MITEL

3000

Phone Quick Reference Guide.

Rev1.

MITEL

Introduction to your Feature Phone

Welcome
The Mitel 3000 system is a very powerful business communication system that provides a comprehensive solution for both voice and data needs.

This quick reference guide highlights some of the many voice facilities that are provided by the system. You can use a standard telephone or the eight key and the sixteen key Feature Phones that have extensive features. This guide helps you to use both types of phone.

Mitel 3000 Feature Phone
To get the most from your Mitel 3000 system, we recommend that you use the specially designed Mitel 3000 Feature Phones.

This diagram illustrates the sixteen key Feature Phone.

This diagram illustrates the eight key Feature Phone.

How to use your Mitel 3000 Feature Phone

Phone Setup

To select a different Ringing Tone or Display Contrast

Select ▶ `Program`
Press the Scroll Down key ↘
Select ▶ `Ringing Options` and select a different ringing tone.
Select ▶ `Contrast Options` and select a different level of contrast.

Answering and making calls

Answer a call that is ringing on the Feature Phone

Pick up the handset or
Select ▶ `Answer The Call` and / or pick up the handset.

Answer a call that is ringing on the Feature Phone using hands-free

Select ▶ `Answer The Call` or press

Make an external call

Pick up the handset.
Press the Line key or Dial 9 and dial the number. If you are dialing over Primary Rate ISDN enter # after the last number to expedite dialing.

Make an internal call

Select ▶ `Internal Call`
Select ▶ `Extension`, or
Dial the extension number (20 - 59), and

Pick up the handset, or   press

Transferring calls

Note: The following instructions assume you are on a call.

Transfer a call to an internal number

Select ▶ `Internal transfer`
Select ▶ `Extension` and when the call is answered
Select ▶ `Transfer`

Transfer an external call to an external number

Select ▶ `External Transfer`
Select an available line as indicated by "◊" and then
Dial the external number and when the call is answered
Select ▶ `Transfer`

Re-directing calls

Note: The following instructions assume that your extension is ringing.

Re-direct a call to another extension
Select ❱ `Re-Direct The Call`
Select ❱ `Extension`

Re-direct a call to your Voice Mail box
Select ❱ `Forward To Voice Mail`

Forwarding calls

Forward all calls
Press the Scroll Down Dial (❱) until "Forward" is displayed.
Select ❱ `Forward`
Select ❱ `Forward All Calls`
Dial the internal extension number, or
Dial 9 and the desired external number and press "Confirm"
Or press "Forward To Voice Mail"

Cancel forward all calls
Select ❱ `Cancel Forwarding`

Forward calls when your extension is busy
Press the Scroll Down Dial (❱) until "Forward" is displayed.
Select ❱ `Forward`
Select ❱ `Forward When Busy`
Dial the desired extension number, or
Dial 9 and the desired external number and press "Confirm", or
Press "Forward To Voice Mail".

Cancel forward a call on busy
Press the Scroll Down Dial (❱) until "Forward" is displayed.
Select ❱ `Forward`
Select ❱ `Forward When Busy` and the forwarding is cancelled.

Forward calls when your extension does not answer (after four rings)
Press the Scroll Down Dial (❱) until "Forward" is displayed.
Select ❱ `Forward`
Select ❱ `Forward On No Answer`
Dial the desired extension number, or
Dial 9 and the desired external number and press "Confirm", or
Press "Forward To Voice Mail".

Cancel forward a call on no answer
Press the Scroll Down Dial (❱) until "Forward" is displayed.
Select ❱ `Forward`
Select ❱ `Forward On No Answer` and the forwarding is cancelled.

Forwarding group calls

Forward all calls from a group

Press the Scroll Down Key (↘) until "Group Forward" is displayed.
Select ▶   Group Forward
Select the group which is to be forwarded
Select ▶ Forward all calls
Dial the internal Extension number, or
Dial 9 and the desired external number, or
Press "Forward to Voice Mail"

Cancel group forward all calls

Select ▶ Cancel Group Forward.
Select the group

Forward calls when the group is busy

Press the Scroll Down Key (↘) until "Group Forward" is displayed.
Select ▶   Group Forward
Select the group which is to be forwarded
Select ▶   Forward When Busy
Dial the desired Extension number, or
Dial 9 and the desired external number, or
Press "Forward To Voice Mail"

Cancel group forward when busy

Press the Scroll Down Key (↘) until "Group Forward" is displayed.
Select ▶   Group Forward
Select the group
Select ▶   Forward When Busy and the forwarding is cancelled.

Forward calls when a group does not answer (after four rings)

Press the Scroll Down Key (↘) until "Group Forward" is displayed.
Select ▶ Group Forward
Select the group which is to be forwarded
Select ▶ Forward on no answer
Dial the desired Extension number, or
Dial 9 and the desired external number, or
Press "Forward to Voice Mail"

Cancel group forward on no answer

> Press the Scroll Down Key (↘) until "Group Forward" is displayed.
> Select ▶ Group Forward
> Select the group
> Select ▶ Forward On No Answer and the forwarding is cancelled.

Voice Mail

Note: Voice Mail services require the Voice Mail module to be installed.

Enter a personal greeting

> Press ✉, and
> Select ▶ Voice Messaging
> Enter your extension number or select the extension from the menu
> Then enter your Voice Mail box Password (default is 1111) followed by #.
> Select ▶ Greetings
> Follow the text and voice prompts to enter and check your greeting.

Turn on your Voice Mail

> "Forward On No Answer" to the Voice Mail is automatically set when a voice
> mailbox is assigned to your extension.
> You may also select the other Forwarding options as required.
> Press the Scroll Down key ↘ until "Forward" is displayed.
> Select ▶ Forward
> Select ▶ Forward When Busy   or
> Select ▶ Forward All Calls
> Select "Forward To Voice Mail".

Retrieve messages from your Voice Mail box

> Select ▶ New Voice Messages
> Enter your extension number. You will be prompted to:
> Enter your Voice Mail box Password, followed by #.
> Select ▶ Play

Change your Voice Mail box Password

> Press ✉, then
> Select ▶ Voice Messaging and enter your extension number.
> Enter your existing password, (default is 1111), followed by #.
> Press the Scroll Down key (↘)
> Select ▶ Change Password and
> Enter your new password (up to 8 digits long - e.g. 12341234).
> Select ▶ Confirm

Personal Speed-Dials

Program your personal Speed-Dial list – numbers and names

Press 📖, then

Select ▶ `Personal Entries`

Select the index you want to program, and

Enter the number.

Select ▶ `Confirm`

When prompted to enter a name:

Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name

Select ▶ `Confirm`

Press [📁] to finish programming.

Dial a number from your personal Speed-Dial list

Press 📖, then

Select ▶ `Personal Speed Dial`

Select the desired location and the number will be dialed.

System Speed-Dials

Any extension can program the 500 system speed dial numbers once the speed-dial password is entered by them.

Program system Speed-Dial list – numbers and names

Press 📖, then

Press the Scroll Down Dial (↘)

Select ▶ `System Entries` and then

Enter the Speed-Dial password (0000 in default)

Select the index you want to program, and

Enter the number, and then

Select ▶ `Confirm`. When prompted to enter a name,

Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name

Select ▶ `Confirm`. Then select the outgoing line group.

Press [📁] to finish programming.

Dial a number in the system Speed-Dial list

Press 📖, then

Select ▶ `System Speed Dial` and then

Enter the first letter of the name or scroll through the list

Select the entry and the number is dialed

Using a standard telephone

The Mitel 3000 system supports standard tone dialing telephones.

Making calls

Make an external call

Lift handset or use hands-free if available.
Obtain a free line by dialing 9. Dial the digits. If dialing over Primary Rate ISDN press # to send the digits immediately.

Make an internal call

Lift the handset or use hands-free if available.
Dial the extension number (20-59), or
Dial 0 for the operator.

Transfer an external call to an internal extension

Press Hookflash.
Dial the extension number.
Replace the handset.

Put an external call on hold

Press Hookflash.
Replace the handset to continue to use phone.
Note: The call remains on hold for ninety seconds when the telephone is idle. If the telephone is busy, it will ring when the handset is replaced.

To park an external call

Press Hookflash.
Dial 712.
Replace the handset.

To retrieve a call from park

Dial 712 from any phone.
The parked call is retrieved.

Forwarding calls

Forward all calls

Lift handset or use hands-free if available.
Dial 732.
Dial the extension number, or
Dial the external phone number (including line access code 9) followed by #.

Cancel forward all calls

Lift handset or use hands-free if available.
Dial 732.

Forward calls when your telephone is busy

Lift handset or use hands-free if available.
Dial 733.
Dial the extension number, or
Dial the external number, (including line access code 9) followed by #

Cancel forwarding on busy

Lift handset or use hands-free if available.
Dial 733.

Forward calls when your telephone is not answered (after four rings)

Lift handset or use hands-free if available.
Dial 734.
Dial the extension number, or
Dial the external phone number (including line access code 9) followed by #.

Cancel group forwarding on no answer

Lift handset or use hands-free if available.
Dial 734.

Forwarding Group calls

Forward all calls from a group

Lift handset or use hands-free if available.
Key 792 followed by the Group number (180 - 199)
Dial the Extension number, or
Dial the external phone number (including line access code 9) followed by #.

Cancel group forward all calls

Lift handset or use hands-free if available.
Dial 792 followed by the Group number (180 - 199).

Forward calls when the group is busy

Lift handset or use hands-free if available
Dial 793 followed by the Group number (180 - 199)
Dial the Extension number, or
Dial the external number, (including line access code 9) followed by #.

Cancel group forward when busy

Lift handset or use hands-free if available
Dial 793 followed by the Group number (180 - 199).

Forward calls when a group does not answer (after four rings)

Lift handset or use hands-free if available
Dial 794 followed by the Group number (180 - 199)
Dial the Extension number, or
Dial the external phone number (including line access code, e.g. 9) followed by #.

Cancel group forwarding on no answer

Lift handset or use hands-free if available
Dial 794 followed by the Group number (180 - 199).

Voice Mail

Note: Voice Mail services require the Voice Mail module to be installed.

Turn on your Voice Mailbox

When you are allocated a Voice Mail box 'Forward on no answer' is automatically set to your Mail box.
The Mail box code is 710.
To Forward all your calls to your Voice Mail box dial 732 followed by 710.
To Forward on Busy to your Voice Mail box dial 733 followed by 710.

Retrieve messages from your Voice Mailbox

Lift handset or use hands-free if available.
Dial * and enter you mailbox number (extension number) and your voice mail password (1111).
Dial 1 to start replaying messages.

Note: Broken dial tone is heard when you have new messages in your voice mailbox.

Speed-Dialing

Program your personal Speed-Dial list

Lift handset or use hands-free if available.
Dial 75.
Enter the location (01-30) where you want to store the number,
Dial the number to store. Replace the handset.

Dial a number from your personal Speed-Dial list

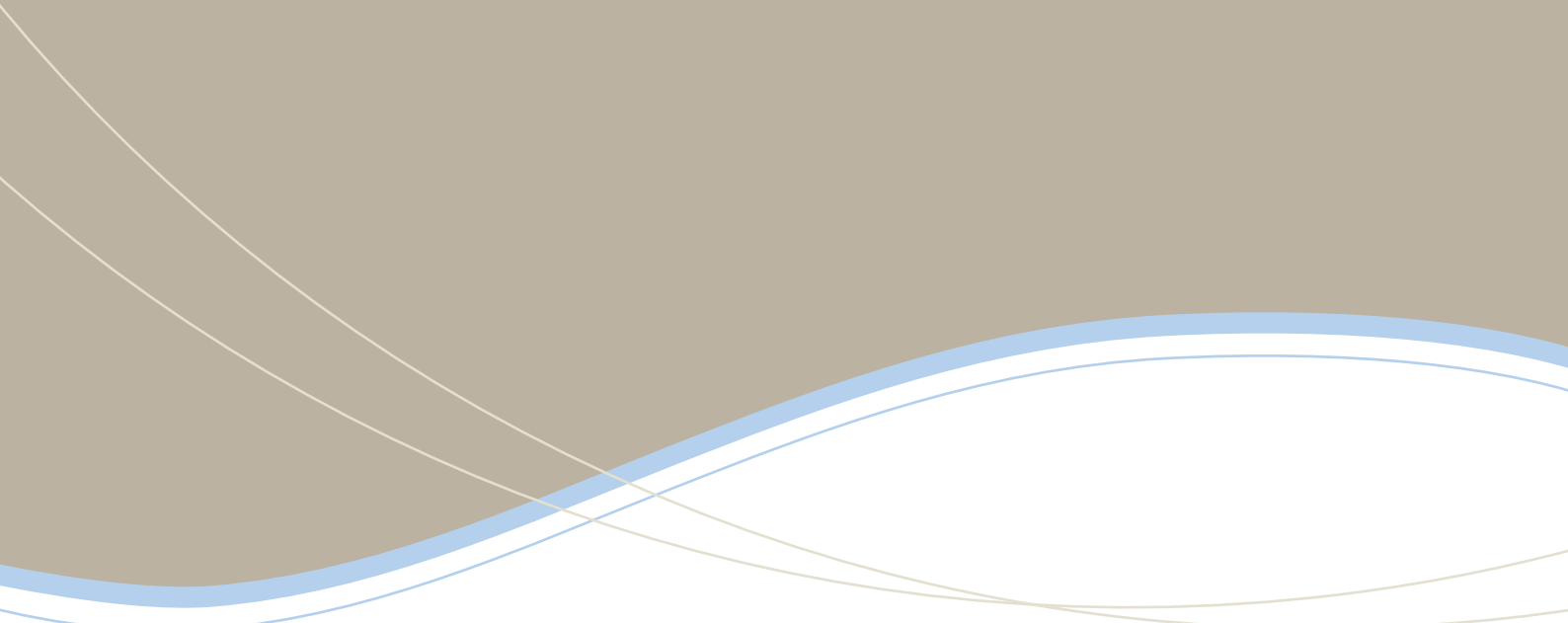Lift handset or use hands-free if available.
Dial 74.
Enter the location (01-30) of the number required, and the number is automatically dialed.

Dial a number from the system Speed-Dial list

Lift handset or use hands-free if available
Dial a system speed number – 8001 to 8500.

Feature	Code	Feature	Code
Account Codes	791	Log out of all Hunt groups you are a member of	723 * 0
Call Pick-up (incoming calls only)	726	Night Service – on/off (Extension 20 only)	738
Call Pick-up Group (all calls)	727	Operator/Group 11	0
Call Waiting Tone Protection	725 (Hookflash 725)	Page All	795
Conference	R3	PA announcement	720
Display Messages	729 (1 - 8)	PA – answer	717
Do Not Disturb – set/cancel	736	Page – Feature Phones	716
Door Open	731 (Hookflash 731)	Park	Hookflash 712
Extensions	20 - 59	Phantom Mailbox numbers	100 - 109
Extension Groups	180 - 199	Pick up parked call	712
Extension Lock - lock/unlock	713 xxx	Redial	77
Extension Lock – change code	714 xxx	Reminder Call	718
Extension Swap	702 + Extension lock code	Reminder Call cancel	718*
External Call Hold	Hookflash	Reset telephone	739
Follow Me	735 (Password) xx	Retrieve a call placed on hold	719
Forward All Calls	732 xx	Return and Release in two call handling	Hookflash 1
Forward on No Answer	734 xx	Return and Hold in two call handling	Hookflash 2
Forward when Busy	733 xx	Ring Back	Hookflash 5
Group forward All Calls	792	Saved Number Redial	781-785
Group Forward on no Answer	794	Single extension Page	715
Group Forward when Busy	793	Speed-Dial, accessing personal numbers	74 (01-30)
Hookflash to line	Hookflash 722	Speed-Dial , accessing system numbers	8001-8500
Internal Call waiting	Hookflash 8	Speed-Dial, programming personal numbers	75(01 -30)
Line Access - Group 1	9	System voice mailbox on / off	737
Line Access - Groups 2 - 11	760 - 769	Tone Protection	725 (Hookflash 725)
Line Access - Individual Lines	#501 - #520	Voice Mail box number	710
Log in / Log out of Individual Hunt group	723 (180 - 199)	Voice mail– retrieving	*
Log in to all Hunt groups you are a member of	723 * 1		

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