



A MITEL
PRODUCT
GUIDE

MiVoice Office 400

Mitel 6970 SIP Phone User Guide

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Contents

1 Welcome.....	1
2 Information about the MiVoice Office400 communication system.....	4
3 Keys, display, and menu guidance.....	5
3.1 Key designations and sockets.....	5
3.2 Display symbols.....	10
3.3 Operating your phone.....	15
3.4 Accessory support.....	21
4 Phoning.....	24
4.1 Making calls.....	24
4.2 Initiating calls.....	26
4.3 Using functions before/while in a call.....	34
4.4 Using further functions.....	48
4.5 Overview of available functions.....	53
4.6 Organizing absences from the desk.....	61
4.7 Operating call lists and voice messages.....	66
4.8 Operating system events.....	70
4.9 Organization within the team (busy lamp field).....	71
4.10 Line keys on a key telephone.....	75
4.11 Using functions with Mitel OpenCount.....	76
4.12 Setting functions by remote control.....	77
5 Personalizing your phone.....	79
5.1 Configuring the display.....	79
5.2 Configuring the audio properties.....	80
5.3 Configuring general phone settings.....	82
5.4 Protecting yourself against calls.....	86
5.5 Phone book management.....	86
5.6 Configuring voice mail.....	87
5.7 Configuring presence profile.....	89
5.8 Configuring keys.....	92
6 Product and safety information.....	95
6.1 Safety information.....	95
6.2 Product information.....	95

6.3 Data protection.....	96
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Welcome...

1

Welcome to the user guide for the desk phones Mitel 6970 SIP for MiVoice Office 400 communication systems.

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

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

Note:

- Not all listed functions are available by default. Contact your system administrator to learn more about the available features and services in the MiVoice Office400 communication system.
- Your system administrator has the option to individually set some of the phone's features. In this case your default values will differ from the default values described in this user's guide.
- Some functions are offered both from the MiVoice Office400 communication system and locally from your Mitel SIP phone. Because the MiVoice Office400communication system does not fully support local functions, we recommend that you always have your system administrator do the configuration work or use the Self Service Portal yourself (see the chapter ["MiVoice Office 400 Self Service Portal"](#)).

Safety information

Failure to observe the below guidelines can be hazardous and can infringe on existing laws.

	Connections and power supply Always plug the phone cable connectors into the appropriate sockets. The device is exclusively powered via PoE. Do not modify the connections in any way.
	The device will be inoperable when the mains power for the communication system fails.

	Maintenance • Make sure all installation and repair work is carried out by a specially qualified technician. • Always use a soft, moistened, or anti static cloth to clean your device. Do not use chemicals or other chemical products.
	Touch screen Observe the following rules when you are cleaning the screen: • Do not touch the screen with sharp or abrading objects (e.g. a pen or a screwdriver). • Always use a soft, moistened, or anti static cloth to clean the screen. Do not use chemicals or other chemical products. • Avoid spilling fluid over the surface or seeping of fluid under the edges of the touch screen.
	Cost control and data protection You should protect your phone with a PIN so that no one can make phone calls at your expense. A code will also protect your personal settings.
 	Ambient conditions • Operate the device only in a temperature range of +5°C to approx. +40°C. • Avoid direct sunlight and other sources of heat. • Protect your device against moisture, excessive dust, corrosive liquids, and steam. • Do not expose your device to electromagnetic fields (for example: electric motors, household appliances). The speech quality could be affected.
	Disposal Be sure to dispose of your device, batteries and its packaging in an environmentally compatible way. Electrical equipment does not belong in domestic waste. Deposit it at a return center.



Accessories

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

Information about the MiVoice Office400 communication system

2

One-number user concept

Your system administrator can set up several phones for you, all of which have 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 phones you use to make your calls. The advantage is that callers can reach you by using the same phone number, wherever you happen to be.

With personal call routing, you can define to which phone (or phones) incoming calls must be routed (see the chapter ["Activating personal call routing"](#)).

Some of the benefits of the one-number user concept are:

- With Ring Alone, you can choose which phone calls are signaled acoustically (see the chapter ["Activating Ring Alone"](#)).
- Your system administrator can set whether you are busy for further incoming calls (indicate to the caller that you are busy if you are on another call).
- You can make outgoing calls using the other terminals while you are already on a call.
- Call lists and contacts stored on the MiVoice Office400communication system are available on all your phones and are automatically synchronized.
- An announcement is made on all phones that support announcements.
- Fast Take (*88) allows you to receive an incoming call on any of the phones while you are already on a call on another phone.

MiVoice Office400Self Service Portal

The Self Service Portal is a web-based application for phones on a MiVoice Office400communication system. The Self Service Portal helps you configure and modify your personal phone settings (for example: key configurations, labels for configurable keys, display language, and so on) directly and autonomously using your PC.

After you receive your user account details for the Self Service Portal from your system administrator and after you log on to the portal, the home page displays an overview of all your phones. See the Self Service Portal online help for further information about specific topics.

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

Keys, display, and menu guidance

3

This chapter contains the following sections:

- [Key designations and sockets](#)
- [Display symbols](#)
- [Operating your phone](#)
- [Accessory support](#)

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

[Key designations and sockets](#)

[Display symbols](#)

[Operating your phone](#)

[Accessory support](#)

3.1 Key designations and sockets

The following figure shows the keys on the 6970 SIP phone.

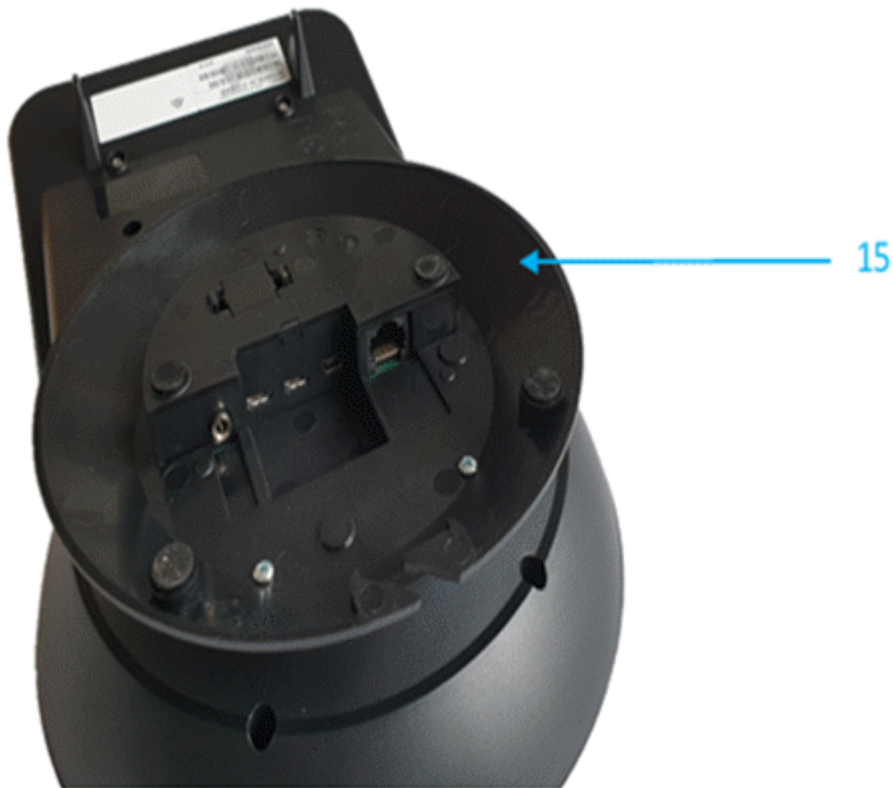
Figure 1: Mitel 6970 SIP Phone



Figure 2: Mitel 6970 SIP Phone speaker



Figure 3: Mitel 6970 SIP Phone Rear view



The following table describes the keys on the phone with reference to the figure:

No.	Key icon	Key name	Description and Usage
1		Status Bar	
2		LCD Screen	Color screen: • top left: line number, name. • top right: status display (displays symbols). • bottom right: status notifications. • Middle: Display, depends on phone status.

3		Hide Dialpad	Hide the dialpad.
4		Dialpad	Dialpad to dial an extension manually.
5		Lower softkeys S1-S30 (touch screen)	Six freely configurable keys on which a total of 30 functions or call numbers can be configured. Default functions are automatically set by the MiVoice Office400communication system. You can configure additional functions. If more than six functions or call numbers are configured, the sixth key is used to switch levels. The next levels give access to functions or call numbers on keys on or above key six. The color of the key indicates the functional state.
6		End key	• Ending a call. • Back to display in idle state. • Exiting editor without changes.
7		Directory lookup	Calling up the directory lookup.
8		Show/Hide Dialpad	Opens and closes the dialpad to dial an extension manually.

9		Mute key	Muting the microphone so that the caller cannot hear you (the LED beside the key turns on when the microphone is on mute).
10		Volume Up/Volume Down	Adjusts the volume for the ringer and the speakerphone
11		Hash key	Entering # or special characters.
12		Asterisk key	Entering * or space.
13		Alphanumeric keys (A-Z, a-z, 0-9)	Entering characters and digits.
14		Speaker	
15		Rear: • Connection for power supply. • Connection for USB 2.0. • Two ports for optional external microphones underneath the unit.	

3.2 Display symbols

	Status bar
	Missed calls
	New voice message

	If there are more than nine missed calls, the number of missed calls are displayed as exclamation mark. The exclamation mark is also displayed in special circumstances, for example, if there is a voice mail message or a notification / call back request.
	Headset connected
	Unconditional call forwarding activated
	Do not disturb (if busy)
	Mobile phone connected
	Call recording activated
	Presence state: Available (default)
	Presence state: Meeting
	Presence state: Absent
	Presence state: Busy
	Presence state: Not available
	Phone locked

	Call connection states, information (main window)
	Phone in dial mode
	Incoming call
	Call connected
	Outgoing call
	Call on hold
	Active conference
	More keys available
	Voice message unread
	Voice message retrieved
	Voice Mail mode: Recording allowed
	• Data/voice encryption • Voice Mail mode: Recording not allowed

	Presence state
	Available (default)
	Meeting
	Absent
	Busy
	Not available

	Settings menu
	Language
	Time and Date
	Settings
	Time Zone
	Set Date and Time
	Directory

	Lock
	Password
	Phone lock
	Status
	Audio
	Audio Mode
	Headset
	Ring Tones
	Tone Set
	Display
	Live Dialpad
	Restart
	Settings under the menu item <i>Advanced</i> are protected by a password and are reserved for your system administrator.

3.3 Operating your phone

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

Overview system menu

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

	MiVoice Office400 System menu
1.	<i>System events</i>
2.	<i>Call lists</i>
3.	<i>Directory Lookup</i>
4.	<i>Voice Mail</i>
5.	<i>Call forwarding</i>
6.	<i>Presence</i>
7.	<i>Personal call routing</i>
8.	<i>Phone lock</i>
9.	<i>Change PIN</i>
10.	<i>Alarm melodies</i>
11.	<i>Software Version</i>

	• The <i>System events</i> option appears only when there is a new system events for your phone. • Few options may or may not appear in the System menu depending on the configuration done by your system administrator in the MiVoice Office400communication server.
--	---

Using softkeys

Softkeys are the keys that are automatically configured with context-dependent functions by the MiVoice Office400communications system. Keys are directly labelled with the function. The softkeys are set to the most commonly used functions, with one softkey always being the More key () when more than six softkeys are configured. The More key is needed to switch between the key levels. The number of dots indicates the number of levels as well as on which level you currently are.

A menu can have several sub-menus. Press the displayed softkey to access the sub-menu or the selection of available editing options or to carry out an action.

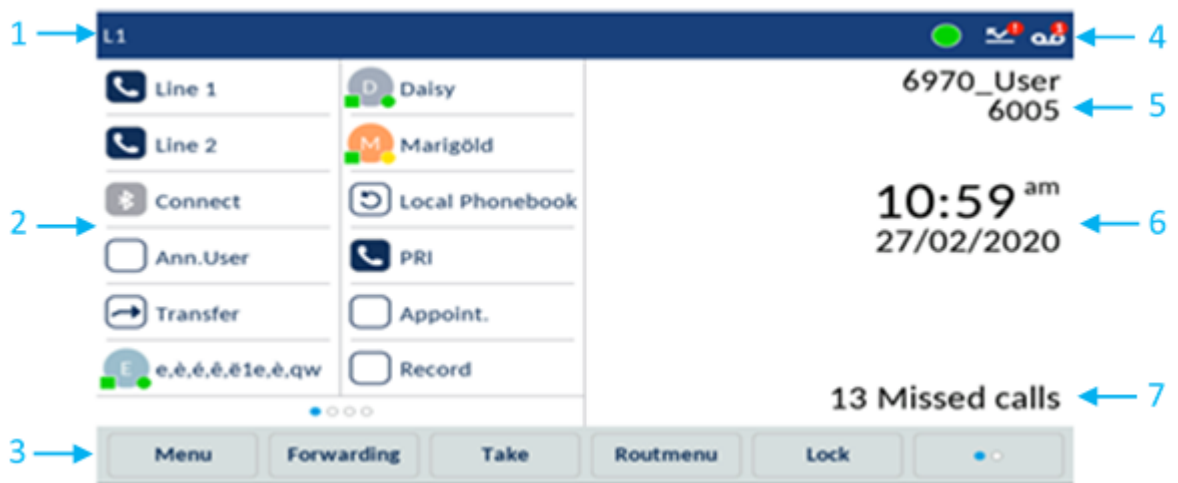
Operating the touch screen

You operate the touch screen as follows:

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

Note:

See the chapter "[Safety information](#)", for information about how to care for your touch screen.



No.		Description
1	Line	Display of the current line.
2	Top softkeys T1-T48	12 freely configurable keys that can be set to a total of 48 functions, call numbers, operator keys, room keys, or busy lamp fields. The color of the keys indicates the functional state.
3	Bottom softkeys S1-S30	Six freely configurable keys that can be set to a total of 30 functions or call numbers, or which are automatically set by the MiVoice Office400 communication system to context-dependent functions. The color of the key indicates the functional state.
4	Status line	Displays information about phone status.
5	Phone number/name	Displays phone number and name.
6	Date/time	Displays date and time.

7	Status notifications	Displays information about the state of the phone; for example, call forwarding, missed calls, voice mail, and much more.
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Free configurable keys

Your phone is equipped with freely configurable keys. Popular functions are set for a specific configurable key by default by your system administrator (see ["Function key configuration \(default key setting\) - Overview"](#)). The remaining configurable keys can be configured with a specific action type: Call number, function, KT line, busy lamp field. The KT lines and the busy lamp fields can be configured only on the top softkeys.

After you have configured all keys than are displayed, the More key () will appear. The number of dots indicates the number of levels as well as the relative position. Press the More key in order to switch from one level to another.

The key configuration is not made directly on the phone. Available options for setting for key configurations are:

- **MiVoice Office400 communication system:** The configuration is made by your system administrator in the communication system.
- **Self Service Portal:** You can use the Self Service Portal (see the chapter ["MiVoice Office 400 Self Service Portal"](#)) where you can configure, change, or delete the keys.

For more information about freely configurable keys, see the chapter ["Configuring keys"](#).

Note:

A key that you have configured locally on your phone cannot be displayed or overwritten in the Self Service Portal. Therefore, always configure your keys using the Self Service Portal of the MiVoice Office400 communication server.

Function key configuration (default key setting)- Overview

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

Function key	Mitel6970SIP	Mitel 6970 SIP if defined as free seating phone
--------------	--------------	---

Key T1	Personal Line 1	Personal Line 1
Key T2	Personal Line 2	Personal Line 2
Key T3-T48	Empty	Empty
Key S1	System menu	System menu
Key S2	Call forwarding menu	Free seating: Log in/out
Key S3	Take (pick up own call)	Request a callback
Key S4	Call routing menu	Empty
Key S5	Phone lock on/off	Empty
Key S6	Request a callback	Empty
Key S7-S30	Empty	Empty
Settings key	Allows access to the local phone settings	Phone settings

Overview of alphanumeric keypad

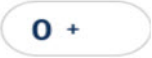
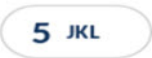
The numeric keypad has a dialpad with digits from 0 through 9, a * key, and a # key. Of these, keys 2 through 9 contain letters of the alphabet. These dialpad keys can be used for entering digits, password, text, and special characters, and also for quickdial. You can use the alphanumeric keyboard to dial a phone number to make a call and to press keys as required by an Interactive Voice Response (IVR) system. Press the relevant key repeatedly until the character you want is displayed.¹

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

	Upper case	Lower case
--	-------------------	-------------------

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

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

	0	0
	1 .,:;=_,-'&()[]\$!	1 .,:;=_,-'&()[]\$!
	A B C 2 Ä Á À Ã Ä Å Æ Ç A B В Г	a b c 2 ä á à å æ ç a б в г
	D E F 3 É Ê Ë Ì Í Î Ï Ñ Ò Ó Ô Õ Ö Ø Ù Ú Û Ü Ý Þ ß à á â ã ä å æ ç è é ê ë ì í î ï ñ ò ó ô õ ö ø ù ú û ü ý þ ß	d e f 3 é ê ë ì í î ï ñ ò ó ô õ ö ø ù ú û ü ý þ ß
	G H I 4 Í Î Ï Ñ Ò Ó Ô Õ Ö Ø Ù Ú Û Ü Ý Þ ß à á â ã ä å æ ç è é ê ë ì í î ï ñ ò ó ô õ ö ø ù ú û ü ý þ ß	g h i 4 í î ï ñ ò ó ô õ ö ø ù ú û ü ý þ ß
	J K L 5 M N O P Q R S T U V W X Y Z 9 Ъ Ы Ю Я	j k l 5 m n o p q r s t u v w x y z 9 ъ ы ю я
	M N O 6 Ñ Ò Ó Ô Õ Ö Ø Ù Ú Û Ü Ý Þ ß à á â ã ä å æ ç è é ê ë ì í î ï ñ ò ó ô õ ö ø ù ú û ü ý þ ß	m n o 6 ñ ò ó ô õ ö ø ù ú û ü ý þ ß
	P Q R S 7 Ъ Ы Ю Я	p q r s 7 ъ ы ю я
	T U V 8 Ù Ú Û Ü Ý Þ ß à á â ã ä å æ ç è é ê ë ì í î ï ñ ò ó ô õ ö ø ù ú û ü ý þ ß	t u v 8 ù ú û ü ý þ ß
	W X Y Z 9 Ъ Ы Ю Я	w x y z 9 ъ ы ю я
	* <Space>	* <Space>
	# / \ @	# / \ @

In addition to an onscreen alphanumeric keypad, your phone offers an on-screen keyboard for entering digits, letters of the alphabet, and some special characters.

Note:

That when the on-screen keyboard is displayed, the softkeys on the phone are not visible. Exit the on-screen keyboard to access the softkeys on the phone.

LED overview

	LEDs:	
	State	Description
	Lit	Active call
	Lit	Active call muted

3.4 Accessory support

Mitel Wireless LAN Adapter

Corded extension microphones

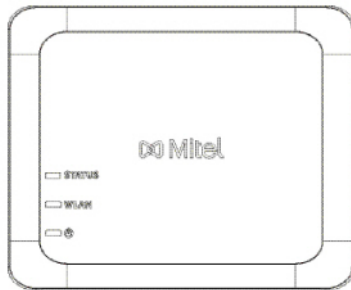
The Mitel Wireless LAN Adapter is a wireless bridge that can add wireless connectivity functionality to your phone. It allows your Ethernet-enabled phone to join a secure, high-speed network. It is software transparent, which means that in order to use the adapter, no changes to drivers, management tools,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

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

- Adds robust, secure wireless capabilities to Ethernet devices: The Mitel Wireless LAN Adapter enables any Ethernet device to become an 802.11a/b/g/n dual band wireless network device, so that the device can be operational anywhere in your premises.
- Dual band IEEE 802.11a/b/g/n support: The adapter is designed to communicate in the 2.4-GHz and 5-GHz bands. Radio interference encountered in the commonly used 2.4-GHz band can be avoided by using the 5-GHz band.
- Gigabit Ethernet support: The wired LAN port supports 10/100/1000BASE-T (auto-recognition).
- Simple to set up and use: It is easy to set up the adapter using the enclosed network setup cable. No special drivers or software are required.

- Enterprise security: The Mitel Wireless LAN Adapter supports the following security functions:
 - WEP (64 Bit/128 Bit)
 - WPA-PSK (TKIP/AES)
 - WPA2-PSK (AES)
 - IEEE 802.1X EAP-PEAP, EAP-TLS, EAP-TTLS, EAP-FAST, EAP-LEAP

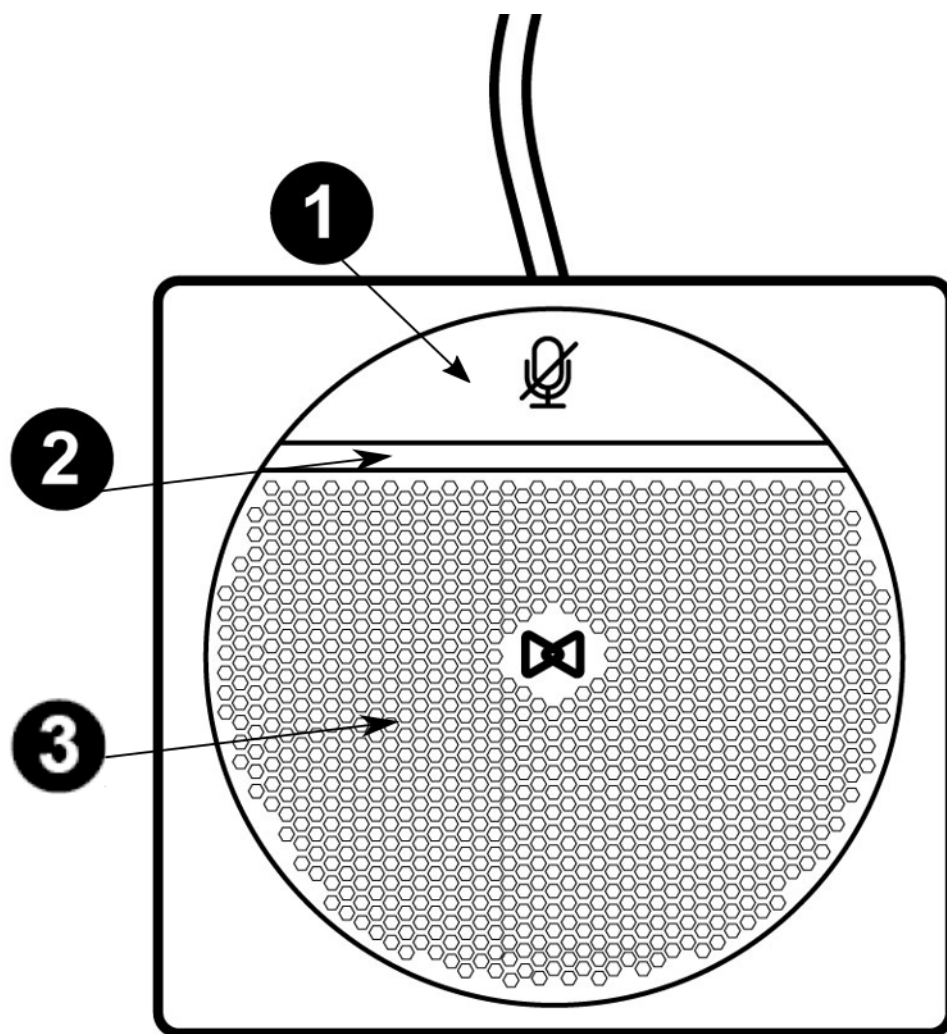
Figure 4: Mitel Wireless LAN Adapter



To ensure better coverage of the larger premises, the Mitel 6970 SIP phone supports up to 2 extension microphones. Use of the extension microphone will extend the pick up range of the phone to allow it to be used in large boardrooms.

There are two extension microphones and the length of the cord is 2 meters.

Figure 5: Extension Microphones



Each extension microphone has a Mute button **1** , an LED indicator **2** , and the microphone **3**

This chapter contains the following sections:

- [Making calls](#)
- [Initiating calls](#)
- [Using functions before/while in a call](#)
- [Using further functions](#)
- [Overview of available functions](#)
- [Organizing absences from the desk](#)
- [Operating call lists and voice messages](#)
- [Operating system events](#)
- [Organization within the team \(busy lamp field\)](#)
- [Line keys on a key telephone](#)
- [Using functions with Mitel OpenCount](#)
- [Setting functions by remote control](#)

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

[Making calls](#)

[Initiating calls](#)

[Using functions before/while in a call](#)

[Using further functions](#)

[Overview of available functions](#)

[Organizing absences from the desk](#)

[Operating call lists and voice messages](#)

[Line keys on a key telephone](#)

[Using functions with Mitel OpenCount](#)

[Setting functions by remote control](#)

[Codec Support](#)

4.1 Making calls

This section explains how to set your calls.

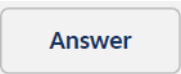
Answering, ending or rejecting a call

Answering a call: The phone rings and the line key flashes. If the caller's phone number or name is received, it is shown on the display. If the phone number or user picture is stored in the private phone book or in the MiVoice Office 400 communication system, the display also shows the corresponding name or the corresponding picture. Press the **Answer** softkey to answer the incoming call.

Rejecting a call: As long as you have not answered a call, you can reject it during the ringing phase by tapping **Ignore** softkey.

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

Silencing a call: Press the **Silence** softkey to silence the ringing of an incoming call, but it is still signaled optically and you can answer it in the normal way.

 Line 1	Answer a call with the line key Press the line key and press the Answer softkey.
	Answering a call with the softkey Press the Answer softkey.
	Rejecting a call: Press the End key or press the Ignore softkey during the ringing phase. → The connection is rejected and, depending on the system configuration, the caller either hears the busy tone or is forwarded to a preconfigured destination.
	Deflecting a call: 1. Press the Deflect softkey during the ringing phase. 2. Enter the number to which you want to deflect the call and press the Deflect softkey. → The call is redirected to the destination call number.

	Silencing a call: Press the Silence softkey during the ringing phase. → The ringing of the incoming call is stopped. The call is still signaled optically and can be answered in the normal way.
---	---

Using your phone in hands-free mode

By default, the phone is hands-free and the loudspeaker is activated.

Muting the microphone

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

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

Optionally, you can mute and unmute on active call from the extension microphone by pressing the **Mute** button on the microphone.

	Switching the microphone on and off during a call: Activate: Press Microphone key. The phone has two microphone keys. One below the display and the other at the top back end of the device. Both keys are working. Deactivate: Press the Microphone key once again. → Microphone is activated/deactivated, the LED indicators are bi-color: green or red. Green shows an active call and red indicates that the active call is muted
---	--

4.2 Initiating calls

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

Dialing with the phone number

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

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

	Dialing with the phone number: Press the digit keys of the phone number. → Use the <i>Backspace</i> softkey to delete any incorrect number.
---	---

Dialing from the phone book (directory lookup)

You can configure directory entries to display using the contact's first name and then last name or vice versa. The option to sort contacts using either their first name or last name is available through the **Directory** > **Settings** options menu.

You want to make a call by entering a name.

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

Menu	Description
<i>Quickdial</i>	With Quickdial, you only need to press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.
<i>Dial by name</i>	Enter the corresponding letter for dialing by name.
<i>Search</i> functionality	Tap the <i>Search</i> bar, the phone displays the on-screen keyboard. You can search directly in the connected external phone books. This function is not available if no external phone book is connected.

	Directory: Press the Menu softkey or press the function key for the <i>Menu</i> if you have defined it. Alternatively, you can also press <i>Phone book</i> function key (if defined).
	Using the dialpad, input the first few letters of the contact's name to initialize the search, which displays a list of contacts.
	From the list of contacts, select the contact you want to call. If the contact has multiple phone numbers defined, scroll through the list to navigate to the required number.
	Press the Dial softkey or the Loudspeaker button.
	Scroll to <i>Directory Lookup</i>. → The <i>Dial by name</i> is opened. → Press the key on the bottom right of the screen (hide keypad) > <i>Quickdial</i> to be able to use directory search with quickdial.
	Directory lookup with dialing by name: In the <i>Dial by name</i> field, enter the first few letters of the name you want. Directory lookup with quickdial: In the <i>Quickdial</i> field, enter the first few letters of the name you are looking for using the corresponding digits.
	Press the Enter key. → Names list and presence status of the contact (or <i>List empty</i>, if the phone is unable to find a matching user) is displayed.

Selecting from the call list

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

Menu	Description
<i>Unanswered calls</i>	List of callers who tried to reach you when you were absent. The number of missed calls are signaled on the display (📞).
<i>Answered calls</i>	List of calls answered.
<i>Redial list</i>	List of calls made.

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

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

	Call list for unanswered/answered calls:
	Press the <i>Menu</i> softkey or press the function key for the <i>Menu</i> (if defined). Alternatively, you can also press Call lists key or Answered/Unanswered key (if defined as function key).
📞	Select the desired call list. → A list of the most recent unanswered or answered calls (including the presence status of the contact) is displayed.
📞	Scroll through the entries and select the user you want.
📞	Press the <i>Detail</i> softkey, or the right arrow to view the detailed information about the selected user.

	Press the Dial softkey.
 Note:	Once the call has been successfully connected, the entry is deleted from the unanswered call list.
	Redial list:
	Press the Redial softkey. → A list of the most recent dialed numbers (including the presence status of the contact) is displayed.  Note: To access Redial list, you need to navigate through system menu.
	Or
	Press the <i>Menu</i> softkey or press the function key for the <i>Menu</i> .
	Scroll through the entries and select the user you want.
	Press the <i>Detail</i> softkey, or the right arrow to view the detailed information about the selected user.
	Press the <i>Dial</i> softkey, or the Loudspeaker to dial the selected user's phone number.

Dialing with a configurable key/ busy lamp field

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

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

	Using your phone in hands-free mode: Press the desired configurable key/busy lamp field. → The phone number is dialed.
--	--

Dialing with the line key

You can make a call through a line key.

Your phone is equipped with two dedicated line keys (two top softkeys configured as line keys).

Your system administrator can set up to ten additional line keys (twelve in total). The actual number of line keys depends on the system configuration. Press a set line key directly or move you finger from the right to left in the area to the right of the left softkeys and select the desired line key. The status line at the top left will show the dialed line number (L1, L2 etc.). If a line is free, the *New Call* softkey at the bottom left of the display can be used.

Line keys are stored on configurable keys by your system administrator (see chapter ["Line keys on a key telephone"](#)).

	Dialing with the line key: Enter the phone number.
 Line 1	Press a free line key. → The phone number is dialed. The line color is changed to light blue
 Line 2	Holding the call and switching lines: Press a second, free line key or select a new line key.

	Enter the phone number. → The call is held on line key 1 and the call on line key 2 is active.
	Press line key 1 to return to your conversation partner on line 1 (see also chapter "Brokering between an enquiry call party and your call partner").

Activating another Mitel phone for making calls

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

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

	Business calls: 1. Enter function code #36 for a business call. 2. Enter your internal phone number. 3. Enter your PIN. 4. Enter the internal or external phone number with the exchange access digit.
	When you end the call, dialing by name and your private phone book remain available for a whole minute so you can make another call.

	Private calls: 1. Enter function code #46 for a private call. 2. Enter your internal phone number. 3. Enter your PIN. 4. Enter the external call number directly, without the exchange access digit. 5. Press Dial softkey. → The phone is now enabled; the external user is called.
	The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN").

Automatic call waiting in case of internal user

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

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

Requirements:

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

Note:

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

	Call waiting: The person you want to talk to is busy. The phone automatically executes the function call waiting.
	If the user declines the call request or if the function call waiting cannot be executed, the connection is terminated (busy tone) or the call is redirected to a predefined phone, depending on the system configuration.

Replying to call waiting

You are talking on the phone. The call waiting tone, name/phone number on the display let you know that another user would like to talk to you. You can either accept or refuse the call.

	Answering the call: Press the <i>Answer</i> softkey or the line key. → The first conversation partner is put on hold. Connected to the party using the call waiting function.
	Please see chapter "Enquiry call during a call" , "Brokering between an enquiry call party and your call partner" , or chapter "Making a conference call" for further information.
	Rejecting a call: Press the <i>Ignore</i> or the <i>End</i> softkey. → You will still be connected to the original partner. Depending on the system configuration, the caller either hears the busy tone or is forwarded to a pre-configured destination.

4.3 Using functions before/while in a call

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

Request a callback

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

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

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

 Note:

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

	Activating callback: You called someone and hear the busy tone or the ring-back tone. Press the function key for <i>Callback</i>. → Depending on the communication system, you hear the acknowledgement tone.
	Clear callback: Press the function key for <i>Callback</i>. → Callback request is deleted.

To answer the callback request

Someone has asked you to call back. The display shows *Callback* requested from number (for example: Callback 56022).

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

	Answering the callback request: Enter a phone number in call preparation.
	Press the <i>Dial</i> softkey.
	You cannot delete a callback request.

Hide number

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

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

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

Note:

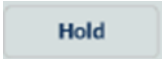
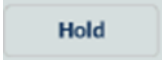
- Your call number can only be hidden if you select an external call number.
- This feature depends on the range of services offered by your provider.

	Activating/deactivating calling line identification restriction permanently: Press the function key for <i>Hide number</i>. → Function is activated/deactivated. Your phone number is hidden in all outgoing calls.
	Activating CLIR per call: 1. Press the function key for <i>Hide number</i>. 2. Enter the call number and press the <i>Select</i> softkey. → Call number is dialed and your number is not displayed to the called party.

Putting a call partner on hold

You want to briefly interrupt the active call.

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

	Putting the active call party on hold: Press the Hold softkey. → The call party is put on hold, is displayed and the LED of the line key flashes.
	Take back the call party on hold: Press the Hold softkey, the flashing line key, or the <i>Pick up</i> softkey. → The call is active again.

Parking conversation partner

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

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

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

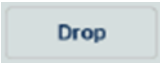
	Parking the active call party: Press the function key for <i>Park</i> and press the red on-hook key. → The call party is parked. The LED of the function key is red.
	The display returns to idle. The person you talked to will remain parked until they put down the handset.
	Recommence conversation with the parked call party: 1. Press the function key for <i>Park</i>. 2. You are now connected.

Enquiry call during a call

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

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

 Line 1	Setting up an enquiry call (you are in a call): Press a free line key.
	Enter the call number of the enquiry partner and press the <i>Dial</i> softkey. → Enquiry call party is called; first call partner is put on hold.

	- You can also set up an enquiry call by pressing the busy lamp field key to which you have saved the enquiry call party. - If the other user does not answer, you can cancel the enquiry call with the <i>Cancel</i> softkey or with the End key and recommence the first call with the line key.
	Ending the enquiry call: Press the <i>Drop</i> softkey or the End key.
	Recommence conversation with the first call party: Press the <i>Pick up</i> softkey.

Brokering between an enquiry call party and your call partner

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

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

Note:

See chapter ["Enquiry call during a call"](#) for enquiry calls.

 Line 1	Brokering (to switch back and forth between the callers): You are in an active call and have set up a connect to another call party with the Enquiry function. Press the corresponding flashing line key or select the desired line key and press the <i>Pick up</i> softkey. → Your call partner changes. The other call party is put on hold.
Note:	You can also switch between call parties by pressing the corresponding busy lamp field key to which you have saved the call party.
	Terminating a call: Press the <i>Drop</i> softkey or the End key.
 Line 1	Recommence conversation with the first call party: Press the <i>Pick up</i> softkey.

Making a conference call

You want to make a conference call.

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

Note:

If you have a user account for theSelf Service Portal, you can create conference rooms there (see chapter ["MiVoice Office 400 Self Service Portal"](#)).

	Setting up a conference (you are connected):
	Press the <i>Conference</i> softkey.
	Enter the phone number of the second conference call party.
	Press the <i>Dial</i> softkey. → The conference party answers the call.
	Press the <i>Conference</i> softkey.
	- You can also set up a conference by pressing the busy lamp field keys to which you have saved the call party. - You can change the procedure by first starting an enquiry call before you set up a conference.
	Leaving a conference call: Press the End softkey. → The other conference parties remain in the call.

Transferring a call

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

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

Menu	Description
Call transfer with prior notice	You only transfer the call after you have first talked to the second call party yourself.
Call transfer without prior notice	Without talking to the second call party, you transfer the call to them by clicking onhook key immediately after dialing the call number.

Take (pick up own call)

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

The take function can be used to transfer calls between your phones. Requirements: You are using the one number user concept (see chapter ["One number user concept"](#)).

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

	Picking up your own call (you are in an active call): Press the function key for <i>Take</i>. → After a brief moment, you are connected with the caller on another phone.
--	---

Starting announcement

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

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

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

Starting the emergency announcement:

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

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

Announcement to a group:

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

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

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

Receiving an announcement

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

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

Receiving the emergency announcement:

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

- You cannot reply to or stop an emergency announcement.
- You cannot block an emergency announcement.

Announcement to a group:

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

	You will be alerted to the announcement with two short signal tones and spoken to directly via the loudspeaker.
	Stop announcement: Press the End key.

Recording a call

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

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

You can start recording calls in the following situations:

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

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

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

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

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

	Recording a call: Press the function key for <i>Call recording: start/stop</i> as soon as you have an incoming/outgoing call or an active call. → The discussion is recorded and the function key is lit.
	Stopping the call: End the recording by pressing the function key <i>Call recording: start/stop</i> again. → The recording is sent to your e-mail address.
	The LED of the function key remains lit while the recording is in progress. The function key starts to flash before the recording reaches its maximum preset duration. Once the maximum duration is reached (or the memory is full), the recording is stopped and the function key turns off.

Activating discreet ring

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

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

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

	Activating/deactivating discreet ring: Press the function key for <i>Discreet ring on/off</i>. → The function is activated/deactivated,  is displayed and the LCD on the phone lights up/ does not light up.
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Activating do not disturb

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

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

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

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

Menu	Description
<i>Do not disturb (busy) on/off</i>	Your phone does not ring and is set to busy for incoming calls.
<i>Do not disturb (forwarding) on/off</i>	Your phone does not ring and is set to busy for incoming calls. Incoming calls are automatically forwarded to a destination that has been configured by your system administrator.
	Activating/deactivating do not disturb: Press the function key for <i>Do not disturb (busy) on/off</i> or <i>Do not disturb (forwarding) on/off</i> . → The function is activated/deactivated, and  is displayed in the status bar. Your callers hear the busy tone.

Activate/reply to intrusion

You want to implement intrusion in a current call.

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

You can block intrusion; see chapter ["Protecting yourself against calls"](#).

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

	Activating intrusion (the users are talking): 1. Press the function key for <i>Intrusion</i>. 2. Enter the call number of the user you want as per the key configuration. → The intrusion tone indicates that the function has been activated. → If the user has blocked intrusion, connection set up will be cancelled.
	Answering intrusion: Press the <i>Answer</i> softkey. → You will be connected with the user who has activated intrusion; the first call party is put on hold.
	Rejecting intrusion: Press the <i>End</i> softkey. → Intrusion will be rejected; you remain connected to your first call party.

Activating/answering silent intrusion

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

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

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

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

	Activating silent intrusion (the users are talking): 1. Press the function key for <i>Silent intrusion</i>. 2. Enter the call number of the user you want as per the key configuration. → The function is activated. →If the user has blocked intrusion, connection set up will be cancelled.
	Answering silent intrusion: There are neither display nor sound signals on your phone to indicate silent intrusion.

4.4 Using further functions

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

Activating personal call routing

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

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

Your system administrator set up multiple phones with the same phone number in the one number user concept for you (see chapter ["One number user concept"](#)). The system administrator has also assigned you permission to configure routing in the Self Service Portal. This allows you to set up 5 routings in the Self Service Portal for a range of situations ("Office", "Home Office", "On the road").

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

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

Menu	Description
<i>Activate</i>	Activating personal call routing.

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

	Activating/deactivating personal call routing Press the function key for <i>Menu</i> .
	Press <i>Personal call routing</i> . → A list of your routings is displayed.
	Select the call routing you want and confirm with the <i>Activate</i> softkey. → The selected routing is activated and another is deactivated.

	Renaming personal call routing: Press the function key for <i>Menu</i> .
	Scroll to the <i>Personal call routing</i> . → A list of your routings is displayed.
	1. Scroll to the call routing you want to rename and press the softkey <i>Modify</i>. 2. Enter the name and confirm with the <i>Select</i> softkey.

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

	Press the function key for the desired call routing profile. → Call routing is activated/deactivated; LED of the function key, and the LCD on the phone is switched on/off.
---	---

Activating Ring Alone

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

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

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

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 signaled.

	Activating/deactivating ring alone Press the function key for <i>Ring Alone on/off</i>. → Function is activated/deactivated and the LCD on the phone is switched on/off.
---	--

Locking/Unlocking your phone

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

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

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

	Activating the phone lock: Press the function key for Phone lock on/off. → The phone is locked and can only be unlocked using your PIN.  is displayed in the status line.
	Deactivate the phone lock: 1. Press the function key for <i>Phone lock on/off</i>. 2. Enter the PIN and confirm with the <i>Enter</i> softkey. 3. Confirm the security prompt with the <i>Yes</i> softkey.
	Use the following function codes (see also MiVoice Office 400 Feature Overview Table on the Document Center), to activate or deactivate the phone lock for all phones within the one number user concept (see "One number user concept"): • Activating the phone lock: Enter the function code *33* <PIN> # • Deactivate the phone lock: Enter the function code #33* <PIN> #

Acknowledging an appointment call

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

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

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

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

	Activates/deactivates appointment call permanently: Press the function key for <i>Appointment call</i>. Press the function key for <i>Appointment duration</i>. → Function is activated/deactivated, LCD on the function key is switched on/off.
	Activate single appointment call: Press the function key for <i>Appointment call</i>. → Function is activated/deactivated, LCD on the function key is switched on/off.

Free seating

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

Logging into a free seating phone:

You log in with your call number and your PIN on a free seating phone. Once you are logged in, your personal call lists, phone book and all your other personal settings are available to you immediately.

Logging off a free seating phone:

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

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

	Log in free seating: Press the <i>Free Seating: Log in/out</i> softkey.
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	Enter phone number and PIN and confirm with the OK softkey. → You are now logged in and can use the free seating phone with your personal settings.
	The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN").
	Log out free seating: 1. Press the <i>Free Seating: Log in/out</i> softkey. → The display with the call number is displayed. 2. Depending on the system configuration, enter the PIN and confirm with the OK softkey. → You are now logged off; the free seating phone is now available again to other users.
	You are automatically logged off if your system administrator has set up an automatic log off process.

4.5 Overview of available functions

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

Function	Description
<i>Agent: Log in/log out</i>	Log into/out of the queue as an agent (control of call routing in the queue).
<i>Agent: Pause on/off</i>	Activate/deactivate agent break.
<i>Agent: Wrap-up time on /off</i>	Activate/deactivate agent wrap-up time.

<i>Announcement to group</i>	Speak directly to a group of internal users via the loudspeaker - where available - without them having to first pick up the call. An announcement is a one-sided connection and is indicated by two short signal tones on the recipient phone. Announcement groups will be defined by your system administrator. The group number must be entered as two digits.
<i>Announcement to user</i>	Speak directly to an internal user via the loudspeaker - where available - without them having to first pick up the call. An announcement is a one-sided connection and is indicated by two short signal tones on the recipient phone.
<i>Appointment call: Repeat on/off</i>	Activates/deactivates an appointment call (see chapter "Acknowledging an appointment call").
<i>Appointment call: Single on/off</i>	Activates/deactivates an appointment call on a one-off basis (see chapter "Acknowledging an appointment call").
<i>Call forw. (CFU) to text message on/off</i>	Incoming calls are automatically forwarded to a specific destination.
<i>Call forw. (CFU) to user on/off</i>	Incoming calls are automatically forwarded to a specific destination.
<i>Call forw. (CFU) to VM on/off</i>	Incoming calls are automatically forwarded to voice mail.
<i>Call forw. if busy (CFB) to user on/off</i>	If you are busy, incoming calls will be forwarded to specific destination (user).
<i>Call forw. if busy (CFB) to VM on/off</i>	If you are busy, incoming calls will be forwarded to specific destination (voice mail).
<i>Call forw. on no reply (CFNR) to user on/off</i>	Incoming calls are forwarded to another destination (user).
<i>Call forw. on no reply (CFNR) to VM on/off</i>	Incoming calls are forwarded to another destination (voice mail).

<i>Call forwarding menu</i>	Direct access to the system menu <i>Forwarding</i> (see chapter "Call forwarding").
<i>Call forwarding protection on/off</i>	Call forwarding to your phone is not allowed.
<i>Call list: Menu</i>	Direct access to the system menu <i>Call list</i> .
<i>Call list: Answered</i>	Call list for answered calls.
<i>Call list: Redial</i>	Call list for dialed call numbers.
<i>Call list: Unanswered</i>	Call list for unanswered calls.
<i>Call recording: Start/stop</i>	Record a call. The recordings are stored in your individual e-mail inbox only (see chapter "Recording a call"). Contact your system administrator to configure this function on your phone.
<i>Call transfer</i>	Transfer a call to another user with or without prior notice.
<i>Control output on/off</i>	You can control external electric equipment or installations using control outputs. For example you can use your phone to open and close electric gates or to switch the lights on or off throughout a building.
<i>Discreet ring on/off</i>	When this function is on, the phone only rings once. For further information, please see "Activating discreet ring" .
<i>Do not disturb (busy) on/off</i>	Your phone does not ring and is set to busy for incoming calls.
<i>Do not disturb (forwarding) on/off</i>	Your phone does not ring and is set to busy for incoming calls. Incoming calls are automatically forwarded to a destination that has been configured by your system administrator.

<i>Empty</i>	The key assignment is configured with an empty function. The key serves as a placeholder. If configuration on any key is deleted, the configurations on the subsequent keys shift their position. This can be avoided if instead of deleting the configuration, you configure the <i>Empty</i> function on that key.
<i>Free configurable</i>	You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a key (see chapter "Overview of available functions").
<i>Free seating: Log in/log out</i>	Log into/out of a free seating phone (see chapter "Free seating").
<i>Hide number on/off</i>	Permanently prevents your number from being displayed to the caller (see chapter "Hide number").
<i>Hide number per call</i>	Prevents your number from being displayed to the caller once (see chapter "Hide number").
<i>Home Alone on/off</i>	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.
<i>Hospitality: check-in/check-out</i>	This function allows you to perform check-in/check-out operation. Enter the room number to display the check-in/check-out screen depending on the room state, see section "Check-in" , and "Check-out" .
<i>Hospitality: DND</i>	This option displays the list of rooms with active do not disturb. You can enable or disable do not disturb for a room, see section "Do not disturb (DND) service" .

<i>Hospitality: Notifications</i>	This option displays the list of currently active notifications. You can add a new notification or delete an existing one, see chapter "Notification service" .
<i>Hospitality: Reception menu</i>	Direct access to the MiVoice Office 400 reception menu.
<i>Hospitality: Room configuration menu</i>	This option allows you to view/modify all the settings for the room. Type in the room number to go to the room configuration window, see chapter "Room configuration" .
	Displays the room state along with the other relevant information (one line per room).
<i>Hospitality: Wake-up calls</i>	Displays the list of all wake-up calls showing entries in order with expired calls at the top. You can set up a new wake-up call, manage a wake-up call, or delete an expired or existing wake-up call, see chapter "Managing wake-up calls" .
<i>Intrusion</i>	This function allows you to intrude on a call of a busy user with notification (see chapter "Activate/reply to intrusion").
<i>Meeting centre</i>	This function enables access to the MiCollab Audio, Web, and Video conferencing from your SIP phones. Contact your system administrator to know more about the configuration of MiCollab Meeting Centre function on your phone.
<i>Message</i>	This function triggers a call back or plays a voice mail. If the message key is pressed, a call is triggered or the guest is connected to the voice mail system and can listen to the voice message. The function code for the Message function is *#38.
<i>Mobile</i>	This function provides seamless mobile integration using Bluetooth wireless technology. To know more about the Mobile key, see section "MobileLink" .

<i>Operator phone: Queue overview</i>	Displays the total number of internal and external calls in the queue. It also displays an additional information such as number of external calls and the period of time (in minutes) the longest call has been in the queue. You can view the different pieces of information by toggling the arrow on the softkey representing queue overview key. Contact your system administrator to configure this function on your phone.
<i>Park call</i>	You would like to keep the person you are talking to on hold without blocking a phone line.
<i>Personal call routing menu</i>	Direct access to the system menu <i>Call routing</i> (see chapter "Activating personal call routing").
<i>Personal call routing profile on/off</i>	Activate/deactivate call routing profile (under the one number user concept).
<i>Phone book:: Local</i>	Access to your local phone book. Contacts in the local phone book are stored on the phone only (see chapter "Phone book management").
<i>Phone book:: System</i>	Direct access to the <i>Directory Lookup</i> system menu. Contacts in the system phone book are integrated in the MiVoice Office 400 communication system (see chapter "Phone book management").
<i>Phone lock on/off</i>	Activate/deactivate phone lock. Outgoing calls are not possible, but incoming calls can be answered (see chapter "Locking/Unlocking your phone").
<i>Picking up a call from a user group</i>	Pick up a call for another user in the user group. Contact your system administrator to configure this function on your phone.
<i>PIN call</i>	Function with OpenCount. Independently from the phone you can make external calls for a fee. Credit may be limited (see chapter "Activating PIN telephony").

<i>PIN call rebook</i>	Function with OpenCount. You can enter the charges and the call information of your outgoing and incoming calls into specific projects (see chapter "Activating PIN telephony").
<i>Presence menu</i>	Direct access to the system menu <i>Presence</i> (see chapter "Controlling the presence status").
<i>Presence profile on/off</i>	Activate/deactivate presence profile. You can select a presence profile (profile number 1-4, see chapter "Controlling the presence status").
<i>Redkey: Trigger</i>	Actuating a redkey triggers the function configured on the connected third party system. Contact your system administrator for more information.
<i>Remote maintenance on/off</i>	This function lets you set remote maintenance access to your communication system permanently.
<i>Remote maintenance onetime on/off</i>	This function lets you set remote maintenance access to your communication system on a one-off basis.
<i>Request a callback</i>	Request a callback if the called party is busy or cannot be reached (see chapter "Request a callback").
<i>Ring Alone on/off</i>	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept, see chapter "Activating Ring Alone").
<i>Run XML function</i>	You system administrator creates customer-specific XML services (weather report, stock exchange, etc.) which you can use on your SIP phone.Redkey:Trigger
<i>Set up conference</i>	Set up a conference with two call parties.

<i>Show alarm state</i>	Display of the current alarm state. Contact your system administrator to configure this function on your phone.
<i>Silent intrusion</i>	This function intrusion without prior notice allows you to intrude on the call of a busy user without notification (see chapter "Activating/answering silent intrusion").
<i>Substitution</i>	This function lets you to forward calls intended for the operator phone to a destination number.
<i>Switch group x, position 2</i> <i>Switch group x, position 3</i>	This function lets you route calls and functions via switch groups (with two switch positions).
<i>System events</i>	Displays list of system events on your phone. For more information about how to access the system events on your phone, see the section "Operating system events" .
<i>System menu</i>	Access to the MiVoice Office 400 system menu.
<i>Take (pick up own call)</i>	Transfer a call from your phone to another phone under the one number user concept (see chapter "Take (pick up own call)").
<i>Transparent data</i>	This function takes charge of the transparent exchange of data between the communication server and external applications.
<i>User group all: Log in/log out</i>	Log in/out of all user groups. In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
<i>User group: Log in/log out</i>	Log in/out of a user group. In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.

<i>Voice mail greeting on/off</i>	Activates/deactivates a selected voice mail greeting.
<i>Voice mail greeting: Play</i>	Plays back a selected voice mail greeting.
<i>Voice mail greeting: Record</i>	Records a selected voice mail greeting.
<i>Voice mail menu</i>	Direct access to the <i>Voice mail</i> system menu.
<i>Welcome announcement for announcement service on/off</i>	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again.

4.6 Organizing absences from the desk

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

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

Controlling the presence status

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

	Profile number	Presence profile
	0	<i>Available</i> (default)
	1	<i>Absent</i>
	2	<i>Meeting</i>
	3	<i>Busy</i>

	4	<i>Not available</i>
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You can call up the presence of the user you want in the following situations.

- in Directory Lookup
- in a call list
- in the presence menu.

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

	Activate/deactivate presence profile: Press the function key for <i>Menu</i> .
	Press <i>Presence</i> softkey.
	Select the presence profile you want and press the <i>Activate</i> softkey. → The presence profile is activated.
	To check a user's presence: Press the function key for <i>Menu</i> .
	Press <i>Presence</i> softkey.
	1. Press the <i>Presence?</i> softkey. 2. Enter the call number and press the <i>Select</i> softkey.

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.

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

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

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

Note:

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

	Set up the absence information: Press the function key for <i>Menu</i> .
	Press <i>Presence</i> softkey.
	Select the presence profile where you want to give your caller detailed information about your absence and press the <i>Modify</i> softkey.

	Select or enter the settings you want and confirm with the <i>Select</i> softkey. You can set the following absence information: 1. Scroll to <i>Description</i> and press the <i>Modify</i> softkey. 2. Enter description and confirm with the <i>Select</i> softkey 3. Scroll to <i>Time/date</i> and press the <i>Modify</i> softkey. 4. Make the changes and confirm with the <i>Select</i> softkey. 5. Scroll to <i>Personal call routing</i> and press the <i>Modify</i> softkey. 6. Make the changes and confirm with the <i>Select</i> softkey. 7. Scroll to <i>Call forwarding</i> and press the <i>Modify</i> softkey. 8. Make the changes and confirm with the <i>Select</i> softkey 9. Select <i>Voice mail greeting</i> and confirm with the <i>Modify</i> softkey. 10. Make the changes and confirm with the <i>Select</i> softkey → Settings are saved. Your caller hears the selected absence information, followed, if applicable, by time and date.
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Call forwarding

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

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

Menu	Description
<i>Call forwarding off</i>	No CFU is carried out.
<i>Always (CFU)</i>	Incoming calls are automatically forwarded to another destination (Call Forwarding Unconditional).

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

Available call forwarding destinations:

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

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

	Activating call forwarding to a call number or to a voice mail: Press the function key for <i>Menu</i>.
	Press <i>Call forwarding</i> softkey.

	Select the call forwarding option you want and confirm with the <i>Select</i> softkey. → The call forwarding is activated.
	If you want to activate call forwarding to a call number or to a voice mail, select the call forwarding option you want and press the <i>Modify</i> softkey.
	For activating call forwarding to a call number, select <i>User</i> as the call forwarding option and confirm with the <i>Select</i> softkey.
	Enter the forwarding destination call number and confirm with the <i>Select</i> softkey. → The call forwarding is activated to the destination call number.
	For activating call forwarding to a voice mail, select <i>Voice Mail</i> as the call forwarding option and confirm with the <i>Select</i> softkey. → The call forwarding is activated to the voice mail.
	Deactivate call forwarding: Press the function key for <i>Menu</i>.
	Press <i>Call forwarding</i> softkey.
	Select the option <i>Call forwarding off</i> and confirm with the <i>Select</i> softkey. → The call forwarding is deactivated.

4.7 Operating call lists and voice messages

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

Editing options for the call list

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

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

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

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

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

More information on call lists can be found in chapter ["Selecting from the call list"](#).

	Options in the call list: (Unanswered calls, Answered calls, Redial list)
	Press the call list key.

	Scroll to the call list you want and press the <i>Select</i> softkey.
	Scroll through the list and select the user you want.
	Calling a user from the call list: Press the <i>Dial</i> softkey. → The call number of the user is dialed. Once the call has been successfully connected, the user is deleted from the unanswered call list.
	Calling up detailed information on an entry: Select the entry you want and press the <i>Detail</i> softkey.
	Deleting an entry from the call list: Select the entry you want and press the <i>Delete</i> softkey.
	Deleting all entries from the call list: 1. Select an entry and delete all entries with the <i>Delete all</i> softkey. 2. Confirm the security question with Yes.

Editing options for voice messages

Your display signals new voice message as follows: .

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

Menu	Description
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<i>Delete all</i>	Deleting all voice messages. There is still the danger that a user accidentally deletes all the voicemails of someone else. Consequently, "delete all" is available only for the user's personal voicemail box. If the "delete all" key is pressed when an "other" message is highlighted, the text "Not Available" is displayed.
<i>Greetings</i>	How to configure a voice mail greeting (see chapter "Managing personal voice mail greeting"). A user can never manipulate the greetings of another user's personal mailbox, even if the user is the recipient of an additional notification and can listen to and delete the messages in it.
<i>Detail</i>	Available detailed information: • Call number / name • Call date and time
<i>Delete</i>	Delete voice message
<i>Dial</i>	Call the person who left the voice message.
<i>Forward</i>	Forward the voice message to another user. You can decide whether to keep a copy of each voice message. A forwarded voice message is indicated by an additional letter which is the first letter of the softkey.
<i>Play</i>	Play voice message.

Voice messages can be managed through the system menu, the voice mail key, a function key (see chapter ["Configuring voice mail"](#)), or the Self Service Portal (see chapter ["MiVoice Office 400 Self Service Portal"](#)).

	Press the function key for <i>Voice mail</i> .
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	Play voice message: Select the entry you want and press the <i>Play</i> softkey.
	Calling up detailed information on a voice message: Select the entry you want and press the <i>Detail</i> softkey.
	Deleting a voice message: Select the entry you want and press the <i>Delete</i> softkey.
	Deleting all voice messages: Select an entry and delete all entries with the <i>Delete all</i> softkey.
	Call the contact person who left the voice message: Select the entry you want and press the <i>Dial</i> softkey.
	Forwarding voice messages: 1. Select the entry you want and press the <i>Forward</i> softkey. 2. Enter the call number and press the <i>Send</i> softkey. 3. If you wish to keep a copy of the voice message, answer the question with the <i>Yes</i> softkey.

4.8 Operating system events

In this section, you will learn how to access system events on your phone.

The system events (also called alarms) can be signaled on the SIP phones registered with the MiVoice Office 400 communication system. Your phone displays a yellow warning triangle icon  on the top line

(status bar) for new system events. The phone also signals new system events acoustically with a beep-beep. The LED of the function key is also lit. The phone displays a maximum of 16 entries in the system event list. Once this limit is exceeded, you are prompted to delete some entries.

	Press the function key for <i>System Events</i> or go to the <i>Menu > System Events</i> on the phone. → The phone displays a list of system events.
	Read a system event: Select the entry you want and press the <i>Read</i> softkey.
	Delete a system event: Select the entry you want and press the <i>Delete</i> softkey.
	If there is a new system event, the phone (when idle) displays information about the number of new system events, marking new events with a yellow warning triangle icon  in the status bar. Once an event message is read, the icon does not appear in the status bar.

4.9 Organization within the team (busy lamp field)

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

Using the busy lamp field key

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

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

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

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

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

Note:

- The line state and the presence state are independent of each other. The presence state does not change when the line state is idle or busy (ringing, connected, or on hold).
- A busy lamp field can only be saved on the top softkeys.

The following table shows the softkey icons on the phone, and the corresponding busy lamp field state.

Softkey Icon	Busy lamp field/Line state
	Idle
	Ringing
	Busy (On call)
	Busy (Call on hold)

The following table shows the softkey icons and the presence on the busy lamp field states that they indicate.

Softkey Icon	Presence on busy lamp field state
	Available

	Absent
	Meeting
	Busy
	Not available

	Calling a team partner: Press the required busy lamp field to call the team partner.
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Answering a call for a team partner

Your team partner is called. The softkey icon on the phone shows that your team partner is in “ringing” state. You know that your team partner is not at his desk at present and therefore decide to answer the call.

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

	Press the busy lamp field. → You are connected with the person who is calling your team partner.
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Call transfer and conference directly via busy lamp field

A new functionality is added to the busy lamp field. This functionality allows incoming calls to be transferred to another called party or be included in a conference with a second party.

Precondition: the user has answered an internal or external call.

	Transferring a call with prior notice You only transfer the call after you have first talked to the second party yourself.
	Press the <i>busy lamp</i> field key for the second party. → the active call is put on hold and the number of the team partner is called.
	Wait until the called party answers.
	Press the <i>Transfer</i> softkey. Or press the <i>Goodbye</i> key.
	Transferring a call without prior notice: Without talking to the second party, you transfer the call.
	Press the <i>busy lamp</i> field key for the second party. → the active call is put on hold and the number of the team partner is called.
	Press the <i>Transfer</i> softkey. Or press the <i>Goodbye</i> key.
	Conference Call
	Press the <i>busy lamp</i> field key for the second party. → the active call is put on hold and the number of the team partner is called.
	Wait until the called party answers.

	Press the <i>Join</i> softkey. → the three parties are joined in a conference call.
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4.10 Line keys on a key telephone

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

KT lines are the external line keys. A KT line is associated with a call distribution element (CDE) number. External user can reach you on the KT line using the Direct Dial In (DDI) number associated with the KT line. Contact your system administrator for more information. One or usually multiple phones can be connected to the KT line, for example, all employees in a travel agency who work with Europe as a destination. The KT line key belonging to the KT line shows the status of the KT line through the LCD and allows you to accept calls which are made to this KT line. When there is an incoming call on a KT line of a phone while the phone is engaged in another call, an audio alert notifies you of the incoming call.

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

You can make some changes in the KT line configurations through Self Service Portal. You can activate the call list option and can give a name for the KT line. You can also assign up to 15 ring melodies.

KT lines can only be configured on the top softkeys.

Note:

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

Answering a call on the KT line key

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

If you want to answer a call on another KT line key first, press this KT line key in order to pick up the call.

Note:

If an incoming call meets a busy KT line, the call is forwarded to the other available KT line. Only if no more KT lines are free, your caller hears a busy tone.

	1. Press KT line key. → KT line is selected.
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Initiating a call through a KT line key

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

You can call through any free KT line key. Each KT line is associated with a call distribution element (CDE) number. This means that, by phoning, you transmit the call number associated with the active KT line key.

Charges are accrued separately for each KT line key.

	Enter the phone number.
	Press a free KT line key.

4.11 Using functions with Mitel OpenCount

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

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

Activating PIN telephony

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

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

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

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

	Activating/deactivating PIN call: Press the function key for <i>PIN call / PIN call rebook</i>. → Function is activated/deactivated, LCD on the function key is switched on/off.
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4.12 Setting functions by remote control

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

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

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

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

	Using remote control from a third-party phone: 1. Enter function code #36. 2. Enter your phone number. 3. Enter your PIN. 4. Enter the function code for activating/deactivating the function you want.
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	Press the Dial softkey. → You hear the acknowledgment tone.
	Press the red on-hook key. → The function is activated/deactivated.
	The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN").

Activating/deactivating Call forwarding remotely for another user

Remote call forwarding functionality allows user A to activate/de-activate the CFU, CFNR, or CFB of another internal user B.

Remote CF key creation is done as follows from WebAdmin application only.

Note that the **Call forwarding for another user protection** field should be disabled under the **Configuration > User list** page before creating the remote CF key. The remote user can protect oneself for being remote forwarded by another user by enabling the field.

1. In the WebAdmin portal, navigate to **Configuration > Terminals > Standard Terminals**.
2. Select the Terminal type, click **Key configuration**.
3. Select one of the Top softkeys, for example, **T6**.
4. From the **Mode** drop-down list, select **Function**.
5. From the **Function** drop-down list, select **Call forwarding (CFU) for another user on/off**.
6. **Select a User** from the drop-down list. Selected number is enabled for call forward.
7. Enter the **Destination number** where the call is to be forwarded. If the destination number is not provided, the user is displayed with a text field to provide a destination number during feature activation.

Note that this function key (without a pre-configured destination number) allows the user to change the destination number when desired. The LED is NOT visualized during feature activation/deactivation for such function keys.

8. Click **Apply**. The function key is created.

Personalizing your phone

5

This chapter contains the following sections:

- [Configuring the display](#)
- [Configuring the audio properties](#)
- [Configuring general phone settings](#)
- [Protecting yourself against calls](#)
- [Phone book management](#)
- [Configuring voice mail](#)
- [Configuring presence profile](#)
- [Configuring keys](#)

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

[Configuring the display](#)

[Configuring the audio properties](#)

[Configuring general phone settings](#)

[Protecting yourself against calls](#)

[Phone book management](#)

[Configuring voice mail](#)

[Configuring presence profile](#)

[Configuring keys](#)

5.1 Configuring the display

This section explains how to set display properties.

Setting the display

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

	Press the Settings softkey.
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	Press <i>Display</i> .
	Setting home screen mode: 1. Press the arrow key and select the desired mode. 2. Confirm with the softkey <i>Save</i>.
	Setting the duration for the screen saver: 1. Tap onto the input field and enter the desired time in seconds. 2. Confirm with the softkey <i>Save</i>.
	Setting the brightness: 1. Tap onto the input field and select the desired brightness level using the arrow keys. 2. Confirm with the softkey <i>Save</i>.
	Setting the duration for brightness: 1. Tap onto the input field and enter the desired time in seconds. 2. Confirm with the softkey <i>Save</i>.

5.2 Configuring the audio properties

This section explains how to set audio properties.

Adjusting the volume

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

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

	Adjusting the volume (in idle state, during ringing phase/call): Quieter: Press the  key. Louder: Press the  key.
---	---

Setting the ringing properties

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

Available settings:

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

	Press the Settings softkey.
	Press <i>Audio> Ring Tones</i>.
 	1. Tap the settings you want, the ring melody is played. 2. Confirm with the softkey <i>Save</i>. → Move your finger upwards and downwards in the list to see the entire list of ring melodies.

Note:

A list of alarm melodies is available for playback: *Menu> Alarm melodies> Test*.

Setting the audio properties

The only option in *Audio Mode* is Speaker.

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

5.3 Configuring general phone settings

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

Selecting the language

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

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

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

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

Selecting the time and date

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

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

Setting	Description
<i>Settings</i>	
<i>Time Format</i>	12-hour or 24-hour clock format.
<i>Daylight Savings</i>	- List of available summer time formats. - Off 30min summertime 1h summertime - Automatic
<i>Date Format</i>	List of available date formats.
<i>Time zone</i>	List of available global time zones.
<i>Set Date and Time</i>	Set the time and date manually or select <i>Use Network Time</i> and select the settings for the time server.
<i>Use network time</i>	The settings for the time and date are controlled by the communication system. The time/date are shown on the display when in the idle state.
<i>Time server 1-3</i>	Settings when <i>Use Network Time</i> is activated: Setting menu for the IP address or domain name of the time server. If a valid time server is set, then the phone synchronises the displayed time with the specified configuration server. The phone adopts the time from time server 1. If this is not configured or cannot be reached, then the phone queries first time server 2 and then 3.

• <i>Time</i> • <i>Set date</i>	Settings when <i>Use Network Time</i> is deactivated: Setting menu for the time. The time/date are shown on the display when in the idle state.
	Press the Settings softkey.
	Settings: Press <i>Settings</i>. Select the setting you want and confirm with the <i>Save</i> softkey.
	Setting the time zone: Press <i>Time Zone</i>. Select the setting you want and confirm with the <i>Save</i> softkey.
	Set Date and Time: Press <i>Set Date and Time</i>. Select the setting you want and confirm with the <i>Save</i> softkey.

Using Live Dialpad (single-digit dialing)

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

Changing the PIN

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

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

Enter the display text for the idle state

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

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

Local IP settings

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

	Press the Settings softkey.
	Press <i>Status</i> . → Information is displayed by pressing the settings.
	Calling up the system menu: Press the function key for <i>Menu</i> .
	Press <i>Software Version</i> . → Settings are displayed.

Restart phone

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

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

	Press the Settings softkey.
---	-----------------------------

	Press <i>Restart</i>. Confirm the security question with <i>Yes</i>. → The phone is restarted.
---	---

5.4 Protecting yourself against calls

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

Activating protection against call types

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

- Call waiting³
- Intrusion
- Call forwarding
- Announcement
- Fast take
- Remote control

Protection for these call types is configured using the Self Service Portal. For more information about the Self Service Portal, please refer to ["MiVoice Office 400 Self Service Portal"](#).

5.5 Phone book management

This section includes important information on your phone books.

Selection

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

System phone book

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

³ Your system administrator can set the MiVoice Office 400 communication system to ignoring this call waiting block.

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

Local phone book:

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

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

Note:

In the option menu (option key > *Phone book*), you can change the desired order of names and sorting.

Private contacts:

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

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

5.6 Configuring voice mail

This section explains how to set your voice mail.

Managing personal voice mail greeting

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

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

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

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

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

To know more about options for editing voice messages, see chapter ["Editing options for voice messages"](#).

	Press the function key for <i>Voice mail</i> .
	Press the <i>More> Greeting</i> softkey.
	Renaming the voice mail greeting: 1. Select the greeting you want and press the <i>Edit</i> softkey. 2. Enter the name and confirm with the <i>Select</i> softkey.

	Recording voice mail greeting: 1. Select the greeting you want and press the <i>Record</i> softkey. 2. Stop the recording using the <i>Done</i> softkey.
	Playing voice mail greeting: 1. Select the greeting you want and press the <i>Play</i> softkey. 2. You can monitor your personal greeting text and re-record it if necessary. → Press the loudspeaker key to hear the text being played over the loudspeakers.
	Selecting the mode: 1. Select the greeting you want and press the <i>Mode</i> softkey. 2. Select the mode you want. → Mode is activated.
	Activating the voice mail greeting: Press the arrow key to the right of the greeting or select the greeting you want and press the <i>Select</i> softkey.

5.7 Configuring presence profile

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

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

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

Menu	Description
<i>Description</i>	Type in the text to be displayed to other users as detailed information for your presence status (e.g.: "Meeting until 4 pm."). You can also leave this input field blank.
<i>Time/date</i>	Enter the time and/or date of your absence: This information is displayed to your caller, providing you selected the <i>Absence information</i> setting for call forwarding to voice mail. You can also leave this input field blank.
<i>Personal call routing:</i>	Specify the phones on which a call is to be signaled (see " Activating personal call routing ").
• <i>Keep settings as is</i>	Calls are routed according to your settings.
• <i>None</i>	Any set call forwarding operation is deleted.
• <i>Routing ID <1...5></i>	Your personal call routing number.
<i>Call forwarding:</i>	Specify the phones on which a call is to be signaled (see " Call forwarding ").
• <i>Keep settings as is</i>	Calls are routed according to your settings.
• <i>Call forwarding off</i>	Any configured call forwarding operation is deleted.
	In the Self Service Portal, you can specify whether you want the same or a different forwarding destination for external and internal calls. The call number of the external call forwarding destination is then always shown on your phone display unless the external forwarding destination is <i>No forwarding</i> .
• <i>User</i>	A call is channelled to the defined forwarding destination.

• <i>Voice Mail</i>	A call is forwarded to voice mail. The greeting to be played can be configured with voice mail greeting.
<i>Voice mail greeting:</i>	Activate the greeting you want.
• <i>Keep settings as is</i>	Your currently defined greeting is used.
• <i>Absence information</i>	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 <i>Available</i> presence profile. More information can be found under " Absence information ".
• <i>Default greeting</i>	Your caller will hear the global greeting (name depends on the MiVoice Office 400 communication system).
• <i>Personal greeting</i>	• If you renamed your personal greeting, your greeting name is displayed here. Your caller obtains one of the currently active personal greetings. • The time and date are never played in the global greeting and personal greetings.

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

	Changing the presence profile: Press the <i>Menu</i> softkey.
	Press <i>Presence</i> and then  .
	Select the presence profile you want and press the <i>Modify</i> softkey.

	Select the setting you want and press the <i>Modify</i> softkey.
	Select or make the changes and press Enter.

5.8 Configuring keys

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

Available keys

You can select the following keys for configuration purposes:

You can assign each key a specific action type so that you can trigger a particular action by simply pressing that key. The following choices are available:

Action type	Designation	Description
<i>Call number</i>	Number key	Configure a key with a call number and name
<i>Function</i>	Function key	Configure a key with a function in order to run or activate/deactivate a function.
<i>Busy lamp field</i>	Team key	Configure a key with your team partner's call numbers. Team keys are only possible on the top softkeys.

<i>KT line</i>	Line key	KT lines are the external line keys. A KT line is associated with a call distribution element number (CDE). External user can reach you on the KT line using the Direct Dial In (DDI) number associated with the KT line. Contact your sytem administrator for more information. Your phone becomes a key telephone as soon as your system administrator has configured a KT line on the top softkeys of your phone. For more information on KT line keys, please refer to "Line keys on a key telephone".
<i>Personal line</i>	Personal call key	Personal line on key telephones on which you can make personal calls. The personal line is created when your system administrator assigns a key on your phone as a personal line while configuring the KT line.
<i>Room</i>	Room key	Configure a key with the guest's room number, room name, or guest name (if defined).
<i>Operator key</i>	Operator key	Operator keys are configured by your system administrator on your operator phone. You can make some changes in the operator-key configuration. External and internal calls are signaled dynamically and acoustically with alarm melody on the operator keys. Contact your sytem administrator for more information.

Configuring or deleting a key assignment

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

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

 Note:

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

Product and safety information

6

This chapter contains the following sections:

- [Safety information](#)
- [Product information](#)
- [Data protection](#)

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

[Safety information](#)

[Product information](#)

[Data protection](#)

6.1 Safety information

The safety information can be found in chapter ["Safety information"](#).

6.2 Product information

Purpose and function

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

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

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

User information

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

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

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

Download the MiVoice Office 400 documents from the internet: <http://www.mitel.com/docfinder> or from <https://www.mitel.com/document-center/>

6.3 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.

