

# MIVOICE OFFICE 400 MIVOICE 2380 IP

AS OF VERSION R6.1  
USER GUIDE



# Welcome...

Welcome to the User's Guide for the softphone MiVoice 2380 IP for MiVoice Office 400 communications systems.

This User's Guide will assist you with the use of your phone and introduce you step by step to the functions and configurations.

If you require further technical support or information on other Mitel products, please refer to our websites [www.mitel.com](http://www.mitel.com) or [www.mitel.com/docfinder](http://www.mitel.com/docfinder).

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# Product and safety information

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

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## Product information

### Purpose and function

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

The software can only be launched if a communication server, configured accordingly, is detected.

MiVoice Office 400 is an open, modular and comprehensive communication solution for the business sector with several communication servers of different output and expansion capacity, a comprehensive telephone portfolio and a multitude of expansions. They include an application server for Unified Communications and multimedia services, an FMC (Fixed Mobile Conversion) controller for integrating mobile phones, an open interface for application developers and a multitude of expansion cards and modules.

The business communication solution with all its components was developed to cover in full the communication requirements of businesses and organisations, in a way that is both easy to use 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 telephones to the interfaces certified specially for that purpose).

#### **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 where incoming calls shall be routed to (see chapter ["Activating personal call routing", page 59](#)). You can determine the phone on which a call is acoustically signalled, with Ring Alone (see chapter ["Activating ring alone", page 60](#)). 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 are available on all your phones and are automatically synchronised.

An announcement is signalled on all your phones which support announcement.

## User information

<b>Document portal:</b>	<a href="http://www.mitel.com/docfinder">www.mitel.com/docfinder</a>
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Your product is supplied with a Quick User's Guide, safety information and, where applicable, with other product-specific information.

These and all other user documents are available for download on the MiVoice Office 400 document portal: [www.mitel.com/docfinder](http://www.mitel.com/docfinder) as individual documents or as a documentation set. It is your responsibility to keep up to date with the scope of functions, the proper use and the operation of your product.

- 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.

## Availability

The availability of the softphone depends on a functioning PC with power supply, and the availability of the data network and the communication server. If the softphone is not available, calls are routed to a substitute destination set up by the system administrator.

## Additional equipment

The MiVoice 2380 IP has been tried and tested with a series of corded and cordless media devices (including Bluetooth equipment). Only use media devices expressly recommended by the manufacturer.

## Trademarks

Mitel® is a registered trademark of Mitel Networks Corporation.

All other trademarks, product names and logos are trademarks or registered trademarks of their respective proprietors.

The designations used in this manual for software and hardware are registered trademarks and are thus subject to the relevant regulations.

## Exclusion of liability

Not valid for Australia. See chapter "Limited Warranty (Australia only)", page 9 for the limited warranty in 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.

## About Mitel

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

## 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 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 colour.

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 nat-

ural 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).

### Limitation of liability

- 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

Limitation of liability

- 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

Note:

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.

## Document information

### Communication system and software versions

Some communication systems or software versions do not support all the features. The corresponding text sections are identified by a letter inside square brackets. The chapter "Communication system and software versions", page 92 indicates which software versions support the relevant features.

### Document designation

- Document number: eud-1680
- Document version: 1.1
- Based on MiVoice Office 400 R6.2
- Valid as of MiVoice Office 400 R6.1
- In PDF Viewer, click on this link to download the latest version of this document:  
[https://pbxweb.aastra.com/doc\\_finder/DocFinder/eud-1680\\_en.pdf?get&DNR=eud-1680](https://pbxweb.aastra.com/doc_finder/DocFinder/eud-1680_en.pdf?get&DNR=eud-1680)
- Copyright © 10.2019 Mitel Networks Corporation

# Operating and display elements

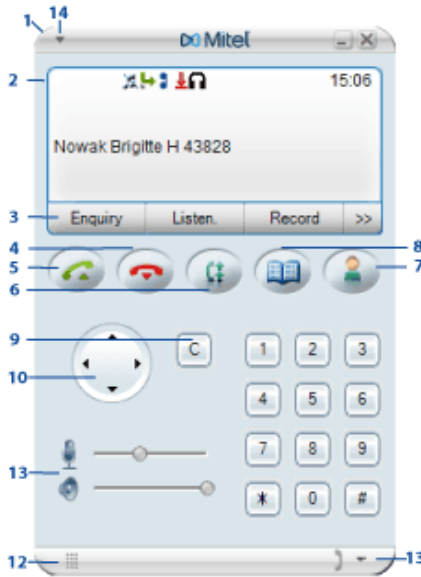
The sections below provide an overview and usage notes on which keys and modules are available on your softphone.

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# Key designations and modules

## Telephony and dial pad operating elements



1 **Telephony window**

2 **Display with row of symbols**

Status display with symbols, current displays on telephone traffic

3 **Foxkeys**



4 **End key**

- Ends a call.
- Exits input without saving and goes back to the idle state.



5 **Call key**










Set up / answer a call.



6 **Journal key**

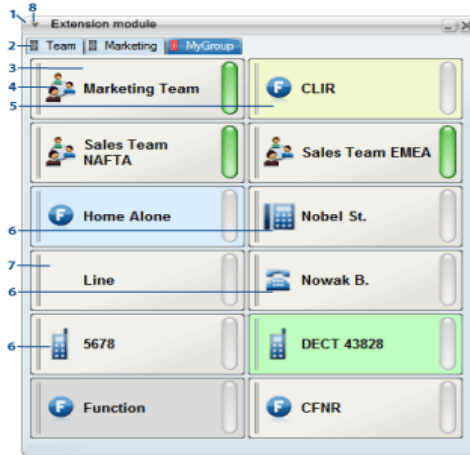
Opens redial list.



7	<p><b>Presence key with LED</b>          Preconfigured as presence menu. The Absence key can be configured as a function key or digit key.</p>	
8	<p><b>Phone book key</b>          Opens phone books.</p>	
9	<p><b>Correction key</b>          Delete the last character or go back one step in the menu.</p>	
10	<p><b>Navigation key</b></p> <ul style="list-style-type: none"> <li>• Upward: Opens <i>Activated features</i> (or scrolling mouse wheel upwards).</li> <li>• To the right: Opens the <i>Menu</i>.</li> <li>• Downward: Opens <i>Settings</i> (or scrolling mouse wheel downwards).</li> <li>• General: Scrolls forwards/backwards in the menu, navigates lists.</li> </ul>	
11	<p><b>Dial pad</b>          Enter digits.</p>	
12	<p><b>Compact or full mode</b>          Toggle compact or full mode.</p>	
13	<p><b>Audio control</b>          Adjust the audio volume for microphone and loudspeaker.          Deactivated microphone is displayed with .</p>	
14	<p><b>Context menu</b>          Opens the context menu.</p>	

## Expansion module operating elements

The MiVoice 2380 IP is an independent softphone that provides all functionalities of an advanced corded telephone. It can be used everywhere you have a functioning VoIP infrastructure at your disposal. When you have installed the MiVoice 2380 IP on your laptop you always have your own telephone with all personal settings available regardless of your location.



























- 1 **Expansion module**  
Open expansion module via context menu - *Expansion module*.
- 2 **Levels with LED display**  
Red LED indicates which of the 3 levels is activated.
- 3 **Configurable key**  
Team, function, number or line key
- 4 **Team key**
- 5 **Function key**
- 6 **Number key (business, private or mobile number)**
- 7 **Line key**
- 7 **Context menu**  
Opens the context menu.






# Display symbols






## Softphone display symbols

Status information			
	Detailed information available		Other Foxkeys available (Foxkey)
	Search mode		Function activated
	Missed calls		
	New text messages		Read text messages
	Call forwarding or forwarding if busy active		Call Forwarding on No Reply activated
	New voice messages		Voice message retrieved
	New forwarded voice message <sup>[a]</sup>		Retrieved forwarded voice message <sup>[a]</sup>
	Call parked		Telephone barred
	Activate discreet ringing		Melody deactivated
	Microphone activated		Microphone deactivated
	Headset mode activated		
	Start call recording		Stop call recording
	Play call recording		Delete call recording

Status information









-  Change call recording folder
-  Hi-Q™ during a call (enhanced audio quality)
-  Data and voice encryption

Presence state

-  Available (default)
-  Absent
-  Meeting
-  Busy
-  Not available

Display symbols Expansion module

Expansion module

-  Business number
-  Private number
-  Mobile number
-  Function key
-  Team key
-  Line key
-  Connected (internally)
-  Connected (externally) or activated function

# MiVoice 2380 IP softphone settings

**The following sections explain the necessary steps you need to take to comfortably integrate MiVoice 2380 IP in your everyday business life.**

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## Trial Licence and Installation Requirements

You can download and test the MiVoice 2380 IP for a limited period of 60 days. During this time you can use and the softphone without limitation. At the end of the trial period ask your system administrator to install the required licences to continue to use the softphone.

To install MiVoice 2380 IP, you have to have local administrator rights.


The computers on which the MiVoice 2380 IP is to be operated must be equipped with one or more media devices (e.g.a headset).


To install the MiVoice 2380 IP make sure your system meets with the following requirements. Please contact your system administrator if you have any further questions.

System	Windows 7	Windows 10
CPU	Pentium III, 1 GHz	Pentium III, 1 GHz
RAM	1 GB (32-bit) / 2 GB (64-bit)	1 GB (32-bit) / 2 GB (64-bit)
Audio	HD-Soundcard	HD-Soundcard
Disc	16 GB	32 GB
LAN	10/100	10/100


The MiVoice 2380 IP is uninstalled using [Control Panel](#) \ [Software](#) in the Windows Operating System.

## Starting the MiVoice 2380 IP softphone

MiVoice 2380 IP is installed by your system administrator so that it starts automatically whenever you start your PC. You can also start MiVoice 2380 IP manually by double-clicking the program icon  on your Desktop. Contact your system administrator for more information.




### Starting MiVoice 2380 IP for the first time (if not yet set up by your system administrator):

Double-click .

⇒ The MiVoice 2380 IP login window opens.

Enter your *Phone number*, your *PIN code* and the *Communication server*, select the *Network adapter* and confirm with *Ok*.

If you tick *Use low bandwidth for audio*, the audio data is more reduced during transfer and the bandwidth needed for the transfer lessened.

Click *Save PIN* if you do not want to enter your PIN when you start the application in future.

⇒ MiVoice 2380 IP is connected.


### Starting MiVoice 2380 IP automatically:

In the *Settings - General* window tick *Run application when windows starts*.

⇒ MiVoice 2380 IP starts with Windows. The phone window appears automatically.




### Starting MiVoice 2380 IP manually:

Double-click  and enter your PIN.


⇒ MiVoice 2380 IP starts. The phone window appears automatically.

# Setting up the MiVoice 2380 IP softphone

## Settings - General

After startup of the application the configuration can be executed via the settings menu. Right-click to open the context menu of the MiVoice 2380 IP symbol  in the info area of the taskbar and or right-click to open the context menu of the phone window and select [Settings](#). Click [Apply](#) to confirm the modifications.

Select the [User interface options](#) as follows:

- [Show splashscreen on startup](#): When starting the application, a short information appears.
- [Show exit confirmation dialog](#): Confirm that you really want to exit MiVoice 2380 IP.
- [Display tooltips](#): You obtain tooltips for certain keys.
- [Show in system tray on close](#): If you exit the MiVoice 2380 IP using , the application is not completely closed but minimised in the info area of the taskbar.
- [Run application when Windows starts](#): When starting your PC the MiVoice 2380 IP is automatically started.
- [Bring application to front on telephony events](#): In case of telephony events, the MiVoice 2380 IP is displayed in front.
- [Minimise application on startup](#): The MiVoice 2380 IP is automatically minimised in the taskbar.
- [Enable escape key](#): The escape key can be used like the end key.

The [Language](#) can be changed in the language selection field.



Open the context menu in the phone window and select [Settings](#).

Select the [General](#) tab. Select the settings you want and click [Apply](#) to confirm.

## Settings - Audio

Your system administrator has fitted your PC containing the MiVoice 2380 IP with a media device. This could be a handset, a headset or a Bluetooth device. Depending on the device, the operation of your MiVoice 2380 IP may differ slightly from these instructions. Ask your system administrator to explain the correct operation in each case.

Select your input and output device and the corresponding settings. In most cases, your system administrator will have already made these settings for the devices you use.

- [Automatic gain control](#): Your voice on the microphone is automatically amplified if you are speaking quietly or the microphone is further away.

- **Automatic echo cancellation:** Switch on, when your call parties can hear the echo of their own voice.
- **Noise reduction:** Reduces the noise levels.
- **Passband filter:** Only audio signals of a certain area are able to pass, audio signals outside this area (high, deep) are attenuated.
- **Voice activity detection:** When switched on, no data is sent over the network when the microphone receives no sound. Without Voice Activity Detection data is continuously sent, even when a person is not speaking.
- **Direct sound:** When switched on, the application can directly use the audio hardware of the system, thus accelerating the speed and reducing the amount of computer power needed to process the sound data.



Open the context menu in the phone window and select [Settings](#).

Select the [Audio](#) tab. Select the settings you want and click [Apply](#) to confirm.

## Settings – Output device

**Ringer:** Calls can ring on the internal PC speaker, the media device or another connected speaker (external speaker).

**Disable ringer:** Softphone does not ring

**Use file for ring melody:** Activate and select the personal audio file.



Open the context menu in the phone window and select [Settings](#).

Select the [Ringer](#) tab. Select the settings you want and click [Apply](#) to confirm.

## Settings – Login profiles

Your connection data for the communication server, your phone number and PIN, which your office administrator has already set up, are stored here (see chapter ["Starting the MiVoice 2380 IP softphone"](#), page 21).

If you always use the softphone in the same location, leave the settings as they are. If you also use the softphone outside the company LAN, you can specify up to 5 login profiles with corresponding name and addresses. After startup of the MiVoice 2380 IP select the relevant profile to be reachable wherever you are. Contact your system administrator for more information.



Open the context menu in the phone window and select [Settings](#).

Select the [Login profiles](#) tab. Select the settings you want and click [Apply](#) to confirm.

## Settings - Hotkeys

For the three frequently used telephony functions [Copy/Paste](#), [Call key](#) and [End key](#) you can also define a hotkey (.e.g.a function key between F2-F11 or the Alt key [Alt], control key[Strg/Ctrl] or shift key[Shift]) together with the letter, number or functions key of your choice). Instead of clicking the End key, you can conveniently end a call with the key combination of your choice.

**Example:** Mark a call number, copy and paste it with F5 in the telephone window; start the connection with Strg+3; conveniently end the call with Strg+E. If you tick [Autodial selected numbers](#), you can set up a connection directly with the key combination for [Copy/Paste](#).

Under [Paste options](#) tick [Identify external numbers](#) and then determine the [Min. external number length](#) as well as the [External dialling prefix](#) that specifies the external number.



Open the context menu in the phone window and select [Settings](#).

Select the [Hotkeys](#) tab. Select the settings you want and click [Apply](#) to confirm.

## Settings – Call recording

You want to record an active conversation.

If you tick [Enable call recording](#), you can record and save a conversation.

To find out how to record a call, refer to the chapter "[Recording a call](#)", [page 42](#).

### Note:

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.



Open the context menu in the phone window and select [Settings](#).

Select the [Recording](#) tab, tick [Enable call recording](#) and select the folder you want for the recordings. Confirm with [Apply](#).

⇒ Recorded calls are available in the telephone window context menu, under [Call recording](#).

## Local Outlook integration

During installation your MiVoice 2380 IP is directly integrated in the local Outlook application. You can directly call a selected contact from Outlook with your MiVoice 2380 IP. Please contact your system administrator if you have any further questions.

To find out how to make phone calls from Outlook, refer to the chapter "[Dialling from Outlook](#)", page 32.

## Operation

**General:** To scroll in the menus, use the application's foxkeys, your PC keyboard or your mouse. Select an entry by double-clicking or using the Enter key.

**Expansion module:** To use the configurable keys of the expansion module, open the context menu of the phone window and select [Expansion module](#).

## Help

Should you have further questions - the MiVoice 2380 IP help offers you advice and assistance. The language setting of the help depends of the language setting of the application, which depends on the language setting of the operating system.

Choice available to call the help:



**To call the help:**

Right-click to open the context menu in the info area of the taskbar and select [Help](#).

⇒ The [Help](#) window opens.

**To call the help in the menu:**

Press the F1 key if needed.

⇒ The [Help](#) window opens.

# Dialling and phoning

The following sections explain how to make phone calls simply and the functions your phone offers you whenever you receive a call.

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## Answering calls

**This section explains the procedure for answering a call.**

### Answering a call

Your softphone rings, and the phone window appears in the foreground. To answer the call, proceed as follows.



**Note:**

If the caller's phone number is received, it is shown on the display. If the phone number is stored in the private phone book or in the system, the display also shows the corresponding name.

Press the Call key or use a hotkey you have specified (see chapter "[Settings - Hotkeys](#)", page 24).

**Or:**

With specific headsets you can answer calls with electronic hook switch directly on the headset. For more information refer to your headset's operating instructions.

### Ending a call

You want to end the call.

After the call the call duration is indicated. Call charges are also displayed after any external call which you initiated, provided your provider supports this function.



Press the End key or use a hotkey you have specified (see chapter "[Settings - Hotkeys](#)", page 24).

## Making calls

**This section explains the different ways you can make a call with your phone.**

### Dialling with the phone number

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

Open the phone window of your softphone. You can make, answer or process calls here. Enter a phone number directly or using the dial pad (open full mode or context menu - [Dial pad](#)).

## Dialling and phoning

For the communication system (communication server, OIP, Microsoft Outlook, TwiXTel) to identify an external number it is recommended to enter the number in canonical format (+Country Code (Region Code) Phone Number). Press the **+** key to insert +. You can enter the phone number in one of the following formats:

- 0-004132655xxxx
- 004132655xxxx
- 9-004132655xxxx
- +41 (32) 655xxxx

<Phone number>



Enter a phone number in call preparation.

Press the **+** key to enter +.

You can use the Correction key to delete any incorrect character.



Press the Enter key on your PC keyboard, Call key or use a hotkey you have specified (see chapter "[Settings - Hotkeys](#)", page 24).

⇒ The user is called.

**Or:**

With specific headsets you can answer calls with electronic hook switch directly on the headset. For more information refer to your headset's operating instructions.

## Dialling with redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 10 entries.



Press the Redial key.

⇒ Redial list is displayed.



Press the Redial key several times or press the down navigation key to scroll through all the phone numbers you last dialled.



Press the Call key.

⇒ The phone number displayed is dialled.

# Supplementary features

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

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## Making and answering calls

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

### Dialling by name

You want to make a call by entering a name.

Requirement: The name and the corresponding call number are stored in one of the system's phone book or in an external phone directory connected to the system.

For dialling by name, enter the corresponding letters in the telephony window until the user you want or a list is displayed.

The surname and first name have to be separated by a space, for example "no s" for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

**Note:**

The response time may vary greatly depending on the size and the number of phone books connected.

<Name>



Enter the first few letters of the name you want until the user or a list appears. Select the phone number you want.  
⇒ is displayed.

**Note:**

If the phone is unable to find a matching user, *List empty* will appear on the display.



Press the Call key.  
⇒ The phone number displayed is dialled.

### Dialling from the phone book

You want to search a user in one of the connected phone books.

The surname and first name have to be separated by a space, for example "no s" for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

**Notes:**

- To find out to create a new contact in your private phone book, refer to the chapter "Creating a new phone book entry", page 74.
- To find out to look for a contact in your private phone book, refer to the chapter "Dialling from private contacts", page 31.



Press the phone book key.

### Search entry



1. Scroll to *Search entry* and press the *Select* Foxkey.
2. If required, enter the first few letters of the name you are looking for (first name and surname separated by a space) until the user or a list is displayed.



Scroll through the list until the user you want is displayed. Select the phone number you want.



Press the Call key.

⇒ The phone number displayed is dialled.

#### Notes:

- The search function is not affected by upper/lower case and special characters.
- When searching in external phone books you must always enter portions of the first and last name and possibly of the town name.

## Dialling from private contacts

You want to call one of your private contacts.

You can search for and select a contact in your private phone book.



Press the phone book key.

### Private contacts



1. Scroll to *Private contacts* and press the *Select* Foxkey.
2. For the first letter of the name you are looking for keep pressing the corresponding digit key until the list display the letter (e.g. press the digit 7 three times to obtain the letter R).

⇒ The display jumps to the first entry that begins with R.



Scroll through the list until the user you want is displayed. Select the phone number you want.



Press the Call key.

⇒ The phone number displayed is dialled.

## Dialling from external phone books

If you select *Advanced search*, you can search directly in the connected external phone books. This function is not available if no external phone book is connected.

The surname, first name and town each have to be separated by a space, for example "no s so" for Noble Stephen in Solothurn. Ask your system administrator whether you should start with the surname or the first name.



Press the phone book key.

*Advanced search*



1. Scroll to *Advanced search* and press the *Select* Foxkey.
2. Enter the first few letters of the name you want (first and last name separated by a space). If required, enter the first few letters of the town's name (name and town name separated by a space) until the user or a list is displayed.



Scroll through the list until the user you want is displayed.



Press the Call key.

⇒ The phone number displayed is dialed.

**Notes:**

- The search function is not affected by upper/lower case and special characters.
- When searching in external phone books you must always enter portions of the first and last name and possibly of the town name.

## Dialling from Outlook

You want to call one of your Outlook contacts directly from Outlook.

With your MiVoice 2380 IP you can directly call a selected contact from Outlook.

Select contact in Outlook.



Right-click to open the context menu and select *Call using MiVoice 2380 IP*.

⇒ Selected contact is dialed.

⇒ If a contact is saved with more than one phone number, a popup window appears. Select the phone number you want and click on *Call*.

## Dialling from the call list of unanswered calls

You want to call someone who has previously tried to reach you.

Your phone automatically stores the phone number of this user in a call list and the display shows *Missed calls*. You can now call the person back using this call list.

The call list of unanswered calls contains a maximum of 10 entries.

*Show*



**Calling a user back:**

Press the Foxkey *Show*.

⇒ The display shows a list of the last unanswered calls.



Scroll through the list until the user you want is displayed.



Press the Call key.

⇒ The phone number displayed is dialed. Once the call has been successfully connected, the entry is deleted from the call list.

Close



### Hiding the "Missed calls" display:

Press the *Close* Foxkey.

⇒ Hides the display. The entry remains stored in the list of the last unanswered calls, is displayed.

### Note:

The call list of unanswered calls can also be selected using the menu: *Menu* > *Call lists* > *Unanswered calls*.

## Dialling from the call list of answered calls

You want to call back someone whose call you answered.

Your phone automatically stored the person's phone number on the list of answered calls. You can now call the person back using this call list.

The list of answered calls contains a maximum of 10 entries.

*Menu*



Press the *Menu* Foxkey.

*Call lists*



Scroll to *Call lists* and press the *Select* Foxkey.

*Answered calls*



Scroll to the *Answered calls* call list and press the *Ok* Foxkey.

⇒ The display shows the list of the last calls.



Scroll through the list until the user you want is displayed.



Press the Call key.

⇒ The phone number displayed is dialed.

## Dialling with redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 10 entries.



Press the Redial key.  
⇒ Redial list is displayed.



Press the Redial key several times or press the down navigation key to scroll through all the phone numbers you last dialled.



Press the Call key.  
⇒ The phone number displayed is dialled.

**Note:**

Redial list can also be selected using the menu: [Menu](#) > [Call lists](#) > [Redial](#).

## Dialling with a configurable key on expansion module

You want to call someone whose phone number is stored under a configurable key of the expansion module.

You can dial the person by double-clicking the corresponding key.

To find out how to configure a configurable key, refer to the chapter "[Configuring keys](#)", [page 80](#).



Open expansion module via context menu - [Expansion key module](#) and double-click required key.  
⇒ The key's allocated phone number is displayed in the phone window.



Press the Call key.  
⇒ The phone number displayed is dialled.

## Requesting 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 called someone and hear the busy tone or the ring-back tone.**

[Callback](#)



**To activate a callback request:**

Press the [Callback](#) Foxkey.  
⇒ You hear the acknowledgement tone.



Press the End key.  
 ⇨ The display shows *Call expected*.

**Back to the idle state:**

Press the *Close* Foxkey.  
 ⇨ Callback remains activated.

**Note:**

The callback is stored in *Menu > Activated features* as long as it was not answered or cancelled by the system.



**Reset callback:**

Press the *Reset* Foxkey.  
 ⇨ Callback is deactivated.

**Note:**

You can only have 1 callback activated at a time and only 1 callback can be expected from you. Your callback request will automatically be cancelled by the system after about half an hour.

## To answer the callback request

Someone has asked you to call back. You can tell this from the lit attention LED in the idle state. The display shows *Callback requested*.



**To answer the callback request:**

Press the *Call* Foxkey.  
 ⇨ The phone number is dialled.



**Clear callback:**

Press the *Delete* Foxkey.  
 ⇨ Callback is deleted.

**Note:**

The callback can be changed via *Menu > Activated features > Delete* or *Call* as long as it was not answered or cancelled by the system.

## Deflect a call during the ringing phase

You do not want to answer a call yourself but deflect it to another user.

With the function *Deflect* you can deflect calls to an internal or external user or to the voice mail during the ringing phase.

Your phone is ringing and the indicator LED is flashing. To deflect the call, proceed as follows.

### Deflect



Press the *Deflect* Foxkey.

<Phone number>



Enter the phone number and confirm with the *Ok* Foxkey.  
⇒ The call is deflected to the user you want.

#### Notes:

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If the user you want to deflect to is busy, the call will not be deflected. The display shows *Busy* and your phone still rings.

## Reject a call during the ringing phase

You do not want to answer a call.

You can reject a call already during the ringing phase.

### Reject



Press the *Reject* Foxkey or the End key.

⇒ The connection is rejected and, depending on the system configuration, the caller obtains the busy tone or he is forwarded to a preconfigured destination.

## Call waiting on an internal user

You want to talk to an internal user. However, the person is busy.

As a result of your call waiting, the person hears a call waiting tone and your phone number or name appears on his display. The user has the possibility of answering, deflecting or rejecting your call.

Requirement: It is essential that the internal user has not barred the Call waiting function on his phone (for configuration see the chapter "Activating protection against call types", page 73).

Ask your system administrator whether the Call waiting function is enabled on the system.

### Call waiting



#### User is busy:

Press the *Call waiting* Foxkey.  
⇒ You hear the dialling tone.

#### Note:

If the person rejects your call request or if call waiting is not possible, the call is, depending on the system's configuration, disconnected (busy tone) or forwarded to a preconfigured destination.

## Answering call waiting

You are in a call and hear the call waiting tone. Another user is urgently trying to reach you. You can either answer, deflect or reject the call.

### Answer



#### Answering the call:

Press the *Answer* Foxkey.

⇒ The first call party is put on hold. You are now connected with the party who initiated the call waiting.

#### Note:

For more detailed information on how to broker between callers or set up a conference, please refer to the Chapters "Brokering between an enquiry call party and your call partner", page 40 and "Making a conference call", page 40 respectively.

### Deflect



#### Deflect call:

Press the *Deflect* Foxkey.

<Phone number>



Enter the user's phone number and confirm with the *Ok* Foxkey.

⇒ Call-waiting party is put through.

#### Note:

You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

### Reject



#### Rejecting the call:

Press the *Reject* Foxkey or the End key.

⇒ You remain connected with your original call partner. Depending on the system configuration the call-waiting party hears the busy tone or he is forwarded to a preconfigured destination.

### End call



#### Ending a current call:

Press the *End call* Foxkey.

⇒ The first call is terminated. You are now connected with the party who initiated the call waiting.

## Starting an announcement

You want to address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).

Requirement: It is essential that the internal user has not barred his phone against announcement (for configuration see the chapter "Activating protection against call types", page 73).

### Notes:

- Intercom (duplex mode) is a special form of announcement whereby the phone of the called user immediately transforms your announcement into an internal connection. Depending on the system configuration your call party can answer your announcement directly in intercom, without having to press a key. Contact your system administrator for more information.
- If the called user has several phones in the one number user concept with activated hands-free, any phone (the quickest) answers the call.



Press the Call key.

*Announcement*

Press the *Announcement* Foxkey.



<Destination>

Select destination (*User* or *Group*) and confirm with the *Ok* Foxkey.



<Phone number>

Enter the phone number and confirm with the *Ok* Foxkey.



⇒ User is made aware of the announcement. You can now talk.

### Note:

You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

### Or

You can also start the announcement using *Menu* > *Call features* > *Announcement* > *User/Group*.

## Receiving an announcement

You are made aware of the announcement by an acoustic signal, the display shows *Announcement*. You will be addressed via your loudspeaker.

You have the following possibilities for answering the announcement:

- You can stop the announcement.
- You can listen to the announcement as a phone call.
- Depending on the system configuration you can answer the announcement directly in intercom, without having to press a key.



### To continue the announcement as a phone call:

Press the Call key.

⇒ You are now connected to the person who initiated the announcement.

### Note:

If the announcement was started to a group, all the other recipients of the announcement are excluded.

**To stop the announcement:**

Press the End key.

**Answering the announcement in intercom:**

Answer the announcement directly without pressing a key.

## Private call with PIN

You want to make a private call on your phone or on a third-party phone.

With the aid of your PIN you can use any phone to make an external call with your own personal settings, even if that phone is locked for external calls. 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 dialed is not stored in the last-number redial list.

<Function code>



1. Enter function code #46 followed by your internal call number.

2. Enter your PIN.

3. Enter the external call number directly, without the exchange access digit.



Press the Call key.

⇒ The phone is now enabled. The external user is called.

**Note:**

The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "[Changing the PIN](#)", page 71 or use the function code \*47 (see User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder)). If you have forgotten your PIN, your system administrator can reset it to the default setting.

## Using functions while in a call

**This section explains the different options provided by your phone while you are in a call.**

### 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.

### Enquiry



<Phone number>



#### You are making/taking a call:

Press the *Enquiry* Foxkey.

Enter the phone number of the enquiry call party.

⇒ Enquiry call party is called; first call partner is on hold.

#### Note:

You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

### End call



#### To end the enquiry call:

Press Foxkey *End call* or the End key.

⇒ You are now back through to your original call partner.

#### Notes:

- If your enquiry call party hangs up and you also go on-hook by mistake, you will hear a continuous ringing signal for 10 seconds to draw your attention to the person still on hold. If you press the Call key during the continuous ringing, you will be reconnected with your first call partner.
- If the other user does not answer, you can cancel the enquiry call with the *End call* softkey and take back the first call.

## Brokering between an enquiry call party and your call partner

You are talking with an enquiry call party and have your original 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.

### Brokering



#### Brokering:

Press the *Brokering* Foxkey.

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

### End call



#### To terminate the current connection:

Press the *End call* Foxkey.

⇒ Call party disconnected. Connected with the call party on hold.

## Making a conference call

You are in a call and have a call party on hold at the same time. You want to include the party on hold in the conversation and hold a conference call.

With the conference function you can include a call party on hold in the current conversation. From the conference call you can initiate an enquiry call to someone else. You can broker between the parties of the conference 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.

### Conference



#### To connect the call party on hold:

Press the *Conference* Foxkey.

⇒ The call party on hold is now included in the call.

#### Note:

Depending on the system configuration you may hear an attention tone.



#### Leaving a conference call:

Press the End key.

⇒ The other conference parties remain in the call.

## Transferring a call partner

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

With the *Enquiry* function you can connect your call partner with someone else. You can connect internal and external users with one another.

### Enquiry



<Phone number>



#### You are making/taking a call

Press the *Enquiry* Foxkey.

Enter the phone number of the enquiry call party.

⇒ Enquiry call party is called; first call partner is on hold.

#### Note:

You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

#### Connecting with notification:

Wait until the person has answered the call. Announce the call party.

Press the End key or the *Connect* Foxkey.

⇒ Your first call partner and the other person are now connected with each other.

### Connect



#### Note:

If the other user does not answer, you can cancel the enquiry call with the *End call* softkey and take back the first call.

#### Connecting without notification:

Wait for the first ringing tone, then press the End key.

⇒ The other party is then called directly by your first call partner.



#### Note:

Recall: If the other party does not answer, the call comes back to your phone.

## Parking a call partner

You want to put your call partner on hold without using a phone line as a result.

You can park your call partner locally and take back at each phone assigned to you.

You can also allocate the Park function to a freely configurable key (see chapter "Configuring keys", page 80).



Press the *Park* Foxkey.

⇒ Your call partner is now parked locally; **[P]** is displayed.



Press the End key.



**To retrieve a parked call party:**

Press the *[P]* Foxkey.

### Notes:

- With the End key the display returns to the idle state. As long as your call partner does not hang up, he remains parked. You can retrieve your parked call party using *Menu > Activated features > [P]*.
- The function code for central parking can be found in the User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder).

## Recording a call

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

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.

**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.

When you have enable call recording <sup>[a]</sup> (see chapter "Settings – Call recording", page 24), you can record active calls. You can record calls in two ways:

**Record/Stop****Recording a call with the Foxkey:**

Press **Record** as soon as you have an incoming/outgoing call or an active call.

⇒ Call is recorded  is displayed on screen.

End the recording with the **Stop** Foxkey.


**Call recording overview:**


You can find the call recording overview in your e-mail box.

**Or:**

**Recording a call with symbol:**

When you have an active call, the  recording symbol is displayed in the bottom right corner. Click the symbol to start the recording.

⇒ Call is recorded, symbol changes to .


Click the  stop symbol to stop the recording.

**Recording overview:**

Open the context menu in the phone window and select **Call recording**.


⇒ Overview window appears.

**Play the recording**

Select the recording you want in the overview window and double-click or click on  to listen to the recording.


⇒ Recording is played back.

**Deleting a recording:**

Select the recording you want in the overview window and click on  to delete the recording.

⇒ Recording is deleted.

**Modifying a recording folder:**

Select the recording you want in the overview window and click on  to modify the folder.

## 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.

### Organizing absences using the presence key

Your phone is equipped with a presence key, under which you can store presence profiles. By simply pressing the presence key you can activate a call forwarding unconditional.











**Note:**

You can configure the presence key like any other configurable key (see chapter "[Configuring keys](#)", page 80).

### Presence state

Example: You have a meeting in your Outlook calendar from 2 to 4 pm. Your presence state changes from *Available* to *Meeting*. This presence state has assigned a presence profile that automatically executes the appropriate action commands, for example call forwarding to voice mail. As soon as you manually change back this presence state to *Available* because the meeting has already terminated at 3.30 pm, the duration of your Outlook appointment automatically adapts to 3.3 pm.

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

Presence profile	LED	Profile no	Presence profile	LED	Profile no
 <i>Available</i> (default)		0	 <i>Absent</i>		1
 <i>Meeting</i>		2	 <i>Busy</i>		3
 <i>Not available</i>		4			

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

- when you call an internal user;
- in the phone book or in a call list;
- during dialling by name;

**Notes:**

- External applications such as Mitel Open Interfaces Platform (OIP) can affect your presence status. Example: You have a meeting in your Outlook calendar from 2 to 4 pm. Your presence state changes from *Available* to *Meeting*. This presence state has assigned a presence profile that automatically executes the appropriate action commands, for example call forwarding to voice mail. As soon as you manually change back this presence state to *Available* because the meeting has already terminated at 3.30 pm, the duration of your Outlook appointment automatically adapts to 3.3 pm. Contact your system administrator for more information.
- All the configuration possibilities for a presence profile can be found in chapter "Configuring presence/presence profile", page

*Presence profile*



**To activate the presence profile:**

Press the function key for *Presence profile*.

**Or:**

The presence profile can also be selected using the menu: *Menu* > *Settings* > *General* > *Presence*.

**Or:**

Select the profile you want via the presence menu and press the *Ok* Foxkey.

⇒ Presence profile is activated.

**Note:**

After you have changed and saved the active presence profile you have to temporarily select another presence profile and then reactivate the presence profile you want in order to have the settings applied.

*Presence profile*



**To deactivate the presence profile:**

Press the function key for *Presence profile*.

**Or:**

Select a new profile via the presence menu and press the *Ok* Foxkey.

⇒ Presence profile is deactivated.

<Name, phone no.>



**To check a user's presence:**

Enter an internal name or call number and press the presence key.

**Or:**

Select the user you want from the phone book or a call list.

**Or:**

Press the presence key, then a Team key.

⇒ Presence status is displayed.

## Absence information

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

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

So-called absence information is available for each presence profile (*Available*, *Absent*, *Meeting*, *Busy*, *Not available*).

Absence information consists of a language-dependent, predefined audio text. The time and/or date are also given as an option. Depending on the voice mail configuration your caller then has the possibility of leaving a message.

**Example:** "The person you have called is not available until 31st January, at 14:00. Please leave a message after the tone".

The absence information is an integral part of a presence profile. All the relevant configuration possibilities can be found in chapter "Configuring presence/presence profile", page 77.

*Modify*



Select the profile you want and press the *Modify* Foxkey.

Absence information



1. Scroll to *Time/Date* and press the *Edit* Foxkey. Enter the time and date of your absence and save with the *Ok* Foxkey.
  2. Scroll to *Call Forwarding* and select *Call forwarding to voice mail*.
  3. Scroll to *Voice mail greeting* and select *Absence information*.
- ⇒ The setting is stored. Your caller hears the selected absence information, followed, if applicable, by time and date.





## Forwarding calls (Call forwarding)

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

With call forwarding you can forward incoming calls directly to a different destination.

### Notes:

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

- Menu** Press the **Menu** Foxkey.
- 
- Forwarding** Scroll to **Forwarding** and press the **Select** Foxkey.
- 
- Call Forwarding** Scroll to **Call Forwarding** and confirm with the **Ok** Foxkey.
- 
- User** Scroll to **User** and confirm with the **Ok** Foxkey.  
Enter the user's phone number and confirm with the **Ok** Foxkey.  
⇒ Forwarding is activated.
- 

**Notes:**

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If a call is to be forwarded only when you are already in a call, select **Forwarding if busy**.
- You can also forward to your **Voice mail** (see chapter "Forwarding to voice mail", page 48) or to a **Text message** (see chapter "Forwarding to a message", page 49).
- You can deactivate forwarding using **Menu > Activated features > Reset**.
- You can also activate forwarding by remote control, see chapter "Setting functions by remote control", page 65.



## Forwarding a Call on No Reply (CFNR)

You want calls that you receive on your phone to be forwarded to another destination.

Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy.

**Notes:**

- Call forwarding applies to all connected phones, in the one number user concept.
- Only one forwarding variant at a time is possible.

- Menu** Press the **Menu** Foxkey.
- 
- Forwarding** Scroll to **Forwarding** and press the **Select** Foxkey.
- 

*Call Forwarding on No Reply* Scroll to *Call Forwarding on No Reply* and confirm with the *Ok* Foxkey.



*User*



Scroll to *User* and confirm with the *Ok* Foxkey.

Enter the phone number of the destination to which your calls are to be forwarded and confirm with the *Ok* Foxkey.

⇒ Call forwarding is enabled.

**Notes:**

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- You can also forward calls to your *Voice mail* (see chapter "Forwarding to voice mail", page 48).
- You can deactivate forwarding on no reply using *Menu > Activated features > Reset*.
- You can also activate call forwarding by remote control, see chapter "Setting functions by remote control", page 65.

## Forwarding to voice mail

You cannot momentarily be reached on your phone. If you forward to your voice mail, a user can leave you a voice message.

You can use the global greeting or your own greeting (see chapter "Configuring voice mail", page 76).

For further information on voice mail refer to the User Guide Voice Mail Systems on [www.mitel.com/docfinder](http://www.mitel.com/docfinder).

**Notes:**

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

*Menu*



Press the *Menu* Foxkey.

*Forwarding*



Scroll to *Forwarding* and press the *Select* Foxkey.

*Call Forwarding*



Scroll to *Call Forwarding* and confirm with the *Ok* Foxkey.

**Voice mail**

Scroll to **Voice mail** and confirm with the **Ok** Foxkey.  
 ⇨ Forwarding is activated.

**Notes:**

- You can specify whether your voice mail should answer directly (**Call forwarding**) or with a delay (**Forwarding on no reply**) or only if you are already on the phone (**Forwarding if busy**).
- You can deactivate forwarding using **Menu > Activated features > Reset**.
- A new voice message is signalled with a text message on the display and a lit indicator LED in the idle state.

## Forwarding to a message

You cannot be reached on your phone. You want any internal user who calls you to get a text message. The user hears the busy tone and obtains a text message on his display.

Requirement: The internal user must have a phone capable of receiving text messages. Users whose phone cannot receive text messages are put through to your phone or rerouted to a destination predefined within the system.

You can use one of the text messages stored in the system directly, modify it or create a new message.

**Notes:**

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

**Menu**

Press the **Menu** Foxkey.

**Forwarding**

Scroll to **Forwarding** and press the **Select** Foxkey.

**Call Forwarding**

Scroll to **Call Forwarding** and confirm with the **Ok** Foxkey.

**Text message**

Scroll to **Text message** and confirm with the **Ok** Foxkey.

## &lt;Text message&gt;



Select one of the text messages stored in the system and press the **Select** Foxkey.  
 Adapt or expand the text and confirm with the **Ok** Foxkey.  
 ⇨ Forwarding is activated.


## Locking 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 outside calls from your phone.


You can lock your phone with a PIN consisting of two to ten digits. You can change it via menu (see the chapter "[Changing the PIN](#)", page 71) or with the function code \*47 (see User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder)).


You can lock either just the settings menu ([Lock settings](#)) or the entire phone ([Lock phone](#)). With [Lock phone](#) your private data cannot be viewed and external calls can only be made from your phone in accordance with the system settings. With [Free](#) all the settings and data are freely accessible.



- Menu** Press the **Menu** Foxkey.



- Settings** Scroll to **Settings** and press the **Select** Foxkey.


- General** Scroll to **General** and press the **Select** Foxkey.


- Barring** Scroll to **Barring** and press the **Modify** Foxkey.  
⇒ You are prompted to enter your PIN.


- <PIN>** Enter the PIN and confirm with the **Ok** Foxkey.


- <Barring>** Select the required type of barring and confirm with the **Ok** Foxkey.  
⇒ The phone is now locked;  is displayed.  
⇒ To lock all your phones, execute the function code \*33\* <PIN> # (see User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder)).




## Unlocking your phone

You want to unlock your phone.

You can use the PIN to unlock your phone. If you have forgotten your PIN, your system administrator can reset it to the default setting.

- Menu** Press the **Menu** Foxkey.



**Activated features**

Scroll to **Activated features** and press the **Select** Foxkey.

<Barring>



Select the barring you want and press the **Reset** Foxkey.  
 ⇨ You are prompted to enter your PIN.

<PIN>



Enter the PIN and confirm with the **Ok** Foxkey.

**Free**

Scroll to **Free** and confirm with the **Ok** Foxkey.

⇨ The phone is unlocked.

⇨ To unlock all your phones, execute the function code #33\* <PIN> #  
 (see User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder)).

## Voice messages and text messages

In this section you will learn how to use voice messages and text messages.

### Play voice message

**Voice Mail from** is displayed and the indicator LED is red-flashing.

**Note:**

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.

**Play****Play the new voice message:**

Press the **Delete** Foxkey.

⇨ Message is played back.

**Or:**

Voice message can also be selected using the menu: **Menu** > **Call lists** > **Unanswered calls** > **Play**.

**Menu****To delete the message:**

Press the **Menu** Foxkey.

**Voice mail**

Scroll to **Voice Mail** and press the **Select** Foxkey.

**Inbox**

Scroll to **Inbox** and press the **Select** Foxkey.

*Delete*



Press the *Delete* Foxkey.  
⇒ The voice message is now deleted.

**Notes:**

- To find out how to configure call forwarding to your voice mail, refer to the chapter "Forwarding to voice mail", page 48.
- To find out how to configure a voice mail, refer to the chapter "Configuring voice mail", page 76 or in the User Guide Voice Mail Systems on [www.mitel.com/docfinder](http://www.mitel.com/docfinder).

## Deflecting voice messages

Have you received a voice message which interests other users?

You can transfer incoming voice messages to other users<sup>[a]</sup>. You can decide whether to keep a copy of each voice message.

*Menu*



Press the *Menu* Foxkey.

*Voice mail*



Scroll to *Voice Mail* and press the *Select* Foxkey.

*Inbox*



Scroll to *Inbox* and press the *Select* Foxkey.

*Deflect*



Select the voice message you want and press *Deflect*.

<Phone number>



Enter the call number and press the *Ok* Foxkey.  
If you wish to keep a copy of the voice message, answer the questions with the *Yes* Foxkey.  
⇒ The voice message is sent.








## Send text messages

You want to send a written message to an internal user.

You can send a text message to an internal user. The text message will appear on the person's display.

Requirement: The internal user must have a phone capable of receiving text messages.

You can use one of the text messages stored in the system directly, modify it or create a new text message.




- Menu**  
 Press the **Menu** Foxkey.
- Text message**  
 Scroll to **Text message** and press the **Select** Foxkey.
- New**  
 Scroll to **New** and press the **Select** Foxkey.
- <Text message>  
 Select one of the text messages stored in the system and press the **Select** Foxkey.
- <Text>  
 Adapt or expand the text and press the **Send** Foxkey.
- <Destination>  
 Select the destination and press the **Select** Foxkey.
- <Phone number>  
 For **User** and **Group**: Enter the call number and press the **Send** Foxkey.  
 ⇨ The text message is sent.

**Note:**

If the display shows **Not available**, the text message could not be sent.

## Read text messages

Your display shows **New message** and the envelope symbol. The right-hand indicator LED is lit.

- Show**  
 **Show text message:**  
 Press the **Show** Foxkey.  
 ⇨ The display shows the sender and the date/time of the text message.
- Read**  
 **Read text messages:**  
 Select the text message you want and press the **Read** Foxkey.  
 ⇨ If the text message runs over several lines, use the navigation key to scroll.
- Delete**  
 **Delete text message:**  
 Press the **Delete** Foxkey.  
 ⇨ The text message is deleted; the next text message is retrieved from the memory.

**Or:**

Press *Menu* > *Text message* > *Inbox* to select the text message and continue as described above.

**Note:**

You can select and read a new text message even during an active call using *Text message* > *Inbox*.

## Functions for special situations

This section explains the different options provided by your phone to deal with special situations.

All the functions you can save under a configurable key can be found in chapter "Function selection for configurable key", page 84.

### Picking up a call

You hear a phone ringing in your vicinity and want to pick up the call.

With the *Pick up* function you can pick up the call from the other phone on your own phone.

*Menu*



Press the *Menu* Foxkey.

*Call features*



Scroll to *Call features* and press the *Select* Foxkey.

*Pick up*



Scroll to *Pick up* and confirm with the *Ok* Foxkey.

*User*



Scroll to *User* and confirm with the *Ok* Foxkey.

⇒ The display shows the number of the phone from which you last picked up a call.

<Phone number>



Enter the number of the phone from which you want to pick up the call and confirm with the *Ok* Foxkey.

⇒ You are now through to the caller.

### Acknowledging an appointment call

You obtain an appointment call and *Appointment call* is displayed. Without an acknowledgement the appointment call will ring for 1 minute.

**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.
- An appointment call can only be set using a function code, see chapter "Function commands, function codes", page 88.

**Confirming an appointment call:**

Press the *Answer* Foxkey.  
 ⇨ The appointment call is terminated.

## Actions following an alarm

You obtain an alarm or an appointment reminder on your phone display. Depending on the system configuration you can choose from the following possible actions.

**Confirming the alarm:**

Press the *Confirm* Foxkey.  
 ⇨ Ends the alarm.

**Repeating the alarm:**

Press the *Repeat* Foxkey.  
 ⇨ Repeats the alarm.

**Reading the alarm:**

Press the *Read* Foxkey.  
 ⇨ Displays detailed information; the alarm is not deleted.

**Deleting the alarm:**

Press the *Delete* Foxkey.  
 ⇨ Deletes the alarm.

## Activating/deactivating DTMF mode

You want to be able to use your phone to control other equipment or to access certain services, such as remote polling of an answering machine or telebanking. For these services you need the DTMF mode.

In the DTMF mode each keystroke generates a tone. If for example you enter a call number during a call, your call partner will hear the tone signals.

You can specify whether the DTMF mode should be generally activated or deactivated (see Chapter "Configuring the DTMF mode", page 71). DTMF is activated as the default dialling mode.

If the DTMF mode is generally deactivated, you can activate it and deactivate it again temporarily during a call.

**You're in a call and the DTMF mode is generally deactivated. You want to activate the DTMF mode temporarily:**

*DTMF*



Press the *DTMF* Foxkey.

⇒ The display shows *Enter number DTMF*. You can now enter the DTMF characters.

*Reset*



**Resetting DTMF mode:**

Press the *Reset* Foxkey.

**Note:**

When you hang up, the DTMF mode is automatically deactivated again.

## Making a call on a third-party phone

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

You can activate a third-party 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.

<Function code>



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.



Press the Call key.

⇒ 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.

&lt;Function code&gt;

**Or:**

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. First change the PIN as described in chapter "Changing the PIN", page 71 or use the function code \*47 (see User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder)). If you have forgotten your PIN, your system administrator can reset it to the default setting.

## Paging an internal user using the general bell

You are unable to reach an internal user and thus want to page them.

When general bell is configured in the system, you can search for an internal user using the general bell. The paged person can answer from any phone.

*Menu*Press the *Menu* Foxkey.*Call features*Scroll to *Call features* and press the *Select* Foxkey.*Page*Scroll to *Page* and confirm with the *Ok* Foxkey.

&lt;Phone number&gt;

Enter the phone number of the person to be paged and confirm with the *Ok* Foxkey.

⇒ User is called and receives your phone number.

## Answering a general bell

Via the general bell, you hear either your personal ringing pattern or the general ringing signal. Calls with the general bell as the destination can be signalled visually or acoustically via an external piece of supplementary equipment. The call can be answered on any phone.

Ask your system administrator whether a general bell is set up.

You can answer from any internal phone.

## Supplementary features

### Menu



Press the *Menu* Foxkey.

### Call features



Scroll to *Call features* and press the *Select* Foxkey.

### Pick up



Scroll to *Pick up* and confirm with the *Ok* Foxkey.

### General bell



Scroll to *General bell* and confirm with the *Ok* Foxkey.

<Phone number>



Enter your own phone number and confirm with the *Ok* Foxkey.  
⇒ You are now connected with the person who is trying to reach you.

#### Note:

You can also answer a general bell using the \*/# procedure \*82 (personal ringing pattern) and \*83 (ringing signal).

## Activating/deactivating a discreet ring

You do not want to be disturbed by your phone ringing. However, you do not want to switch off your phone.


Discreet ringing is available on your phone as an alternative to the usual ringing. If discreet ring is activated, the phone rings only once.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring keys", page 80).

### Discreet ring



#### In the idle state:

Press the function key for *Discreet ring*.  
⇒ Discreet call is activated,  is displayed.

## Suppressing your call number from your called party's terminal display

You do not want your call number to appear on the terminal display of a called party in the public network.

You have two possibilities:

- If you never want the phone number to be displayed, set *CLIR Permanent*.
- To suppress your call number display for certain calls only, select the function *CLIR Per call* before dialling your party's call number.

This function must be stored under a Foxkey or a function key (see Chapter "[Configuring keys](#)", page 80).

You can also execute the function with a function code (see User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder)).



**Before the call:**

Press the function key for *CLIR*.

**Notes:**

- CLIR works only with external calls.
- This feature depends on the range of services offered by your provider.

## Tracking a malicious call

You are being threatened or molested by a call. You want to identify the caller.

Using the (*MCID*: Malicious Call Identification) function the provider records the following call data: Your phone number, the caller's phone number, and the date and time of the call.

MCID has to be enabled by your provider. Your provider will inform you about accessing the recorded call data.

This function must be stored under a Foxkey or a function key (see Chapter "[Configuring keys](#)", page 80).



**During a call:**

Press the function key for *MCID*.



After the call do not hang up: press the function key for *MCID* while you hear the busy tone.

## Activating personal call routing

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

If your system administrator has set up a phone number with several phones for you as well as the five call routings (One-number user concept, see chapter "[Purpose and function](#)", page 6), you can specify which of your phones shall signal a call by using the personal call routing. Your system administrator can set up up to 5 call routings. You can only answer a call on phone where the call is signalled. Contact your system administrator for more information.

You can activate a call routing for all phones. If you have not configured a call routing, the default setting (all phones are ringing) is used as standard.

This function can also be stored under a configurable key (see chapter "Configuring keys", page 80).

**Menu**



**Activating personal call routing:**

Press the *Menu* Foxkey.

**Settings**



Scroll to *Settings* and press the *Select* Foxkey.

**General**



Scroll to *General* and press the *Select* Foxkey.

**Pers. call routing**



Scroll to *Personal call routing* and press the *Modify* Foxkey.  
⇒ You are prompted to enter your PIN.

**<Call routing>**



Select the required routing and confirm with the *Ok* Foxkey.  
⇒ Personal call routing is activated.

**Reset**



**To deactivate personal call routing:**

Using *Menu* > *Activated features* > *Reset* you can deactivate the *Personal call routing*.

**<Call routing>**



**Renaming personal call routing:**

Press *Menu* > *Settings* > *General* > *Personal call routing* > *Modify*.

## Activating ring alone

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

When your system administrator has set up a phone number with several phones (One-number user concept, see chapter "Purpose and function", page 6), you can define on which phones a call shall acoustically be signalled using ring alone.

When you have activated ring alone on a phone, the acoustic ringing 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.

**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.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring keys", page 80).

*Ring alone***In the idle state:**

Press the function key for *Ring alone*.

⇒ Ring alone is activated/deactivated.

## Silent intrusion

*Silent intrusion* is a variant of the *Intrusion* function and is used mainly in call centres.

Another user can intrude on your active call and listen in to your conversation without you and your call party noticing. Unlike *Intrusion* you will receive neither a visual nor an acoustic signal. This means you cannot reject *Silent intrusion*. The third user's microphone remains switched off. He can however intrude on the call at any time by enabling his microphone or pressing the *Intrusion* function key.

Your system administrator can allocate this function to a configurable key.

**Notes:**

- *Silent intrusion* has to be enabled. Contact your system administrator for more information.
- *Silent intrusion* 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.

<Phone number>



1. Enter the call number of the user you want.

2. Once the busy tone sounds, press key 4.

⇒ *Silent intrusion* is activated.

## Functions with OpenCount

**OpenCount is a software package used for the call logging management on the communication system. The application can be integrated into your Mitel communication system and enables the logging, the administration, and the analysis of all call and connection data.**

**If a OpenCount<sup>[b]</sup> is integrated in your Mitel communications system, the following additional features are also available on your phone.**

### PIN telephony

The PIN telephony<sup>[b]</sup> is part of 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.

For further information refer to the product-specific OpenCount user's guides on our web-pages ([www.mitel.com](http://www.mitel.com)) or contact your system administrator.

## Functions with Mitel Alarm Server

If a Mitel Alarm Server is integrated in your Mitel communications system, the following additional features are also available on your phone.

### Direct response

Direct response<sup>[b]</sup> is mainly used by nursing staff in the health care sector or in a care facility as well as in all other fields where an Mitel Alarm Server is used.

A patient needs help and presses the alarm button. The Mitel Alarm Server sends a visual (e.g. "Alarm Room 20") and during 10 seconds also an acoustic alarm signalling to the responsible nursing staff's phone. Using the *Direct response* function the nursing staff can set up a call connection to the patient. The patient's phone automatically answers the call in hands-free mode and enables the nursing staff to ask about the patient's condition and to take the appropriate measures.

The use of this feature is subject to the following prerequisites:

#### Staff phone:

Your phone must be capable of signalling alarm signals from the Mitel Alarm Server.

#### Patient phone:

The patient phone must support the *Announcement* function and allow hands-free operation. Both settings have to be activated. If the phone does not support this function, the response procedure is as follows:

- Analogue phones ring in the normal way. The patient himself must answer the call.
- Mitel system phones set up a one-way call connection: as with an announcement the patient hears the nursing staff, but the nursing staff cannot hear the patient. A conversation can only be had once the patient answers the phone.

What happens if a nursing staff is busy or doesn't answer the alarm, or if no connection can be set up depends on the system configuration of the Mitel Alarm Server. Contact your system administrator for more information.

#### Direct response after an alarm has been triggered:

Patient needs help and presses the alarm button.

##### *Direct response*



#### Speaking directly with patients:

Press the *Direct response* Foxkey on the staff phone.

- ⇒ Nursing staff's phone sets up a connection with the patient's phone. Patient's phone automatically answers in hands-free mode.

##### *Confirm*



#### Confirming the alarm:

Press the *Confirm* Foxkey on the staff phone.

- ⇒ The alarm ends and the alarm signal is deleted from the staff phone.



**Ignoring an alarm:**

Press the *Ignore* Foxkey on the staff phone.

⇒ The alarm remains active and the alarm signal is deleted from the staff phone.

**Deleting the alarm:**

You can delete the alarm directly from the alarm button next to the bed.

⇒ The alarm ends and the alarm signal is deleted from the staff phone.

**Direct response without a triggered alarm:**

You can execute the direct response function without the patient having triggered an alarm first. This function must be stored under a function key (see chapter "Configuring keys", page 80).

**Note:**

Direct response is a special variation of the intercom feature (see "Starting an announcement", page 37). The differences are as follows:

- Direct response can only be used with a specifically configured Mitel Alarm Server.
- Direct response can only be triggered using the *Direct response* Foxkey once an alarm is received.

## Hotline Alarm

The hotline alarm<sup>[b]</sup> is mainly used by nursing staff in the health care sector as well as in all other fields where an Mitel Alarm Server is used.

A user needs help and picks up the handset or presses the loudspeaker key. Thereafter, he is automatically routed to the hotline destination number preconfigured in the Mitel Alarm Server, i.e. to the responsible nursing staff. The nursing staff answers the call and is connected with the user seeking help.

**Alarm cancellation delay:** Your system administrator can set a delay (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.

If the hotline destination number (i.e. the nursing staff) is busy, the call is routed according to the system configuration. Contact your system administrator for more information.

Hotline (for internal users):



**User needs help:**

User picks up the handset of his phone or presses the loudspeaker key.

⇒ A connection with the hotline number is automatically set up after 30 seconds or any predefined time without the user having to do anything else.

Hotline (for external users):



**User needs help:**

User presses the alarm button or directly dials the hotline destination number.

⇒ The connection with the Hotline number is set up.

**Note:**

Unlike the hotline feature hotline alarm can only be used with a specifically configured Mitel Alarm Server.

## Setting functions by remote control

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

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

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

The remote control is initiated using a special function code. You can then enter the function commands and function codes.

<Function code>



**Using remote control from a third-party phone:**

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



Press the Call key.

⇒ You hear the acknowledgement tone.



Press the End key.

⇒ The function is activated/deactivated.

**Note:**

The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "[Changing the PIN](#)", page 71 or use the function code \*47 (see User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder)). If you have forgotten your PIN, your system administrator can reset it to the default setting.

## Organisation within the team

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

### Using the Team 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 corresponding Team key lights up; this tells you when a team partner is busy. The Team key flashes to indicate that the team partner is receiving a call.

If, for example, level 3 of the expansion module is activated and the Team key on level 1 receives a call, the call is signalled by the red blinking LED in position 1.

A red LED signals an external call; a green LED, an internal call.

### Calling a team partner

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

Requirement: You have configured a configurable key as a Team key and stored the team partner's phone number under it (see Chapter "[Configuring keys](#)", page 80).



Double-click the Team key for the team partner.

⇒ The team partner is called.

### Substituting for a team partner

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

You can answer the call using the Team key. As soon as you have answered the call, your team partner is free again.

#### **Note:**

Depending on the Team key's configuration, you are immediately connected with your team partner's caller as soon as you pick up the handset (see chapter "[Store a team partner under a key – team key](#)", page 82).



Double-click the Team key for the team partner.

⇒ The team partner is called.

## Line keys

**This section explains the different options provided by your phone, if your system administrator has assigned you one or more configurable keys as Line keys. Line keys turn your phone into a key phone.**

A line has a number which can be used to make an external or internal call. One or usually several phones can be connected to this line, for example, in a travel agent's all the staff assigned to handling Europe as a travel destination. A Line key has an LED to indicate the line's status and lets you answer calls on that line.

If, for example, level 3 of the expansion module is activated and the Line key on level 1 receives a call, the call is signalled by the red blinking LED in position 1.

A red LED signals an external call; a green LED, an internal call.

You are free to choose your own Personal key.

### Answering a call on a Line key

You are called on one or more Line keys. The Line key(s) flash rapidly. You want to answer the call on one of the Line keys.

If you first want to answer a call on a different line key, press the line key to take the call. If you pick up the receiver without pressing a Line key, you are connected with the call on the line with the highest priority.



Double-click the Line key.

⇒ Connection with the line with the highest priority.

**Or:**

1 Press the Line key.

⇒ The line is selected.

2 Pick up the handset.

⇒ Connection with the selected line.

### Making calls using the Line key

You want to make a call via a Line key.

You can make a call via any free Line key. Each Line key has its own phone number; in other words when you make a phone call you transfer the phone number belonging to the active Line key.

The call charges are recorded separately for each Line key.

<Phone number>



Enter the phone number.



Double-click the Line key.  
⇒ The phone number is dialled.

**Note:**

Depending on the configuration of a Line key the caller is called directly in hands-free mode (see chapter "Setting the Response of a Line Key", page 87).

## Park call on Line key

You are connected with your call partner via a Line key and decide to park the call.

You can park your call partner on the current Line key.

*Park*



**Park call:**

Press the *Park* Foxkey.  
⇒ The Line key flashes slowly.



**To retrieve a parked call:**

Double-click the relevant Line key.  
⇒ You are now back through to the parked call partner.

## Switching active lines

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

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



**Parking the call and switching lines:**

Double-click the Line key you want.  
⇒ The active call is parked. The call on the selected line is activated.



**To retrieve a parked call:**

Double-click the relevant Line key.  
⇒ You are now back through to the parked call partner.

**Note:**

You cannot take a call on a line between two other call parties by pressing the corresponding Line key.

# Personalizing your phone

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

- Setting the ringing properties (Audio) ..... 70
- General settings ..... 70
- Protect yourself against calls ..... 73
- Phone Book Management ..... 74
- Configuring voice mail ..... 76
- Configuring presence/presence profile ..... 77
- Configuring keys ..... 80
- Configuring Line Keys ..... 87
- Formulating functions ..... 88

## Setting the ringing properties (Audio)

**This section explains how to set your phone's ringing tone properties.**

### Setting the ringing volume during ringing

You want to adjust the ringing volume.

You can adjust the ringing volume while the phone is ringing.



Shift the audio control for the loudspeaker to the right (louder) or to the left (quieter).

### Setting the audio volume during a call

You want to adjust the microphone and loudspeaker volume during a call.

The new volume will remain stored even after the call is ended.



Shift the audio control for the microphone to the right (louder) or to the left (quieter).



Shift the audio control for the loudspeaker to the right (louder) or to the left (quieter).



Double-click the audio control button to deactivate/activate the microphone during a call.

⇒ Deactivated microphone is displayed with .

### Play alarm melodies

A list of the [Alarm melodies](#) is for listening under [Menu](#) > [Settings](#) > [General](#) > [Alarm melodies](#) available.

## General settings

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

### Selecting the language


The display text is not in the language you want.

You can select a different language. The menu item under which you select your language is marked by an "\*" in front of the word for "language" in the language of your choice, e.g. "\*"Language" for English.


**Note:**


The language setting of the application (not of the menu language) depends on the language setting of the operating system.


- Menu*



Press the *Menu* Foxkey.
- \*Language*



Scroll to *\*Language* and press the *Modify* Foxkey.  
 ⇨ The set language is displayed with .
- <Language>




Select the required language and confirm with the *Ok* Foxkey.  
 ⇨ The display text appears in your selected language.


## Configuring the DTMF mode

You want to decide whether the DTMF mode is to be activated or deactivated as default on your phone.


- Menu*




Press the *Menu* Foxkey.
- Settings*




Scroll to *Settings* and press the *Select* Foxkey.
- General*



Scroll to *General* and press the *Select* Foxkey.
- DTMF*



Scroll to *DTMF* and press the *Modify* Foxkey.
- <DTMF setting>



Activate or deactivate DTMF and confirm with the *Ok* Foxkey.  
 ⇨ The setting is stored.

## Changing the PIN


You want to change the PIN used to lock/unlock your phone (see chapter "Locking your phone", page 50 and "Unlocking your phone", page 50).

The digit combination "0000" is set as default. You can select any 2 to 8-digit combination for your new PIN.


If you have forgotten your PIN, your system administrator can reset it to the default setting. Depending on the system settings the function may not be available.

**Note:**  
Your PIN applies to all your phones.


- Menu*




Press the *Menu* Foxkey.
- Settings*




Scroll to *Settings* and press the *Select* Foxkey.
- General*




Scroll to *General* and press the *Select* Foxkey.
- PIN*




Scroll to *PIN* and press the *Modify* Foxkey.  
⇒ The display shows *Old PIN*.
- <Old PIN>



Enter the old PIN and confirm with the *Ok* Foxkey.  
⇒ The display shows *New PIN*.
- <New PIN>



Enter the new PIN and confirm with the *Ok* Foxkey.  
⇒ The display shows *Confirm*.
- <New PIN>



Enter the new PIN a second time and confirm with the *Ok* Foxkey.  
⇒ The new PIN is stored.

**Notes:**


- For each digit entered, the display shows an "\*".
- You can also change the PIN with function code \*47 (see User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder)).

## Enter the display text for the idle state


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

In addition to the date and time you can enter a personal text for the text displayed in the idle state.

- Menu*





Press the *Menu* Foxkey.
- Settings*




Scroll to *Settings* and press the *Select* Foxkey.

- General*      Scroll to *General* and press the *Select* Foxkey.


- Idle text*      Scroll to *Idle text* and press the *Modify* Foxkey.

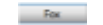

- <Text>      Enter the text and confirm with the *Ok* Foxkey.  
 ⇨ The text is stored.





## Identifying the communication system


This softphone can be connected to different Mitel communication systems. You can verify to which system your softphone is connected to.

- Menu*      Press the *Menu* Foxkey.


- Settings*      Scroll to *Settings* and press the *Select* Foxkey.


- General*      Scroll to *General* and press the *Select* Foxkey.


- Own ID*      Scroll to *Own ID* and press the *Select* Foxkey.  
 ⇨ Name, call number and communication system are displayed.



## Protect yourself against calls

**This sections explains how you can 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 calls.

You can set the settings so that the following functions, where available in your communications system, are not allowed on your phone.

- *Do not disturb*: Incoming calls are automatically forwarded to a specific destination.

- **Call waiting:** You are already making/taking a call. You are notified by a waiting tone and phone number or name in the display that someone else is trying to reach you. You can either answer or reject this second call.
- **Intrusion:** A third participant can intrude into your active call and listen to your conversation.
- **Announcement:** You can address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).
- **Call forwarding:** Incoming calls are forwarded directly to your phone.

Ask your system administrator whether these functions are enabled on the system.

### Menu



Press the **Menu** Foxkey.

### Settings



Scroll to **Settings** and press the **Select** Foxkey.

### Protection



Scroll to **Protection** and press the **Select** Foxkey.

<Protection setting>



Scroll to the required protection settings and press the **Modify** Foxkey.

<Protection setting>



Select the required setting and confirm with the **Ok** Foxkey.  
⇒ The setting is stored.

### Note:

You can deactivate an activated protection using **Menu > Activated features > Foxkey Reset**.

## Phone Book Management

**This section explains how to create a new entry in the phone book and how to edit or delete an entry.**

### Creating a new phone book entry

You want to store your own phone numbers. You can store your own phone numbers in the private phone book.

You may store several phone number entries (business, private, mobile) to one contact. You can specify one of these numbers as the standard call number, the one which is used whenever you do not make a particular selection.

For the communication system (communication server, OIP, Microsoft Outlook, TwiXtel) to identify an external number it is recommended to enter the number in canonical format (+country code (national destination code) call number). Press the **+** key to insert +. You can store the call number in one of the following formats:

- 0-004132655xxxx
- 004132655xxxx
- 9-004132655xxxx
- +41 (32) 655xxxx



Press the phone book key.

*Private contacts*

Scroll to *Private contacts* and press the *Select* Foxkey.



*New*

Press the *New* Foxkey.



*Save*

Enter the contact data (name, business, mobile, private) of the user. Use the navigation key to scroll between the entries. Press the End key if you want to close the entry without saving.



Confirm with the *Save* Foxkey.

⇒ The contact is now stored.

*Default*

**Specifying the default number:**



1. Select the contact you want.
2. Use the right navigation key to open the contact and highlight the call number you want.
3. Specify the selected phone number as default number using the *Default* Foxkey.

## Editing or deleting a phone book entry

You want to modify a phone number stored on your private phone book.

### Note:

You cannot modify entries in other phone books.



Press the phone book key.

*Private contacts*

Scroll to *Private contacts* and press the *Select* Foxkey.



<Entry>



### Changing an entry:

Select the entry you want and press the *Edit* Foxkey.

<Name, phone no.>



Modify the contact data and confirm with the *Ok* Foxkey.

<Entry>



### Deleting an entry:

Select the entry you want and press the *Delete* Foxkey.

⇒ The entry is now deleted.

## Storing the phone number in the phone book from the call list

You want to store a phone number from one of the call lists in your private phone book.

You can add a phone number to an existing contact or create a new contact.

*Menu*



Press the *Menu* Foxkey.

*Call lists*



Scroll to *Call lists* and press the *Select* Foxkey.

<Call list>



Select the call list and the user you want and press the *Save* Foxkey.

<Entry>



### Adding to existing contact:

Press the *Add to exist. contact* Foxkey, select the contact and number type you want and confirm with the *Save* Foxkey.

<Entry>



### Adding new contact:

Press the *Add new contact* Foxkey, select the number type you want and confirm with the *Save* Foxkey.

## Configuring voice mail

**This section explains how to set your voice mail.**

### Managing personal greeting

You have the possibility to record up to 3 different greetings (e.g. for Absent or Vacation). Give each greeting the relevant name.

Depending on the system configuration a caller may or may not be able to leave a message (for the symbols see Chapter "Softphone display symbols", page 17).

If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. Contact your system administrator for more information.



Press the *Menu* Foxkey.



Scroll to *Voice Mail* and press the *Select* Foxkey.



Scroll to *Greetings* and press the *Ok* Foxkey.



#### Renaming greeting:

Select the greeting you want and press the *Edit* Foxkey.

⇒ Give each of your personal greetings the relevant name and confirm with *Ok*.



#### Record the greeting:

Select the greeting you want and press the *Record* Foxkey.

⇒ Now record your personal greeting text.



#### Playback the greeting:

Select the greeting you want and press the *Play* Foxkey.

⇒ You can monitor your personal greeting text and re-record it if necessary.



#### Selecting the greeting:

Select the greeting you want and confirm with the *Ok* Foxkey.

⇒ The announcement last recorded is automatically activated.

#### Notes:

- To find out how to configure call forwarding to your voice mail, refer to the chapter "[Forwarding to voice mail](#)", page 48.
- For further information on voice mail refer to the User Guide Voice Mail Systems on [www.mitel.com/docfinder](http://www.mitel.com/docfinder).

## Configuring presence/presence profile

Do you want to manage your incoming calls taking your current presence status into account (see chapter "[Organizing absences using the presence key](#)", page 44).

You have a choice of 5 presence profiles for controlling 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:

- **Description:** Type in the text to be displayed to other users as detailed information when they poll your presence status (e.g. "meeting until 4 pm"). You can also leave this input field blank.
- **Time/date:**  
Type in 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 chapter "Activating personal call routing", page 59).
  - **Keep settings as is:** Calls are routed according to your settings.
  - **Call routing ID <1...5>:** Your personal call routing number.
- **Call forwarding:** Specify where you want a call to be forwarded to (see chapter "Forwarding calls (Call forwarding)", page 46).
  - **Keep settings as is:** Calls are routed according to your settings.
  - **Call forwarding off:** any configured call forwarding operation is deleted.
  - **User:** a call is channelled to the defined forwarding destination.
  - **Voice mail:** a call is forwarded to voice mail. The greeting to be played back 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 in the chapter "Absence information", page 46.
  - **Standard greeting:** the global greeting is played back to your caller.
  - **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 given in the global greeting and personal greetings.



**To open the presence menu:**

Press the presence key.

**Or:** Press the function key for *Presence menu* (storing function key see the chapter "Store a function under a key – function key", page 81).

**Or:** The presence menu can also be selected using the menu: *Menu > Settings > General > Presence menu*.

⇒ Presence menu is displayed.

*Modify*



**Set the function key for presence profile:**

1. Open the presence menu, scroll to the profile you want and press the *Modify* Foxkey.

2. Make the setting you want and confirm with the *Ok* Foxkey.

⇒ Presence profile is changed.

*Modify*



**To change the presence profile:**

1. Open the presence menu, scroll to the profile you want and press the *Modify* Foxkey.

2. Make the setting you want and confirm with the *Ok* Foxkey.

⇒ Presence profile is changed.

**Note:**

After you have changed and saved the active presence profile you have to temporarily select another presence profile and then reactivate the presence profile you want in order to have the settings applied.

## Configuring keys

This section explains how to assign phone numbers and functions to a Foxkey or configurable key.

### Available keys

You can select the following keys for configuration purposes:

- **Presence key:** Preconfigured as presence menu. You can also store call numbers and functions. The key assignment is retrievable at any time.
- **Foxkeys:** You can also store call numbers or functions on a Foxkey. The key assignment is retrievable in the idle position only.
- **Configurable Keys:** You can also store call numbers or functions on a configurable key. The key assignment is retrievable at any time.

You can assign each key with a specific action type so you can trigger a particular action by simply pressing that key. Choice available:

- **Number key:** To store the phone number
- **Function key:** Activate/deactivate or execute a function
- **Team key:** Organisation within the team
- **Line key:** Setting up a key phone (Line keys must be set up by your system administrator).

You can modify the size and colour of a configurable key via [Expansion key module](#) > context menu [Key size](#) or [Expansion key module](#) > context menu [Colour](#).

### Store a phone number under a key – number key

You want to retrieve a frequently used phone number with a single keystroke rather than enter it digit by digit.

On each Foxkey or configurable key on the expansion key module, you can store a phone number with associated name. The key automatically becomes a number key.

The system administrator can disable any possibility of modifying the configuration of a key that has already been configured.



#### To store a phone number under the Foxkey:

Press the [Menu](#) Foxkey.

Scroll to [Settings](#) and press the [Select](#) Foxkey.

**Keys > Foxkey**



Scroll to **Keys > Foxkey > Select** and press the Foxkey you want.  
 ⇨ Display shows choice of key types.

**Number key**



Scroll to **Number key** and press the **Select** Foxkey.  
 Enter phone number and name and confirm with the **Ok** Foxkey.  
 ⇨ The phone number is now stored.



Open the context menu in the phone window and select **Expansion key module**.  
 Select the level you want, right-click to open the context menu and select **Add key** or **Configure**.  
 ⇨ Display shows choice of key types.

**Number key**



Scroll to **Number key** and press the **Select** Foxkey.  
 Enter phone number and name and confirm with the **Ok** Foxkey.

## Store a function under a key – function key

You want to retrieve a frequently used function - for example "call forwarding on no reply" - using a single keystroke rather than having to enter it by hand. Usually the function is assigned so that you:

The LED indicates the status of the key:

- Red: Function is activated.
- Green: Function is deactivated.

### Storing a function under a key (from a predefined selection of functions):

**Menu**



**Storing a function under the Foxkey:**  
 Press the **Menu** Foxkey.

**Settings**



Scroll to **Settings** and press the **Select** Foxkey.

**Keys > Foxkey**



Scroll to **Keys > Foxkey > Select** and press the Foxkey you want.  
 ⇨ Display shows choice of key types.

**Function key**



Scroll to **Function key** and press the **Select** Foxkey.  
 ⇨ The currently set function is displayed with ✓.

**<Function>**



Select the function you want and press the **Select** Foxkey.  
 ⇨ The further prompting depends on the function (see Chapter "Supplementary features", page 29). Once you have made all the settings, the function is stored under the key.

### Storing a function under a key (from a predefined selection of functions):



Open the context menu in the phone window and select *Expansion key module*.

Select the level you want, right-click to open the context menu and select *Add key* or *Configure*.

⇒ Display shows choice of key types.

#### Function key



Scroll to *Function key* and press the *Select* Foxkey.

⇒ The currently set function is displayed with ✓.

<Function>



Select the function you want and press the *Select* Foxkey.

⇒ The further prompting depends on the function (see Chapter "Supplementary features", page 29). Once you have made all the settings, the function is stored under the key.

#### Notes:

- The selection of functions can be found in the chapter "Function selection for configurable key", page 84.
- In addition to the large number of predefined functions you can also write your own function. For more information please refer to the chapter "Function commands, function codes", page 88.

### Store a team partner under a key – team key

Together with other members you wish to organise yourself into a team so that on the one hand you can always be reached as a team and, on the other, to ensure mutual substitution. You can configure a configurable key as a Team key and then assign it to a team partner. One team key is configured for each team member, allowing you:

- to call one another with a single keystroke;
- to answer an incoming call for another team member with a single keystroke;
- and to select whether the flashing team key should be complemented by a ringing tone whenever a team partner is called. You can configure a ringing delay for the ringing tone;
- to choose between answering directly using automatic hands-free operation, picking up the handset, and pressing the Team key.

The following audio settings are possible: *Ring, Melody, Speed, Answer*.

#### Notes:

- A Team key can only be allocated to a configurable key.
- To find out how to use a Team key, refer to the Chapter "Using the Team key", page 66.



Open the context menu in the phone window and select *Expansion key module*.

Select the level you want, right-click to open the context menu and select *Add key* or *Configure*.

⇒ Display shows choice of key types.

### Team key



Scroll to *Team key* and press the *Select* Foxkey.

<Call number, name>



Entering or editing phone number. If the user is stored in the system, the name is automatically entered. Confirm with the *Ok* Foxkey.

⇒ The display shows the properties with which you can configure the team key.

<Audio setting>



### Set the Audio settings:

Scroll to the required audio settings and press the *Modify* Foxkey. Select the required setting and confirm with the *Ok* Foxkey.

⇒ The setting is stored.

### Setting possibilities for ringing:

- *Off* for no ringing tone, *On* for instant ringing tone *After10s*, *After20s* and ringing tone *After30s* and confirm with *Ok* Foxkey.
- You can listen to each setting using the *Test* Foxkey.

### Answer



### Setting the answering mode:

Scroll to *Answer* and press the *Modify* Foxkey.

Select the required setting and confirm with the *Ok* Foxkey.

⇒ The setting is stored.

### Setting possibilities for answering:

*Key* to answer the call by pressing the Team key, *Handset* to answer by picking up the handset, and *Hands-free* to answer automatically with hands-free.

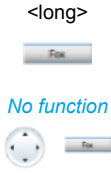
### Notes:

- The *Handset* and *Hands-free* settings only work when the ringing signal is activated.
- If you select answer using *Handset* or *Hands-free*, you must also specify the *Priority*, with 1 being the highest priority, and 8 the lowest:

## Clearing a key

You want to clear the assignment made to a configurable key.

Select the function *No function* to delete the function key assignment.



### To clear the Foxkey:

Press the Foxkey with a long keystroke.

⇒ The display shows the key type.

Scroll to *No function* and confirm with the *Ok* Foxkey.

⇒ The key configuration is cleared.



### To clear a configurable key:

Open the context menu in the phone window and select *Expansion key module*.

Select the level you want, right-click to open the context menu and select *Configure*.

⇒ Display shows choice of key types.

Scroll to *No function* and confirm with the *Ok* Foxkey.

⇒ The key configuration is cleared.

## Function selection for configurable key

This section contains a list of all the functions you can store under a configurable key via the menu. Contact your system administrator for more information.

More information on how to store functions under a configurable key using function commands and function code can be found in chapter "Formulating functions", page 88.

Function	Description
<i>No function</i>	Select this function to delete the function key assignment.
<i>Call Forwarding</i>	With this function you forward incoming calls directly to a different destination. For further information refer to chapter " <u>Forwarding calls (Call forwarding)</u> ", page 46.
<i>Call forwarding if busy</i>	With this function you forward incoming calls directly to a different destination if you are busy. For further information refer to chapter " <u>Forwarding calls (Call forwarding)</u> ", page 46.
<i>Call Forwarding on No Reply</i>	With this function you forward incoming calls you receive on your phone to another destination. For further information refer to chapter " <u>Forwarding a Call on No Reply (CFNR)</u> ", page 47.
<i>Switch group x</i>	This function lets you route calls and functions via switch groups. Each switch group has three switching positions. The default position is 1.

Function	Description
<i>Control output</i>	You can control external electric equipment or installations using control outputs. For example you can use your phone to open and close electric gates or to switch the lights on or off throughout a building.
<i>Welcome announcement</i>	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again.
<i>Protection</i>	This function protects you against Call Waiting and Announcement. For further information refer to chapter " <a href="#">Activating protection against call types</a> ", page 73.
<i>Remote maintenance</i>	This function lets you set remote maintenance access to your phone on a one-off basis or permanently.
<i>MCID</i>	This function lets you track and record a malicious call. For further information refer to chapter " <a href="#">Tracking a malicious call</a> ", page 59.
<i>Agent</i>	The call routing of calls in the queue can be controlled using an agent.
<i>User group</i>	In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
<i>Home alone</i>	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.
<i>Free configurable</i>	You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a key. For further information refer to chapter " <a href="#">Formulating functions</a> ", page 88.
<i>CLIR</i>	This function lets you prevent your call number from being displayed to the caller. For further information refer to chapter " <a href="#">Suppressing your call number from your called party's terminal display</a> ", page 58.
<i>Deflect</i>	This function lets you deflect an incoming call to another user. For further information refer to chapter " <a href="#">Deflect a call during the ringing phase</a> ", page 35.
<i>Park</i>	With this function you put your call partner on hold without using a phone line as a result. For further information refer to chapter " <a href="#">Parking a call partner</a> ", page 42.
<i>Do not disturb</i>	With this function incoming calls are automatically forwarded to a specific destination. For further information refer to chapter " <a href="#">Activating protection against call types</a> ", page 73.

Function	Description
<i>Discreet ring</i>	With this function the phone rings only once. For further information refer to chapter " <a href="#">Activating/deactivating a discreet ring</a> ", page 58.
<i>Voice mail greeting</i>	This function allows you to activate/deactivate the greeting you want. For further information refer to chapter " <a href="#">Managing personal greeting</a> ", page 76.
<i>Ring alone</i>	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept). For further information refer to chapter " <a href="#">Activating ring alone</a> ", page 60.
<i>Personal call routing</i>	This function lets you specify where incoming calls are routed to (as part of the one-number user concept). For further information refer to chapter " <a href="#">Activating personal call routing</a> ", page 59.
<i>Personal call routing menu</i>	Menu for selecting the personal call routing. For further information refer to chapter " <a href="#">Activating personal call routing</a> ", page 59.
<i>Activate/deactivate ring tone</i>	With this function the phone does not ring. For further information refer to chapter " <a href="#">Setting the ringing properties (Audio)</a> ", page 70.
<i>Fast take</i> (Pick up a Call)	You can take an incoming call or an active call from another phone to your phone. <i>Fast Take</i> must be enabled. Contact your system administrator for more information.
<i>Presence menu</i>	Menu for selecting a presence profile. For further information refer to chapter " <a href="#">Organizing absences using the presence key</a> ", page 44.
<i>Presence profile</i>	This function allows you to activate/deactivate a presence profile. For further information refer to chapter " <a href="#">Organizing absences using the presence key</a> ", page 44.
<i>Call recording</i>	This function allows you to record an active call. The recordings are stored in your individual e-mailbox only. For further information refer to chapter " <a href="#">Recording a call</a> ", page 42.
<i>Direct response</i>	This function allows you to set up a call connection to a patient in hands-free mode. For further information refer to chapter " <a href="#">Direct response</a> ", page 63.
<i>PIN call</i>	Independently of the phone, you can, for a fee, make external calls. The credit may be limited. For further information refer to chapter " <a href="#">PIN telephony</a> ", page 62.
<i>PIN call rebook</i>	You can charge the charges and call information of your outgoing and incoming calls to certain projects. For further information refer to chapter " <a href="#">PIN telephony</a> ", page 62.

## Configuring Line Keys

This section explains how to adapt your Line key settings to suit your personal requirements.

Your system administrator will determine whether your phone has Line keys.

### Setting the Response of a Line Key

You want to set the response of a line key.

You can choose whether you also want a ringing signal in addition to the flashing Line key when you receive a call on a Line key. You can configure a ringing delay for the ringing tone.

The following audio settings are possible: *Ring*, *Melody*, *Speed*, *Answer*.

#### Notes:

- A Line key can only be allocated to a configurable key.
- To find out how to use a line key, refer to the Chapter ["Line keys"](#), page 67.



#### Note:

The Personal key is also treated as a line key.

Open the context menu in the phone window and select *Expansion key module*.

Select the level you want, right-click to open the context menu and select *Add key* or *Configure*.

⇒ The display shows the Line key and the properties with which you can configure the Line key.

*Line key*



Scroll to *Line key* and press the *Select* Foxkey.

<Audio setting>



#### Set the Audio settings:

Scroll to the required audio settings and press the *Modify* Foxkey. Select the required setting and confirm with the *Ok* Foxkey.

⇒ The setting is stored.

#### Setting possibilities for ringing:

- *Off* for no ringing tone, *On* for instant ringing tone *After10s*, *After20s* and ringing tone *After30s* and confirm with *Ok* Foxkey.
- You can listen to each setting using the *Test* Foxkey.

*Answer*



**Setting the answering mode:**

Scroll to *Answer* and press the *Modify* Foxkey.

Select the required setting and confirm with the *Ok* Foxkey.

⇒ The setting is stored.

**Setting possibilities for answering:**

*Key* to answer the call by pressing the line key, *Handset* to answer by picking up the handset, and *Hands-free* to answer automatically with hands-free.

**Notes:**

- The *Handset* and *Hands-free* settings only work when the ringing signal is activated.
- If you select answer using *Handset* or *Hands-free*, you must also specify the *Priority*, with 1 being the highest priority, and 8 the lowest.

## Formulating functions

**This section explains how to activate an individual function, for example call forwarding unconditional, with the aid of function commands and function codes and how to assign it to a key.**

### Function commands, function codes

You can use the predefined selection to allocate functions to a configurable key (see chapter "Store a function under a key – function key", page 81). You can also write your own functions using function commands and function codes (select *Free configurable* function). The function commands are listed here; the function codes can be found in the User's Guide User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder)

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.

The following function commands are available:	
"A"	Seize line with highest priority
"I"	Seize line
"H"	Seize line in hands-free mode
"X"	Disconnect
"P"	Pause 1 second before the next operation
"N"	Use the phone number entered in call preparation
."	Control key function (up-circuit system)
"Z"	Activate/deactivate DTMF mode

"R"	Use the phone number last dialed
"Y"	Disconnect and reseize the line

<b>Other formulation examples:</b>	
"IR"	Seize line ("I"), Dial phone number last dialed ("R")
"I201"	Seize line ("I") and dial phone number 201
"I*21201X"	Seize line ("I"), activate call forwarding unconditional ("*21") to phone number 201, disconnect ("X")

**Formulating a function code and storing it under a key (example: "Activate presence status"):**

<long>



Keep the key you want pressed down for approx. 2 seconds.

**Or:**

The keys are also available via the menu: *Menu > Settings > Keys > Key/Foxkey.*

*Free configurable*



1. Function key > select function *Free configurable.*
2. Type in a name: e.g. "Absent" or use a standard name.
3. Type in the first number: I\*27118002311#.
  - I = Seize line
  - \*27 = function code for activate presence status
  - 1 = presence profile 1 (absent)
  - 1800 / 2311 = time and date until which you are absent
4. Type in the second number: I#27.
  - I = Seize line
  - #27 = function code for deactivate presence status
5. Press the *Save* Foxkey.
  - ⇒ Key assignment is stored.

**Notes:**

- Functions that are not available via the menu can be activated using function codes (see User Guide Function Codes on [www.mitel.com/docfinder](http://www.mitel.com/docfinder)).
- You can only activate certain function codes if the same function cannot be obtained via the menu.
- The availability of certain function code may be restricted depending on the system and software version.

# Further information

The following sections contain more useful information about your phone.

Troubleshooting ..... 91

Communication system and software versions..... 92

## Troubleshooting

This section contains a few tips on how to operate your softphone if you encounter any problems.

### Malfunctions

**Your call partner cannot hear you or you cannot hear your call partner**

Make sure the media device is correctly connected (see chapter "[Settings - Audio](#)", page 22).

**Handset off-hook, no dialling tone, no display**

Make sure all necessary settings have been made (see chapter "[Setting up the MiVoice 2380 IP softphone](#)", page 22).

**The display reads: "Trying to register"**

The telephone cannot be registered. Contact your system administrator for more information.

**Display is working, but connection is not possible**

Your softphone may be locked. Unlock your softphone (see Chapter "[Unlocking your phone](#)", page 50).

**Freely configurable keys cannot be configured**

The configuration may be locked. Unlock your softphone (see Chapter "[Unlocking your phone](#)", page 50).

The key for a reconfiguration may be locked in the system. Contact your system administrator for more information.

**Phone calls can be made, but no names are displayed; the key configuration is missing, and the phone does not respond to function commands**

Restricted mode following a software update without update licence.

**Note:**

For all other messages, faults and questions you may have, contact your system administrator.

## Communication system and software versions

**You want to activate a feature described in these instructions but the system will not let you.**

Some communication systems or software versions do not support all the features. The corresponding text sections are identified by a letter inside square brackets [a]. The list below indicates which system versions support the relevant features. Contact your system administrator for more information.

	R2.0	R3.0						
[a]	X							
[b]	X	X						
[c]								
[d]								

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## MITEL SCHWEIZ AG, SOLOTHURN

hereby declares that the MiVoice Office 400 products

- conform to the basic requirements and other relevant stipulations of Directive 1999/5/EC.
- are manufactured in conformity with RoHS according to 2011/65/EU.

The product-specific declarations of conformity can be found on the Mitel document portal:

[www.mitel.com/docfinder](http://www.mitel.com/docfinder).