1. Tap onto the input field and select the desired brightness level using the arrow keys.
2. Confirm with the softkey *Save*.

Setting the duration for brightness:

1. Tap onto the input field and enter the desired time in seconds.
2. Confirm with the softkey *Save*.

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
Ring tonesRing tone mode	
• *Ring tone 1...15*	Selection of available ring melodies.

Ring tones	Description
• *Silent*	If you do not want to be disturbed during a certain time, you can set your phone not to ring with Suppress ring tone.
Tone set	Country-specific ring tone settings. This menu is set by your system administrator.

Setting the ring:
Press the Option key.

Press *Audio* > *Ring Tones*.

1. Tap the settings you want, the ring melody is played.
2. Confirm with the softkey *Save*.

➔ Move your finger upwards and downwards in the list to see the entire list of ring melodies.

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. 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. You can set custom ring melodies for your phone. The audio settings allow the use of different combinations of these three operation modes in order to achieve maximum flexibility in phone operation. The following options are available for selection:

Audio settings	Description
Audio Mode:	Setting possibilities for headset mode:
• *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:	Setting possibilities for your headset:
• *Headset Mic Vol*	Sets the volume of the headset microphone.
• *DHSG*	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.

Notes:
- To find out how to make phone calls with the headset, refer to "Using a headset", page 32.
- More information on the function Automatic hands-free can be found in chapter "Using your phone in hands-free mode", page 30.
- You phone will automatically switch to the right audio mode if a USB headset is connect, if Bluetooth is activated and a Bluetooth headset is connect or when the headset is disconnected.

Press the Option key.

Setting the audio mode:
1. Press *Audio* > *Audio Mode*.
2. Select the mode you want and confirm with the *Save* softkey.

Setting the headset:
1. Press *Audio* > *Headset*.
2. Select the volume you want and confirm with the *Save* softkey.

Connect Bluetooth headset

Your phone has an integrated Bluetooth module that you can use to connect Bluetooth headsets.

Setting	Description
Paired devices	All paired devices are displayed.
Available devices	All available devices are displayed.

Press the Option key.

Activate/deactivate Bluetooth mode:
1. Press *Bluetooth*.
2. Activate: Bluetooth-move the slider ▭▬ to the right.
   Deactivate: Bluetooth-move the slider ▬▭ to the left.
→Bluetooth mode is activated (is displayed in the status line)/deactivated.

Add and connect Bluetooth headset:

1. Press *Bluetooth*.

2. Press *Available Devices*.

➔All available Bluetooth headsets are searched and displayed automatically.

3. Select the desired Bluetooth headset.

➔The selected headset is connected automatically. Please see the product specific user's guide of your Bluetooth headset for individual steps you have to carry out for your headset.

4. Confirm successful connection with the *Ok* softkey.

Disconnect Bluetooth headset:

1. Press *Bluetooth*.

➔Bluetooth mode must be activated.

2. Press *Paired Devices*.

3. Select the desired headset and press the *Disconnect* softkey.

➔Bluetooth mode must be activated.

4. Press Ok button to acknowledge the successful disconnection.

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 91).

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
Settings	
• *Time format*	12-hour or 24-hour clock format.
• *Daylight savings*	• List of available summer time formats.
	– Off
	– 30min summertime
	– 1h summertime
	– Automatic
• *Date format*	List of available date formats.
Time zone	List of available global time zones.
Set Date and Time	Set the time and date manually or select *Use Network Time* and select the settings for the time server.
• *Use network time*	The settings for the time and date are controlled by the communication system. The time/date are shown on the display when in the idle state.
• *Time server 1-3*	Settings when *Use Network Time* is activated: 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.
• *Time*	Settings when *Use Network Time* is deactivated:
• *Set date*	Setting menu for the time. The time/date are shown on the display when in the idle state.

Press the Option key.

Press *Time/Date*.

Settings:
1. Press *Settings*.
2. Select the setting you want and confirm with the *Save* softkey.

Setting the time zone:
1. Press *Time Zone*.
2. Move your finger down/up the list, select the desired setting and confirm using the softkey *Save*.

Set Date and Time:
1. Press *Set Date and Time*.
2. Select or enter the setting you want and confirm with the *Save* 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 54).

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 system menu:
Press the function key for *Menu*.

Scroll to *Software Version* and press the selection key.
➔Settings are displayed.

Calling up the phone status:
Press the Option key.

Press *Status*.
➔Information is displayed by pressing the settings.

Calling up the system menu:
Press the function key for *Menu*.

Press *Software Version*.
➔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, you 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.

Press *Restart*.
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 waiting[1]
- Intrusion

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

- 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.

With the help of quickdial and dialling by name in the system phone book (see chapter "Dialling from the directory lookup", page 33), 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
Record	Record voice mail greeting.
Select	Activating the voice mail greeting.
Edit	Renaming the voice mail greeting.
Mode:	Selecting the mode:
• *Recording allowed*	Caller can leave a message.
• *Recording not allowed*	Caller cannot leave a message.
Play	Play voice mail greeting

Operation of voice mail is available via the system menu, a function key (see chapter "Configuring keys", page 96), 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 69.

Press the function key for *Voice mail*.

Press the *More* > *Greeting* softkey.

Renaming the voice mail greeting:
1. Select the greeting you want and press the *Modify* softkey.
2. Enter the name and confirm with the *Select* softkey.

Recording voice mail greeting:
1. Select the greeting you want and press the *Record* softkey.
2. Pick up the handset and record your own personal greeting.
3. Stop the recording using the *Done* softkey.

Playing voice mail greeting:
1. Select the greeting you want and press the *Play* softkey.
2. You can monitor your personal greeting text and re-record it if necessary.
   ➜ Press the loudspeaker key to hear the text being played over the loud-speakers.

Selecting the mode:
1. Select the greeting you want and press the *Mode* softkey.
2. Select the desired mode.
   ➜ Mode is activated.

Activating the voice mail greeting:
Press the arrow key to the right of the greeting or select the desired greeting and press the *Select* 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 63).

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 52).
• *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.
Call forwarding:	Specify the phones on which a call is to be signalled (see "Call forwarding", page 66).
• *Keep settings as is*	Calls are routed according to your settings.
• *Forwarding off*	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*	A call is channelled to the defined forwarding destination.
• *Voice Mail*	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*	Your currently defined greeting is used.
• *Absence information*	Your caller is given an absence information (as well as time and date, if this has been configured as such in the presence profile). This setting is not available in the *Available* presence profile. More information can be found under "Absence information", page 65.

Menu	Description
• *Default greeting*	Your caller will hear the global greeting (name depends on the MiVoice Office 400 communication system).
• *Personal greeting*	• 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 96), 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*.

Press *Presence*.

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

Select the settings you want.

Select or make the changes and press Enter.

Configuring keys

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

Available keys

You can select the following keys for configuration purposes:

Key	Description
Softkey	You can store call numbers or functions on a softkey.

Key	Description
Top softkeys	You can store call numbers, functions or busy lamp fields on the top softkeys (T1 to T48).
Line key	Line keys are set by your system administrator. For more information on line keys, refer to chapter "Dialling with the line key", page 36.

You can assign each key a specific action type so that 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 field	Team key	Configure a key with your team partner's call number. Team keys are only possible on function keys T1 to T48. You can also configure busy lamp field on the keys of Mitel M695 expansion module.
Room	Room key	Configure a key with the guest's room number, room name, or guest name (if defined).

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 58.

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.

Operator phone

This section explains the options provided by your Mitel 6940 SIP phone when it is registered on the system as an operator phone.

Operator phone

The operator phone is your company's phone nerve centre. Incoming external calls and internal calls are routed to this phone through several physical lines. Thus, several calls can arrive simultaneously on an operator phone.

Your phone becomes an operator phone if your system administrator has defined the phone in the system as an operator phone and has configured some operator keys on it. You can make changes in the operator-key configuration and use your phone as operator phone with specific features.

Operator keys

Once your phone is configured as an operator phone, the system administrator also configures some operator keys on the phone. You can make some changes in the operator-key configuration. External and internal calls are signalled dynamically on the operator keys (see the chapter "Operator queue", page 100). Operator keys can be used to:

• answer external and internal calls and put them through
• make external calls
• display the call information such as caller's name, number, or both; destination name, number, or both.

The operator key uses the following fields for displaying information:

• **Icon**: The icon shows the state of the call.
• **Caller's name / number**: The caller's name if known is displayed here. Otherwise, the caller's number is displayed.
• **More information**: Additional information about the call is displayed here. More information can be accessed by toggling the right arrow in the lower part of the operator key.

Note: Each operator key is equivalent to two top soft keys. That means two soft keys appear in the same colour as one rectangular key. The upper softkey displays an icon that shows the state of the call, and the name, or number of the caller. The lower softkey displays additional information about the call.

Background colours for operator keys

An operator phone supports 26 different colours available for operator keys on the phone. They are referenced by name such as dark red, red, dark blue, blue, dark green, green, and so on. You can change the background colour for each operator key by using Self Service Portal. Contact your system administrator for more information.

Function keys for the operator phone

Your operator phone offers the following function keys once your system administrator has configured these on your operator phone:

• Substitution: This function key allows the operator to forward calls from operator phone to a different destination. The key can be defined anywhere on the phone and / or expansion key module.
• Queue overview key: A standard function key that can be configured only on the top softkeys of the operator phone. The key displays the total number of calls in the queue, number of external calls, and the period of time (in minutes) the longest call has been in the queue.

Operator queue

An operator phone can receive several calls at the same time without being busy. However, an operator key can process only one call at a time. An operator phone can handle up to 10 calls simultaneously through its keys; however, there might be more calls waiting in the queue. A call is put through to an operator key as soon as the operator key becomes free.

An operator phone displays an icon for the operator queue on the top line (status bar). The icon displays the total number of calls in the operator queue. If all your operator keys are busy, queue counter displays the total number of unanswered, parked, and held calls along with the new incoming calls.

Queue overview key

An operator phone have a queue overview key once your system administrator configures it on your phone. The key has an icon that displays the total number of internal and external calls in the queue. The key also displays additional information such as number of external calls and the

period of time (in minutes) the longest call has been in the queue. You can view the different pieces of information by pressing the arrow on the soft-key representing queue overview key.

Display, display symbols, and LEDs

The following table lists various icons that represent the state of a call (external or internal):

📞	• External call (one-company system) • Internal call (one-or-two-company system)
📞	• External call forwarded to operator phone (one-company system) • Internal call forwarded to operator phone in one-or-two-company mode
📞	External call (company A)
📞	External call forwarded to operator phone (company A)
📞	External call (company B)
📞	External call forwarded to operator phone (company B)
📞	Connected
Ⓟ	Parked
▮▮	Hold
➜	Forwarded
📞	Recall

Setting the operator phone

You can configure up to 10 operator keys on the operator phone.

Adding and setting the operator phone keys

You can make a number of settings that affect the phone's response when someone calls on an operator key.

Your system administrator defines the operator phone settings on your phone and you have a predefined operator phone to play around with. You can make changes to the operator-key configuration. If a two-company system is configured, use the operator-configuration window to make the settings for company A and company B.

To make changes in the configuration of the operator keys on your operator phone, you need to log in to the Self Service Portal. For more information about the MiVoice Office 400 Self Service Portal, see the section "MiVoice Office 400 Self Service Portal", page 9).

1. Log in to the Self Service Portal using your phone number and PIN.
2. Click on the *Phones* tab.
3. Select the phone (depending on the phones you own).
4. Select the operator key to configure. It opens the key-configuration window. Because, your phone is defined as an operator phone, the value of *Mode* is preset as *Operator* and you can not change it.
5. Select the colour in the *Background colour*.
6. Depending on the configuration, specify the settings for company A or company B. The key-configuration window displays the settings that you can configure for the operator key.
7. Set the *Ring delay* time. You can select *Ringing tone off* for no ringing tone, *No delay* for instant ringing tone, and ringing tone *10 sec*, *20 sec*, *30 sec* for a delay of 10 seconds, 20 seconds, 30 seconds respectively.
8. Select the *Call list* check box to insert an entry in the call list; clear the check box to not insert an entry in the call list.
9. Confirm the key configuration by clicking *Save*.

Using an operator phone

Answering a call on an operator key

You are called on one or more operator keys. You want to answer the call on one of the operator keys.

To answer the call on an operator key, press the top half of the operator key.

If you receive a call when your phone is in idle state, this call is signalled on the first operator key of your phone.

You can handle the calls for two different companies on the same operator phone, if the operator phone is configured as a two-company system. For an incoming call, the display shows whether the call is for company A or company B.

Answer a call through the operator key

Press the top half of the operator key on the phone.
➔ You are connected with the caller.
➔ The icon on the operator key changes to connected state.

Making calls using the operator key

You want to make a call through an operator key. You can make a call through any free operator key on the operator phone. The call charges are recorded separately for each operator key. Note that you can not make internal calls through an operator key; only external calls can be made. If you want to make an internal or external call with your personal call number, you can make it through the personal line. For more information, see the chapter "Making calls", page 29).

Make a call through the operator key

Press the top half of a free operator key.

Choose *Company A* or *Company B*, as necessary.

Enter the caller's phone number or the caller's name.
➔ If you type in a few characters, the system displays a list of names and numbers that correspond to the entered characters.

Select the relevant name from the list.
➔The phone number is dialled. Talk to the caller in a handsfree mode or pick up the handset to converse in handset mode.The icon on the phone displays information about the call: whether the call is intended for company A, or intended for company B.

Adjusting ring volume

You can adjust the volume of the ring tone when a call arrives on an operator key. You can also adjust the volume of the audio once the call is answered.

Adjust the volume

Press the ◁ key to decrease the ring tone volume.

Press the ◁◁ key to increase the ring tone volume.

Note: The volume adjustment made in the operator call does not affect the ring volume setting of personal calls.

Switching active keys

You are in a call and want to answer a call on another operator key or make another call.

You can switch calls by pressing a key. The active call is automatically parked locally.

Park the call and switch lines

Press an operator key where call arrives.

➔ The active call is parked. The call on the selected key is activated.

Retrieve a parked call

Press the relevant operator key on which call is parked.

➔ You are now connected back through to the parked call.

Hold/Transfer/Conference

Holding a call, transferring a call, and making a conference call are done in a normal way. For more information, see the chapter "Phoning", page 28).

Activating a substitution for the operator phone

Once your system administrator configures your phone as an operator phone and enters a destination user number for the substitution function, you can forward incoming calls to your operator phone to this destination with the help of the substitution function. If the system administrator does not configure a function key for the substitution function, you can configure it through Self Service Portal.

Activate / Deactivate the substitution function

Press the *Substitution* function once to turn it on; press again to turn it off.

Notes:
- Active calls already running on the operator phone are not forwarded even if the substitution function is activated.
- If the substitution function is activated, the call is still signalled on the operator phone optically, but no longer acoustically.
- The substitution function is used to forward calls intended for the operator phone only. It does not forward calls to your personal call number.

Making calls in a two-company system

You are operating a two-company system and want to appear either as company A or as company B.

Properties of a two-company system:

- Each individual operator key allows you to appear as company A or company B.
- Call lists are not kept separately for each company.
- The call charges are recorded separately for each company.
- A substitution will apply equally to both companies.

Make a call on behalf of company A or B

Press a free operator key.

Operator phone

Select company A or B for the outgoing call.

Enter the caller's phone number.

Reception phone

This section explains the options provided by your phone when it is registered on the system as a reception phone.

Reception phone

Your phone becomes a reception phone if your system administrator has defined the phone in the system as a reception phone and has configured the basic settings.

If your phone is configured as a reception phone, it can also work as an operator console. The system administrator can configure a few operator keys on your reception phone. Once an operator key is configured on the reception phone and there is an incoming call to the operator key, the icon showing the number of calls in the operator queue appears in the top status line of the phone. Contact your system administrator for more information.

As a receptionist, it is your responsibility to ensure that a guest checks in and checks out without any problem. You can manage check-in, check-out, and many other settings and actions for your guest on your phone.

Your reception phone provides you with a room occupation list, options for managing wake-up calls, and notifications along with options that facilitate a number of general hotel administrative tasks.

Display symbols

The reception phone displays a host of informative icons. Following are the icons displayed and their descriptions.

Icon	Description	Icon	Description
	Room free		Room occupied
	Notification		Room not cleaned
	Wake-up call pending		Wake-up call expired
	Room cleaned and inspected		Room cleaned but not inspected
	Room free for a group		Room occupied by a member of a group

For rooms, the reception phone supports a new type of softkey, which displays two icons, one on the left, and one on the right. These icons show the occupancy state on the left and another piece of information on the right in the following priority order: expired wake-up calls, message notification, and cleaning status (if available).

Your reception phone offers a *Reception* menu, which has the following entries:

- *Room list*: Shows the room state (along with other relevant information) of all rooms configured in the communication server. (one line per room).
- *Check-in/Check-out*: Enter the room number to display the check-in or check-out screen depending on the room state.
- *Room configuration*: Type in the room number to go to the room-configuration window. In the room-configuration window, you can view or modify all the settings for the room.
- *Wake-up calls*: This option displays the list of all wake-up calls showing entries in chronological order, with expired calls at the top. You can set up a new wake-up call, manage a wake-up call, or delete an expired or existing wake-up call.
- *Notifications:* This option displays the list of active notifications. You can add new notifications or delete existing ones.
- *Reprint last bill*: This option is for reprinting the last bill for a room. Enter the room number for which you want to print the bill.

Function keys and room keys

You get a better overview and can serve your guests quicker if you use your reception phone with at least one Mitel M695 expansion key module.

Your phone and your expansion key module have keys that you can configure as room keys or as function keys.

To configure these keys, you need to log on to Self Service Portal. For more information about MiVoice Office 400 Self Service Portal, see the section "MiVoice Office 400 Self Service Portal", page 9.

Function keys

Following is the procedure to configure function keys:

1. Log on to Self Service Portal using your phone number and PIN.

2. Click the *Phones* tab.
3. Select your reception phone.
4. Select the key to configure.
5. Select *Function* in the *Key mode*.
6. Select the *Function* from the list of options. Note that the names of all reception-related functions start with Hospitality. These are: *Room list, Check-in/check-out*, *Notifications*, *Reception menu*, *Room configuration*, and *Wake-up calls*.
7. Enter a *Name* for the function key. This step is optional.
8. Confirm the key configuration with *Save*.

Room keys

You can configure room keys only on the soft keys T1 throughT48 and the keys on a Mitel M695 expansion key module. The room keys are marked with the guest's room number, room name, or guest name (if defined).

Following is the procedure to configure the room keys:

1. Log on to Self Service Portal using your phone number and PIN.
2. Click the *Phones* tab.
3. Select your reception phone.
4. Select the key to configure.
5. Select *Room* in the *Key mode*.
6. Select a room from the list.
7. The configuration tool proposes a key as a busy lamp field key. You can accept this proposal or change to a different key (or none). Note that the proposal is made only if the next configurable key is empty. If the next key is not free, it proposes an adjacent key for the busy lamp field either on the right or on the left. If keys on the right or on the left are also not free, then it does not propose any key for the busy lamp field.
8. Confirm the key configuration with *Save*.

You can call directly to someone whose phone number is stored under a busy lamp field. For more information about the busy lamp field, see the section "Using the busy lamp field key", page 71.

Operating the reception phone

Check-in

A new guest arrives and wants to check in.

You can execute a check-in while the phone is in the idle state or on an active call.

For room settings see the Chapter "Room configuration", page 116.

Check in a guest
Press the *Check-in/check-out* key (if you have defined it) or go to the *Reception* menu on the reception phone.

Enter the room number. Alternatively, use the *Room list* menu to check whether the room is free, occupied, reserved for a group, cleaned, not cleaned, and so on.

Enter the guest's name and confirm by pressing *Ok*. Alternately, you can leave the guest name blank and press *Ok* to go the next step.
→ The room configuration view is displayed.

Make further settings
Make further settings if needed.
→ Settings are saved.
→ The guest is checked in.

Note: Check-in is also available through the menu: *Menu* > *Reception* > *Room configuration* > *Enter room number*> *Check-in*.

Check-out

The guest's stay has ended and the guest wants to check out.

A warning message is displayed if the room status during check-out is still open; for instance, if a notification is still available, or if the room telephone is still being used, or if a guest checked-in as part of a group. First process the report, if any, then start the check-out afresh.

You can execute a check-out while the phone is in the idle state or on an active call.

Check out a guest

Press the *Check-in/check-out* key for the room the guest has occupied or go to the *Reception* menu on the reception phone for check-out.

➔ The softkey icons indicate the room status: whether the room is free, occupied, occupied by members of a group, cleaned, not cleaned, and so on.

Enter the room number and press *Ok*. You can use the *Room list* menu to check whether the room is occupied for an individual or reserved for a group.

➔ A screen appears for check-out confirmation, which displays the call charges for the room.

➔ Depending on the system configuration, the phone bill is automatically printed out, or you can choose to print the bill. Contact your system administrator for more information.

To print the bill, on the report displaying *Check-out with/without printout?*, select *With* as your response to print a bill for the room.

➔ The guest is checked out.

➔ The telephone returns to the idle status and the room status changes to Free.

Note: Check-out is also available through the menu: *Menu* > *Reception* > *Room configuration* > *Enter room number* > *Check-out*.

Managing wake-up calls

A guest wants to be woken up at a specific time.

As a receptionist, you can set, modify, or delete the wake-up time for the guest's room.

Set wake-up call

Press the predefined function key to set the wake-up call or go to the *Reception* > *Wake-up calls* on the reception phone.

➔ The phone displays a list of wake-up calls in chronological order with expired calls at the top.

Press the key *Add*.

➔ The phone displays the screen for entering the room number.

Enter the room number of the room for which you want to set the wake-up call and confirm by pressing *Ok*.

➔ You can use the *Room list* key to search for the room.

Enter the wake-up time and confirm by pressing *Ok*.
➔ The phone displays the details of the wake-up call.

Press *Ok* to return to the list of wake-up calls.

Modify wake-up call

To modify an existing wake-up call, press the *Wake-up call* function key or go to *Reception* > *Wake-up calls* on the reception phone.
➔ The phone displays a list of wake-up calls in chronological order with expired calls at the top.

Select the wake-up call you want to modify and press the key *Modify*. The phone displays the screen with the following options: *Wake-up call: On/Off*, *Time*, and *Daily: On/Off*.
➔ Select the boolean value *On* or *Off* respectively to enable or disable the wake-up call.
➔ If you want to modify the wake-up call time, select *Time* and press *Modify*. Enter the new value and press *Ok* to confirm. The modified wake-up call is now saved.
➔ If you want to modify the wake-up call on daily basis, select Daily and press the key *Modify*. Select the boolean value *On* or *Off* for *Daily* respectively to enable or disable the daily wake-up call.

Delete set wake-up call

Press *Wake-up call* function key or go to the *Reception* > *Wake-up calls* on the reception phone.
➔ The phone displays the list of wake-up calls in chronological order with expired calls on the top.

Select the wake-up call you want to delete.

Press *Delete*.
➔ The wake-up call is deleted.

Alternately, press *Wake-up call:* and select *Off*.
➔ The wake-up call is deleted.

Manage expired wake-up calls

If a guest does not answer the wake-up call, the wake-up call expires after the set time-out. As a receptionist, you can take appropriate steps.

➔ The phone displays a list of wake-up calls in chronological order with expired calls at the top.

➔ The room telephone rings when the time for the configured wake-up call is reached.

➔ If the call is not answered, the wake-up call expires after the time-out; that is, the room telephone stops ringing after time-out.

➔ The phone plays a beep and displays information about the expired wake-up call.

Press *Ok* to exit.

➔ The phone returns to idle state and displays the status line *Wake-up calls expired* on the screen.

Or,

Press *Call room* to speak to the guest.

➔ The phone returns to idle state and displays the status line *Wake-up calls expired* on the screen.

Or,

Press *Delete*.

➔ The wake-up call is deleted.

➔ The phone returns to idle state.

Note: If two wake-up calls expire at the same time, the expired wake-up calls are displayed in a random order.

Notification service

A guest wants to be informed about events taking place in his absence or have voice mail messages set even if the guest is in the room.

You can activate the notification service for each guest (provided their phone supports the notification service function).

When the following events take place, guests are informed about through the notification LED on their phones:

• New messages in the voice-mail box

• Callback requested

Activate message notification

Press the notification softkey or go to the *Menu* > *Reception* > *Notifications*
on the reception phone.

➔ The phone displays a list of active notifications.

Press the key *Add*.

➔ The phone displays the screen for entering the room number.

Enter the room number of the room for which you want to set the notification.
Press *Ok* to confirm.

➔ You can use the *Room list* key to search for the room.
➔ *Room list* displays a list of all rooms together with their notification state.
➔ Select the room.

The phone displays a confirmation screen *Activate notification?* Confirm the
notification activation by pressing *Yes*.

➔ The notification function is activated.
➔ The LED is lit on the room telephone to inform the guest whenever there
is a message notification.

Note: Notification service is also available through the menu: *Menu* > *Reception*
> *Room configuration* > *Enter room number* > *Notification* > *On*/*Off*.

Delete message notification

Once the guest is informed about the message notification, as a receptionist,
you can delete the notification for that room.

Press the notification softkey or go to the *Menu* > *Reception* > *Notification* on
the reception phone.

➔ The phone displays a list of notifications.
➔ Select the room for which you want to delete a notification.

Press *Delete*.

➔ The notification is deleted.

Or,

Press a softkey for the room or select a room from the *Room list*. Press *Noti-
fiction* and select *Off*.

➔ The notification is deleted.

Additional settings

You can make further settings or modifications in the reception menu.

Room configuration

In the *Room configuration* of a certain room you can view and modify the following entries:

- *Room state*: Occupancy status of the room. The room is either *Free*, or *Occupied*.
- *Cleaning state*: The status is either *Not cleaned*, *Cleaned*, or *Cleaned and inspected*.
- *Guest name*: Type in the name of the guest.
- *Call charges*: Provides an overview of the telephone charges. You can *Print* or *Reset* the bill.
- *Wake-up call*: Activate wake-up call for the time you set. You can select for daily repetition of the wake-up call as an additional option.
- *Notification*: Enable or disable notification for the guest.
- *Permission set*: Use this setting to allow the alternative telephony permissions defined by your system administrator. Contact your system administrator for more information about alternative telephony permissions.
- *Surcharge calculator*: Select a surcharge calculator to display the surcharge values. Ask your system administrator for the values with which the surcharge calculator is configured.
- *Room-to-room call permission*: If you enable this setting by selecting *On*, the guest can call to another room. Your system administrator defines the standard permission in the communication system. You can manually modify this setting during check-in or at any time during a guest's stay.
- *Hotline*: You can type in a call number here. This call number is dialled automatically once the guest lifts the room telephone handset. Usually this is the call number of the reception.
- *Direct call number*: The external callers can connect directly to the guest through this number.

Modify room settings

Press a room key to get the detailed room-configuration settings of the room. Modify the settings as required.

Or,

Press the *Menu* key.

Press the *Reception* key.

Press the *Room configuration* key.

Enter the room number of the room to get the detailed room-configuration settings of the room. Modify the settings as required.

Or,

Room configuration settings are also available through the menu: *Menu* > *Reception* > *Room list*.

Press the right arrow key or *Select* softkey to get the detailed room-configuration settings of the room. Modify the settings as required.

Note: Some settings are not configurable if the room is vacant (for example: *Notification*).

Room list

Room list displays the list of all rooms. You can view each room's configuration and take the action you want. The icons show the occupancy state on the left and wake-up calls, message notification, and cleaning status on the right. For more information on icons and their description, see the section "Display symbols", page 108.

You can view a list of all rooms through:

- *Reception* menu
- Function key (if defined)
- Softkey available in different menus such as *Check-in/Check-out*, *Room configuration*, *Wake-up calls*, *Notifications*, and *Reprint last bill*. In this way you can select the room instead of entering the room number.

Press the *Menu* key.

Press the *Reception* key.

Press the *Room list* key.
➜ A list of all rooms appears.

Or,

Press a softkey for the *Room list*.
➜ A list of all rooms appears.

➜ Choose the room and press the *Select* key or press the right arrow key to get the detailed room-configuration settings of the room. You can set *Wake-up call*, perform *Check-in/Check-out* depending on the room state and so on. Modify other settings if required.

Note: Selecting *Room list* displays the first seven rooms on the phone. Use the *Next* and the *Previous* keys to list the other rooms.

Printing the bill for a room

You want to print a bill after you have finished the check-out operation.

You can print the bill for each room. Note that the bill can also be printed anytime after the guest has checked in.

Press the *Menu* key.

Press the *Reception* key.

Select the *Reprint last bill* option.

Enter the room number and confirm by pressing *Ok*.
➜ The bill is printed.

Note: *The Reprint last bill* prints the call charges of the last guest who has checked into the room.

Or,

Press *Room list*.

Select the room from the list of rooms.

Press *Print bill*.
➔ The bill is printed. *Print bill* displays the call charges of the current guest in the room.

Note: You can also print the bill any time from the *Room configuration* menu.

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.

Safety information

The safety information can be found in chapter <u>"Safety information",</u>
<u>page 4</u>.

About Mitel

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where, anytime and over any device, for the smallest business to the larg-
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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 communica-
tion 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 devel-
oped 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 termi-
nals 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

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Mitel, hereinafter known as "Seller", grants to customer a personal, worldwide, 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

⚠ **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

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

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 recep-

tion, 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.

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 MITEL authorized repair facility or to MITEL Corporation. 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 Corporation 350 Legget Drive Kanata, Ontario Canada K2K 2W7

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.

Importer / Ship to:	Mitel Mexico Bosques de Alisos #47-A Interior A2-02-Officina 106 Colonia Bosques de las Lomas Delegación Cuajimalpa México, D.F. - CP 05120

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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Mitel
Powering connections

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