Telephones – Standard Mitel Display telephones

This guide is for University staff using a Standard Mitel display telephone.
Please refer to the associated quick guide, within Telephony on Toolkit, for your particular model of telephone (Superset 4025, 5312 IP Phone, 5340 IP Phone, or 6920 IP Phone) to identify features and function keys.

Typographical conventions

− Key names are shown in bold **CAPITALS**.

− Key sequences to be pressed are in **bold**.

− Softkey labels on the display are shown in bold as **[key]**

− Softkeys on 5312 are represented by *****, **0** and **#**

− Display instructions are shown in italicised bold as ***"display"***

Making and receiving calls

To use the set as a conventional handset, lift the receiver to dial or answer an incoming call .

To use the set as a hands-free unit just dial the number required or press a feature button. To answer a call hands-free press the illuminated bottom (right) button. To clear the call press **CANCEL**.

To call the Operator

Dial **0**.

To make an internal call

Dial <**extn.no.**>.

To make an external call

Dial **9** and the required number.

To make a speedcall

Press a pre-programmed personal key (see page 4).

To make a private call

It is University policy to charge for all private calls other than to local numbers.

To make a private call dial **#100** followed by the telephone number. You will be billed for the call. For convenience you may program the #100 on to a personal speed key.

To search the on-line phonebook

Press the [**Phonebook**] softkey or blue superkey and enter the first few characters of the surname or function.

To use the keypad to enter letters press the appropriate key until the letter is shown in the display, e.g. *for letter C press key 2 three times*.

Use the ← and → softkeys to correct errors.

If the next letter in the name is on the same key press → before proceeding.

Use → to leave a space between parts of the name.

Press the [**Lookup**] softkey and [**Next**] to search the list.

Press [**Call**] when the required number is displayed.

To re-define the search press [**Retry**] and edit the entry using ← and →

Press **CANCEL** to exit Phonebook at any time.

Call transfer

To transfer a call press **TRANS/CONF** and dial <**extn.no.**>

When the extension answers make the enquiry or use [**Trade**] to switch between the original caller and the enquiry extension.

Press the [**Release**] softkey or replace your handset to transfer the call to the third party.

Press **CANCEL** to cancel the transfer and retrieve the call.

Call diversion "always"

To divert **all** calls to another extension or an external number dial
*8 <**extn.no. or 9 followed by the external number**>

The phone gives an interrupted dial tone, all calls will ring at that number and your telephone won't ring.

To cancel call diversion "always" press **#8**.

The phone returns to a normal continuous dial tone.

Call divert on "busy" and "no-answer"

You can set either or both of the following to the same or different numbers.

To set call diversion to operate when your extension is busy - lift the receiver and dial ***63 <extn.no.>**

To set call diversion to operate when you do not answer - lift the receiver and dial ***64 <extn.no.>** e.g. to set diversion to voicemail when you do not answer, dial ***644444.**

To cancel all call diversion settings press **##8**

Call hold

To place a call on hold during a call press the red **HOLD** key.

To retrieve the call press the flashing line key.

To retrieve a held call from another extension dial ****1** and the **<extn.no.>** holding the call.

Conference calls

Dial the first number required (internal or external) and when answered add a third party by pressing **Trans/Conf <extn.no. or 9 external number> Trans/Conf**

You now have a three party conference.

Repeat **Trans/Conf <extn.no. or 9 external number> Trans/Conf** for each new member.

Please see the **Conference Calls** Tab on the telephony webpage for further telephone conferencing options.

Pickup groups

Pickup Groups are set up on request by the Operator.

To answer a call to another extension in your pickup group press the [**Pickup**] softkey, or dial ***6#.**

To answer a ringing phone that is not in your pickup Group dial ****6 <extn no.>**

Voice mail

To access your voicemail messages dial **4444** from your extension and follow the recorded instructions.

To access your voicemail from any other extension dial **4444** followed by ***** (if you are asked to enter a PIN) then your own <**extn.no.**> Then follow the instructions.

To access your voicemail from outside the University call **01224-274444** followed by your <**extn.no.**> Then follow the instructions.

Please see the **Voicemail Tab** on the telephony webpage for further details.

Customising your Mitel Display Phone

To adjust the display contrast press △ or ▽ while the phone is idle.

To adjust the ringer volume press △ or ▽ while the phone is ringing.

To adjust the handset receiver volume, or the speaker volume when you are operating hands-free, press △ or ▽ during the call.

Customising your personal keys (the keys with lamps)

Note that the bottom (right hand) key is reserved as the **Line Key** and can not be programmed.

To display information about a *Personal Key*:
Press the blue **SUPERKEY** followed by the **Personal Key**.

Press blue **SUPERKEY** to exit.

To program a personal key as a speedcall key:
Press blue **SUPERKEY** followed by a **Personal Key**.

Press [**Change**] followed by [**Yes**] and either dial the number,with a 9 if it is external, or press **Redial**.

Press [**Save**] and blue **SUPERKEY** to exit.

To program a personal key as a feature key:
Press blue **SUPERKEY** followed by a **Personal Key**.

Press [**Change**] followed by [**No**] to step through the features .

Select the required *feature* by pressing [**Yes**] and blue **SUPERKEY** to exit.

Additional Information

For additional information please see Telephony on Staffnet or report an issue to the IT Service Desk via https://myit.abdn.ac.uk