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Model 8600

Endpoint User Guide

MITEL®

Model 8600 Endpoint Quick Reference Guide

This guide provides information for frequently used features. For more information about these and other features, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system.

Feature Buttons

Most of the following feature codes work when your endpoint is idle. However, if you are on an active call or if the endpoint is off-hook, you may need to press ∞ (Special) to activate the feature before you enter the feature code

Button	Action
∞	Activates features while on active calls.
🔊 🔉	Provides volume control. Scrolls through feature options.
🔇	Turns the speaker on and off.
☕	Places the current call on hold.
XFR	Transfers the current call.
CNF	Activates a conference call.
MSG	Connects to silent and voice messages.
FWD	Forwards the call to the specified number.
DND	Turns DND mode on or off.

Endpoint Signals

The following are endpoint signals:

- Any buttons that are lit or blinking indicate call or feature activity.
- All endpoint button lamps illuminate at the same time for a few seconds when the endpoint is reset or powered on.
- The following actions may cause an error tone:
  - Pressing an invalid button combination.
  - Selecting a restricted feature.
  - Dialing a restricted or invalid number.
  - Dialing too slowly between digits.
  - Waiting too long before performing the next step.

  To correct, hang up and try again.
- Many features "time-out" if you wait too long before performing the next step. If this happens, you must start over.
- "Off-hook" means the handset is in use. "On-hook" means the handset is idle.

Commonly Used Feature Codes

Contact your system administrator for more information about system features.

Feature	Code
ACD Agent – Log In/Out	328
Automatic IC Call Access – On/Off	361
Automatic Trunk Call Access – On/Off	360
Background Music – On/Off	313
Call Forward – All Calls	355
Conference	5
Default Station	394
Directory	307
Do-Not-Disturb – On/Off	372
Handsfree – On/Off	319
Headset – On/Off	317
Hold – Individual	336
Hold – System	335
Hunt Group – Remove/Replace	324
Message – Cancel Left Message	366
Message – Delete Message	368
Message – Leave Message	367
Microphone Mute – On/Off	314
Page Receive – On/Off	325
Program Buttons	397
Program Station Password	392
Programmable Buttons – Default	395
Queue (Callback) Request	6
Record-A-Call	385
Reverse Transfer (Call Pick-Up)	4
Ring Tone Selection	398
Station Speed Dial	382
Station Speed Dial – Programming	383
Switch Keymap	399
System Forward – On/Off	354
System Speed Dial	381

Answering Calls

Lift the handset, or press 🔊 (Speaker) to answer a call while using a headset.

Answering Waiting Calls

Hang up, and then answer the waiting call. You can also place the first call on hold before you answer the waiting call.

Placing Emergency Calls

Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

Placing Internal (Intercom) Calls

With or without the handset lifted, dial the extension number.

Placing External Calls

Press the Outgoing Call access code (the default code is **8**), and then dial the number.

Redialing External Numbers

With or without the handset lifted, With or without the handset lifted, press ∞ (Special), and then dial **380**. The system automatically selects a line and dials the number.

Using Mute

While on a call, press ∞ (Special), and then dial **314** (on/off toggle). When the microphone is muted, the Mute button lamp is lit.

Transferring Calls to Other Extensions

1. While on the call, press the **XFR** button, and then enter the extension number.
2. Do one of the following:
   - Wait for an answer, announce the call, and then hang up.
   - Hang up to transfer the call and disconnect the call from your endpoint.

Using Reverse Transfer

1. Lift the handset, and then press **4**.
2. Dial the extension or hunt group number where the call is ringing or holding.

Forwarding Calls

1. Press the **FWD** button, and then enter the feature code, if applicable.
2. Enter the extension number, or press the Outgoing Call access code (the default code is **8**), and then dial the telephone number.

Placing Conference Calls

1. While on the first call, press the **CNF** button to place the call on hold.
2. Place a call to the next conference party. For external calls, press the Outgoing Call access code (the default code is **8**), and then dial the number.
3. After the party answers, announce the conference, and then press the **CNF** button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the **CNF** button again to start the conference.

Retrieving Messages

Lift the handset, and then press the **MSG** button. A call is automatically placed to the party or message center that left the message.

Using Do-Not-Disturb

1. Press the **DND** button, and then do one of the following:
2. Enter the two-digit number for the DND message.
3. Press 🔊 (Speaker) or lift and replace the handset.

Placing a Page Announcement

1. Press **7**.
2. Enter the page-zone number (**0** to **9**).
3. After the tone, make your announcement, and then hang up.

Notice

This guide is released by Mitel Networks Corporation and provides information necessary to use the Model 8600 endpoint. The guide contents, which reflect current Mitel standards, are subject to revision or change without notice.

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware, software, or system administrator assistance.

For sales, service, or technical support, contact your local authorized provider:

Enter provider information above.

If you do not know the contact information for your local provider, use the "Strategic Partners & Resellers – Mitel Partner Locator" link at the top of the Mitel home page (www.mitel.com) to find a location near you.

If you have any questions or comments regarding this user guide or other technical documentation, contact the Technical Publications Department (USA) at:

tech_pubs@mitel.com

Important Safety Instructions and Precautions

Remember the following safety guidelines when using the endpoint.

Programming Emergency Numbers

Make sure to do the following when programming emergency numbers and/or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform tests during off-peak hours such as early morning or late evenings.

Safety Notices

The following notices may appear on the product or in the technical documentation.

Notice	Description
⚠ CAUTION	Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.
⚠ WARNING	Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
⚠ DANGER	Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
⚠	The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.

Maintenance and Repair

There are no user serviceable parts inside the endpoints. For repairs, return the endpoint to an authorized Mitel provider.

> **NOTE** Changes or modifications not expressly approved by Mitel may void the user's right to operate the equipment.

Product Disposal Instructions

This symbol indicates that the product is classified as electrical or electronic equipment and should not be disposed of with other commercial or household waste at the end of its working life. For appropriate disposal and recycling instructions, contact your local Mitel provider.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) was established by the European Union to minimize negative impact on the environment, control hazardous substances, and curtail landfill expansion by using the best available recovery and recycling techniques.

Power Requirements

> ⚠ **CAUTION**
>
> **Endpoint Damage Hazard**. Make sure the endpoint is connected to the proper power supply before powering on. Contact your system administrator for more information.

The endpoint requires any one of the following power supplies:

Inter-Tel Power Supply Unit, part number 806.1114 or 806.1117 (Europe), or Mitel Universal Power Supply Unit, part number 828.1766

Red Hawk Single Port PowerSense^TM, Part Number 901.0407

An industry-standard IEEE 802.3af Power over Ethernet (PoE) power supply unit

If your endpoint uses a centralized PoE power supply unit, do not use the 48-volt DC Ethernet power adaptor. If necessary, contact your system administrator for assistance before connecting your endpoint to the centralized power source.

Make sure the endpoint is plugged into an uninterruptible power supply (UPS). If your endpoint is plugged into the UPS and the power fails, it should remain powered on for about 10 minutes. If the endpoint is not plugged into a UPS and the power fails, the current call is dropped and you will not be able to use the endpoint until the power is restored.

Software and Firmware Updates

The IP endpoint may require occasional software updates when new versions are available. The endpoint is configured to download the updates automatically. Contact your system administrator for more information.

Immediately following the download your endpoint will re-synchronize with the telephone system by performing a reset. During a reset, all of the red LEDs on the endpoint illuminate briefly and the message lamp flashes from left to right, and back again several times. During a reset, your endpoint (and all connected devices) lose connectivity with the network for approximately 10 -20 seconds. The reset is complete approximately one minute after the message lamp stops flashing.

> ⚠ **CAUTION**
>
> **Endpoint Damage Hazard**. Do not use your IP endpoint or disconnect it from the power supply while it is updating software. This ensures that the software or firmware update is downloaded successfully. Do not disconnect the endpoint from the power supply during the download process. Disconnecting the endpoint's power supply while the endpoint is downloading an update may cause serious damage to the endpoint.

Software Compatibility

Depending upon which software version your telephone system is using, some of the features included in this guide may not be available for your endpoint. Check with your system administrator to see which software version your telephone system currently uses and if there are any feature restrictions for your system.

Endpoint Usage

This equipment is not for connection to the telephone network or public coin phone service. It is only for use when connected to Mitel systems.

> ⚠ **WARNING**
>
> When using your endpoint equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:
>
> - Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
> - Avoid using an endpoint (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
> - Do not use the endpoint to report a gas leak in the vicinity of a leak.
> - Do not connect directly to the Public Switched Telephone Network (PSTN). Any connection of this endpoint to an off premise application, an out of plant application, any other exposed plant application, or to any equipment other than the intended application may result in a safety hazard, and/or defective operation, and/or equipment damage. "Exposed plant" means where any portion of the circuit is subject to accidental contact with electric lighting or power conductors operating at a voltage exceeding 300 volts between conductors or is subject to lightning strikes.
> - The socket outlet, if used, shall be located near the equipment and shall be easily located by the user.
> - Use only Mitel approved power adaptors. See "Power Requirements" on page iii.
> - The handset supplied with the endpoint is not certified for use with any other phone. Use of the handset with any other phone may have the potential to cause hearing loss in the event of a lighting strike on the outside plant wiring.

Notice to Canadian Customers

The Class B digital apparatus complies with Canadian ICES-003.

Notice to U.S. Customers

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notice to European Customers

We, Mitel Networks LTD.
Of, Mitel Castlegate Business Park
Portskewett
Caldicot
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UK

Mitel Endpoint: 8600
Declare that for the hereinafter mentioned product the presumption of conformity with the applicable essential requirements of DIRECTIVE 1999/5/EC OF THE EUROPEAN PARLIAMENT (RTTE DIRECTIVE) AND OF THE COUNCIL is given.

Any unauthorized modification of the product voids this Declaration.

For a copy of the original signed Declaration of Conformity (in full conformance with EN45014), please contact the Regulatory Approvals Manager at the above address.

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Getting Started

Welcome

The instructions in this guide are for using the 8600 endpoint. The *Quick Reference Guide* located at the beginning of this user guide is an overview of frequently used features.

Your endpoint should be powered on and ready to use. If you have any questions on the operation of your endpoint, contact your system administrator for assistance.

The endpoint can operate in either Inter-Tel Protocol (ITP) mode or Session Initiation Mode (SIP) mode. The operating mode determines which features and options are enabled on the endpoint. This guide is for endpoints operating in ITP mode. If your endpoint is configured to operate in SIP mode, request a copy of the *Model 8600/8620/8622/8662 User Guide: Session Initiation Protocol (SIP) Mode*, part number, 550.8024, from your system administrator.

Because a variety of voice mail products work with the Mitel 5000 system, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide,* part number 835.3205, or the *NuPoint Messenger Messaging User Guide* on the Mitel Web site (http://edocs.mitel.com). Contact your system administrator for more information about your voice mail system.

NOTE	Because many endpoint features can be programmed to perform various tasks, some features may work differently than the descriptions in this guide. Contact your system administrator for more information.

About Your Endpoint

Your endpoint is equipped with a Message Indicator lamp and two types of buttons.

- **Dialpad Buttons**: Allow you to enter numbers and letters.
- **Feature Buttons**: Provide quick access to various phone features.

See "Feature Descriptions" on for more information about the endpoint features

1 – Handset	5 – Special button
2 – Message Indicator lamp	6 – Dialpad buttons
3 – Volume button	7 – Speaker
4 – Hold button	8 – Answer

Feature Descriptions

The following sections describe default configurations. Your endpoint may be programmed differently. Contact your system administrator for more information. See "About Your Endpoint" on page 2 for endpoint feature locations.

| NOTE | The Model 8600 does not have an external microphone. |

Handset

The handset provided with this equipment is hearing aid compatible (HAC). If you are using Handsfree Mode, you need to lift the handset before speaking.

Message Indicator Lamp

The Message Indicator lamp flashes or stays lit to indicate call, message, and feature activity. See "Using Messages" on page 27.

| NOTE | By default, the Message Indicator lamp is lit when you receive new messages. However, this lamp can be programmed for other functions. Contact your system administrator for more information. |

Message Indicator lamp signals are described in the following table.

Message Indicator Lamp Signal	Description
Rapidly flashing	You have an incoming call.
Slowly flashing	You have a waiting message or callback message.
On	You are on a call or using a feature.
Off	Your endpoint is idle.

Volume

The telephone system has eight volume settings: handset intercom, handset outside call, speakerphone intercom, speakerphone outside call, background music, ringing, handset intercom dial tone, and speakerphone intercom dial tone.

Programmable Buttons

Most of the buttons on your endpoint are preprogrammed by the system administrator. However, you can program some of the endpoint buttons for quick access to features or speed-dial entries. See "Assigning Features to Programmable Buttons" on page 8 for instructions.

Dialpad Buttons

Use the dialpad buttons to dial phone numbers and enter feature codes.

Feature Buttons

Feature buttons provide quick access to commonly used features. See the following table for descriptions.

Button	Action
◀)) (Up) ◀| (Down)	Provides volume control for the ringer, handset, and speaker. Scrolls through feature options.
◀ (Speaker)	Answers a call. Puts a call on speaker.
⬛ (Hold)	Places the current call on hold.
XFR (Transfer)	Transfers the current call.
FWD	Forwards the call to the specified number.
CNF	Places a conference call.
MSG	Connects to silent and voice messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.
DND	Turns DND mode on or off. See "Using Do-Not-Disturb" on page 28.

Endpoint Connectors

The Model 8600 has a port on the back of the endpoint that connects to a headset or handset, and a LAN connector required for an IP endpoint. Two light-emitting diodes (LEDs) on the LAN/Power port indicate link status and the connection speed.

The endpoint connectors include:

- **Headset/Handset port**: Connects to a headset or handset.
- **LAN/Power port**: Connects to a network hub or a switch.

Endpoint Signals

The endpoint has several audio and visual signals to indicate feature activity. The following are a few helpful tips:

- Any buttons that are lit or blinking indicate call or feature activity.
- All endpoint button lamps illuminate at the same time for a few seconds when the endpoint is reset or powered on.
- The following actions may cause an error tone:
  - o Pressing an invalid button combination.
  - o Selecting a restricted feature.
  - o Dialing a restricted or invalid number.
  - o Dialing too slowly between digits.
  - o Waiting too long before performing the next step.

  To correct, hang up and try again.
- Many features "time-out" if you wait too long before performing the next step. If this happens, you must start over.
- "Off-hook" means the handset is in use. "On-hook" means the handset is idle.

Comfort and Safety Tips

Observe the following comfort and safety tips when using the endpoint:

- **Do not cradle the handset**: Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your neck and shoulder. If you frequently use the endpoint, you might find a headset more comfortable. See "Headset Instructions" on page 5.

- **Adjust the viewing angle**: The built-in stand tilts to give you a better view of the buttons. See "Adjusting the Viewing Angle" on page 7.

- **Protect your hearing**: Because prolonged exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level. You can adjust the volume levels of the handset receiver or headset. See "Changing Volume Levels" on page 7.

Headset Instructions

When using a headset, press ◀ (Speaker) to connect to or disconnect from calls.

If you have both a headset and a handset connected to your endpoint and you are using the headset, you can quickly transfer audio to the handset by lifting the handset from the cradle. Press ◀ to transfer the call back to the headset before replacing the handset in the cradle.

NOTES	The headset must be HAC.
	If your headset has a power-saver mode, make sure the system administrator has enabled the "Headset Connect Tone" feature. If this is not enabled, you may miss the first few seconds of an incoming call.

To connect and activate the headset:

1. Insert the headset jack into the Headset port located on the back of the endpoint. See "Endpoint Connectors" on page 4.

2. Dial **317** to turn the headset on.

To turn off Headset Mode and activate the handset and speakerphone:

Dial **317**. The handset or speakerphone is now activated.

Personalizing Your Endpoint

This chapter describes features you can use to personalize your endpoint.

Adjusting the Viewing Angle

You can tilt the endpoint stand for a better view of the buttons.

To adjust the viewing angle:

1. Position the bottom of the endpoint base on a flat surface.
2. Tilt the endpoint to the desired angle.
3. Place the "feet" of the support mechanism in the holes on the base to secure the position of the endpoint.

Changing Volume Levels

You can change the following volume levels:

*   Ringer (alerting tone)
*   Handset
*   Headset
*   Background music
*   External speaker

You must be using the feature to change the volume level. For example, if you want to change handset volume level, you must be using the handset. However, you can adjust the ringer (alerting tone) volume level when the endpoint is idle.

To change a volume level:

1. While using the feature, press ◀)) (Up) to increase the volume, or press ◀ (Down) to decrease the volume.
2. Press the center of the button to save the setting.

Changing the Ring Tone

You can select one of nine different ring tones.

To change the ring tone:

1. With the handset on-hook, dial **398**.
2. Do one of the following to listen to (or turn off) ring tones:
    *   Press **0** to turn the ringer off.
    *   Press ◀)) (Up) or ◀ (Down) or **1** to **9** to listen to ring tones.
3. Press ◀ (Speaker), **#**, or lift and replace the handset to select the ring tone.

Listening to Background Music

If your system is equipped with a music source, you can listen to Background Music or system audio (for example, organizational conference calls) through the external speaker.

To turn background music on or off:

Dial **313** (on/off toggle).

Assigning Features to Programmable Buttons

For quick access, you can assign feature codes, extension numbers, or speed-dial numbers to your programmable buttons. You can then use the programmed buttons to activate features or place calls. See "Default Access Codes" below and "Default Feature Codes" on page 9 for code lists.

NOTES	Before assigning a speed-dial number to a programmable button, you must store the number with either a Station or System speed-dial code. See "Using Speed Dial" on page 15.
	You cannot reprogram the default button assignments.

To assign a feature, extension number, or speed-dial code to a button:

1. With the handset on-hook, dial **397**.
2. Press the button that you want to program.
3. Enter the feature code, extension number, or speed-dial code (**0** to **9**) to be assigned to the button.

Default Access Codes

The following are default system access codes. If your system uses different codes, record the codes in the "New Code" column for reference.

Outside Line Access Codes

Code Type	Code	New Code
Emergency Call	911 (999/112 Europe)	
Outgoing Call (Default)	8	
Select Line Group 1 to 208	92001 to 92208	
Automatic Route Selection	92000	

Extension Numbers

Code Type	Code	New Code
Attendant	0	
Endpoint Extensions	1000 to 1999	
Hunt Groups	2000 to 2299	

Default Feature Codes

The following table lists default feature codes.[1] If your system administrator changes any of the default codes, you can record the new codes for reference in the "New Code" column.

NOTES	Most of the following feature codes work when your endpoint is idle. However, if you are on an active call or if the endpoint is off-hook, you may need to press ⬭⬭ (Special) to activate the feature before you enter the feature code.
	If you make a mistake when entering a feature code you can press * to cancel the feature.

Feature	Page	Code	New Code
Account Code – Follow Calls	17	391	
Account Code – Optional	17	390	
ACD Agent – Log In	31	326	
ACD Agent – Log In or Log Out	31	328	
ACD Agent – Log Out	31	327	
ACD Agent – Wrap-up Terminate	32	329	
Agent Help – Reject	32	376	
Agent Help – Request	32	375	
Answer Ringing Call	13	351	
Automatic Trunk Answer	21	350	
Background Music – On and Off	8	313	
Barge-in	33	386	
Call Forward – All Calls	21	355	
Call Forward – If Busy	21	357	
Call Forward – If No Answer	21	356	
Call Forward – No Answer/Busy	21	358	
Conference	22	5	
Default Station	12	394	
Do-Not-Disturb	28	370	
Do-Not-Disturb – Cancel	28	371	
Do-Not-Disturb – On and Off	28	372	
Do-Not-Disturb – Override	28	373	
Group Listen	23	312	
Handsfree – On and Off	19	319	
Headset – Off	5	316	
Headset – On	5	315	
Headset – On and Off	5	317	
Hold – Individual	20	336	

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1.   These features shown may or may not be enabled for your system.

Feature	Page	Code	New Code
Hold – System	20	335	
Hookflash (Recall in Europe)	20	330	
Hunt Group – Remove	33	322	
Hunt Group – Remove/Replace	33	324	
Hunt Group – Replace	33	323	
Message – Cancel Left Message	28	366	
Message – Delete Message	28	368	
Message – Leave Message	27	367	
Microphone Mute – On and Off	19	314	
Page	30	7	
Page Receive – On and Off	30	325	
Program Buttons	8	397	
Program Station Password	24	392	
Programmable Buttons – Return to Default	11	395	
Queue (Callback) Request	14	6	
Record-A-Call	23	385	
Redial	15	380	
Redirect Calls	13	380	
Reminder Message	29	305	
Reminder Message – Cancel	29	306	
Remote Programming	24	359	
Reverse Transfer (Call Pick-Up)	21	4	
Ring Intercom Always – On and Off	19	377	
Ring Tone Selection	7	398	
Station Monitor	33	321	
Station Speed Dial	16	382	
Station Speed Dial – Programming	16	383	
Steal Call	33	387	
Switch Keymap	12	399	
System Forward – Off	21	353	
System Forward – On	21	352	
System Forward – On and Off	21	354	
System Speed Dial	15	381	
Transfer To Hold	20	346	
Transfer To Ring	20	345	

Programming DSS/BLF Buttons

You can use programmable buttons as Direct Station Selection/Busy Lamp Field (DSS/BLF) buttons. DSS/BLF buttons must be enabled by your system administrator.

After you program a DSS/BLF button, you can:

- Press the button to place a call to the assigned extension.
- Press the button and then hang up to transfer a call to the assigned extension. If the call is transferred to voice mail you hear repeating double tones.
- Visually monitor the call activity of the assigned extension. The following lamp signals indicate call activity.

Lamp Signal	Description
Continuously lit	The extension is busy or off-hook.
Slowly flashing	The extension is in Do-Not-Disturb (DND).
Quickly flashing	The extension has a call ringing in.
Continuously flashing	The extension is causing a "Station Off-Hook" system alarm.

To assign a DSS/BLF button:

1. With the handset on-hook, dial **397**.
2. Press the programmable button, and then enter the extension number to be assigned to the button.

Resetting Programmable Buttons

You can reset programmed buttons to the default assignments. Resetting the programmable buttons does not reset button assignments programmed by the system administrator.

To reset the feature buttons to the default values:

With the handset on-hook, dial **395**.

Resetting the Endpoint to the Default Settings

Resetting the endpoint to the default settings does the following:

- Returns all volume settings to the default levels. See "Changing Volume Levels" on page 7.
- Cancels Background Music. See "Listening to Background Music" on page 8.
- Cancels Callback (queue) requests. See "Requesting a Callback (Queuing the Endpoint)" on page 14.
- Restores Handsfree Mode. "Using Handsfree Mode" on page 19.
- Cancels Manual Call Forwarding. See "Manual Call Forwarding" on page 21.
- Cancels System Forwarding. See "System Forwarding" on page 21.
- Cancels Do-Not-Disturb (DND). See "Using Do-Not-Disturb" on page 28.
- Restores Page settings. See "Paging Other System Users" on page 30.
- Resets hunt group calls. See "Hunt Groups" on page 31.

To return your endpoint to the default settings:

Dial **394**.

Switching Keymaps

Keymaps are the default button assignments on your endpoint. Your system administrator may have programmed an alternate keymap, allowing you to switch between keymap assignments. Contact your system administrator for more information.

To switch between keymaps when your endpoint is idle:

With the handset on-hook, dial **399**.

To switch between keymaps during a call:

Press ⚬⚬ (Special), and then dial **399**.

Answering and Placing Calls

The following instructions describe how to answer and place internal and external calls and how to use related features.

Answering Calls

Your endpoint may be preset to automatically answer incoming internal calls in Handsfree Mode. See "Using Handsfree Mode" on page 19. After disabling Handsfree Mode, you can use your handset or headset to answer incoming calls.

To answer a call:

Lift the handset, or press ◀ (Speaker) to answer a call while using a headset.

Answering Waiting Calls

If you receive a call while you are on another call, you hear a "call waiting" tone.

To answer a waiting call:

Hang up, and then answer the waiting call. You can also place the first call on hold before you answer the waiting call. See "Placing Calls On Hold" on page 20.

Redirecting Calls

You can redirect incoming calls to other extensions, external numbers, or send a DND message (see page 31).

To redirect calls:

1. While a call is ringing, dial **331**.
2. Do one of the following:
   - Dial the extension number, or press the Outgoing Call access code (the default code is **8**), and then dial the external number.
   - Enter the DND code.

Using Automatic Trunk Answer

You can use Automatic Trunk Answer to answer incoming external calls for other internal parties who are members of an "Answer Access" list.[1] Your system administrator creates Answer Access lists. Contact your system administrator for Answer Access list extensions.

Automatic Trunk Answer answers calls in the order they are received (that is, the first call received by any extension in the Answer Access list is the one answered).

To use Automatic Trunk Answer:

1. When an incoming external call is ringing at another Answer Access list extension, lift the handset or press ◀ (Speaker).
2. Dial **350** or press the flashing **Trunk** *<number>* button.

---

1.   This feature may or may not be enabled for your system.

Placing Calls

The following instructions describe how to place calls and related features.

Placing Emergency Calls

> ⚠ **WARNING**
>
> Contact your system administrator and your local Mitel provider for important information about dialing emergency services before using your IP endpoint.

To place an emergency call:

Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

Placing Internal Calls

Internal calls are calls placed to other extensions in the system. Contact your system administrator for a list of extension numbers.

To place an internal call:

With or without the handset lifted, dial the extension number.

If there is no answer or if the extension is busy, you can do the following:

- Request a callback (queue). See "Requesting a Callback (Queuing the Endpoint)" below.
- Camp-on to the busy extension. See "Using Camp-on" below.
- Leave a message. See "Leaving Messages at Other Extensions" on page 27.

Requesting a Callback (Queuing the Endpoint)

When you request a callback (queue the endpoint), the system automatically calls to connect you to the extension when it becomes available.

To request a callback:

If there is no answer or if the extension is busy, press ⚬⚬ (Special) followed by **6**, and then hang up. When the extension becomes available, your extension rings.

To cancel the callback request:

Press **6**.

Using Camp-on

Camp-on keeps you connected to the called extension until it becomes available. You cannot use Camp-on if the called extension is in DND, or if the call is forwarded to voice mail. See "Using Do-Not-Disturb" on page 28.

To use Camp-on:

Stay on the line and wait for the extension to become available—do not hang up. If Camp-on is enabled, you hear Music-on-Hold while you are waiting.

Placing External Calls

The following sections describe features used when placing external calls.

To place an external call:

1. Enter the Outgoing Call access code (the default code is **8**).

2. Dial the number.

NOTES	If you cannot place an external call because all outgoing lines are busy, you can request a callback, which prompts the system to contact you when a line becomes available. See "Requesting a Callback (Queuing the Endpoint)" above.
	If you are prompted for an account code (indicated by a single beep), you must enter an account code before you can place your call. See "Using Account Codes" on page 17.

Depending on system configuration, you may also be able to use one of the following methods to select an outgoing line:

* Enter the Select Line Group feature code. The default codes are 92001 to 92208.

* Enter the Automatic Route Selection (ARS) feature code. The default code is 92000.

Contact your system administrator for more information about using Select Line Group or ARS access codes.

Redialing a Number

You can quickly redial the last *external* number dialed. You cannot redial extension numbers.

To use Redial:

With or without the handset lifted, press ⚬⚬ (Special), and then dial **380**. The system automatically selects a line and dials the number.

Using Speed Dial

You can use speed dial to quickly dial stored phone numbers. Speed-dial numbers are either stored in the system (System Speed Dial), or in your endpoint (Station Speed Dial).

Using System Speed Dial

Your system administrator assigns Speed-Dial location numbers, which are available to everyone in the system. Contact your system administrator for more information.

To Dial System Speed-Dial numbers:

1. Dial **381**, and then enter the speed-dial location (**000** to **999** or **0000** to **4999**).

2. Press **#** to dial the number.

Using Station Speed Dial

You can use Station Speed Dial to store phone numbers for your personal use. Other system users do not have access to your Station Speed-Dial numbers.

Storing Station Speed-Dial Numbers

You can store up to 10 Station Speed-Dial numbers.

To store a Station Speed-Dial number:

1. With the handset on-hook, dial **383**.
2. Enter the speed-dial location (**0** to **9**).
3. Enter the number of the speed-dial contact (up to 10 characters).
4. Press **#** to save the number.

Dialing Station Speed-Dial Numbers

To dial a Station Speed-Dial number:

Dial **382**, and then enter the Station Speed-Dial location number (**0** to **9**). The system dials the number.

You can also program buttons to dial Station Speed-Dial numbers. See "Assigning Speed-Dial Entries to Programmable Buttons" below.

Deleting Speed-Dial Entries

To delete a Station Speed-Dial entry:

1. With the handset on-hook, dial **383**.
2. Enter the speed-dial location (**0** to **9**).
3. Program a new number for the location code or press **#** to exit.

Assigning Speed-Dial Entries to Programmable Buttons

You can assign Station or System Speed-Dial numbers to your programmable buttons. Before assigning the speed-dial number to a programmable button, make sure the number has either a Station or System Speed-Dial code assigned to it.

To program a System/Station Speed-Dial button:

1. With the handset on-hook, dial **397**.
2. Press the feature button that you want to use as a speed-dial button.
3. Dial **382** (Station Speed Dial) or **381** (System Speed Dial).
4. Enter the speed-dial location (**0** to **9** for Station Speed-Dial or **000** to **999** or **0000** to **4999** for System Speed Dial).

Using Account Codes

Account codes record information for telephone record reports. You may be required to enter account codes when placing calls. Contact your system administrator for more information about using account codes.

There are three types of account codes:

- **Standard account codes**: Automatically entered into the telephone record report whenever you place a call.
- **Forced account codes**: Entered before you can place an outside call.
- **Optional account codes**: Entered at any time during a call.

To enter an optional account code:

1. While off-hook, press ⚬⚬ (Special), and then dial **390**.
2. Enter the optional account code, and then press **#**.

To set an account code for all calls placed from your endpoint:

Dial **391** followed by the account code, and then press **#**. This code is used for all calls made from your endpoint until it is disabled.

To disable the code:

Dial **391**, and then press **#**.

Call Features

The following sections describe call-related features.

Using Handsfree Mode

Handsfree Mode activates the external speaker. However, because the Model 8600 does not have an external microphone, you must lift the handset to speak.

NOTES	The Ring Intercom Always feature prevents calls from being answered in Handsfree Mode (see the following section).
	You cannot use Handsfree Mode if you are using a headset, or if you have more than one endpoint assigned to an extension number.

To use Handsfree Mode:

With the handset on-hook, dial **319** (on/off toggle).

Using Ring Intercom Always

If another extension has Handsfree Mode enabled for incoming internal calls (see the previous section), you can use Ring Intercom Always to override Handsfree Mode on the extension, requiring the called party to pick up the handset to answer your call.

To override Handsfree Mode for the current call:

1. Before you enter the extension number, press **#**.
2. Dial the extension number.

To use Ring Intercom Always to always send non-handsfree calls:

With the handset on-hook, dial **377** (on/off toggle).

Using Mute

You can use Mute to temporarily turn off your microphone, preventing the other party on the call from hearing you.

To mute or unmute the microphone:

While on a call, press ⚬⚬ (Special), and then dial **314** (on/off toggle). When the microphone is muted, the Mute button lamp is lit.

Placing Calls On Hold

You can place calls on either Individual Hold or System Hold.

- **Individual Hold**: Places an internal or external call on hold at your endpoint.
- **System Hold**: Places an external call on hold in the system. You can then pick up the call from any endpoint that indicates the call, including the endpoint that placed it on hold.

To place a call on Individual Hold:

1. Press ☕ (Hold).
2. Hang up or place another call.

To place an outside call on System Hold:

1. Press ∞ (Special), and then dial **335**.
2. Hang up or place another call.

To return to a call that is on hold:

Press ☕ (Hold), and then lift the handset or press ◀ (Speaker).

Entering a Hookflash

Some telephone companies require you to enter a hookflash (a quick hang up and release) for feature access.

To enter a hookflash:

While off-hook, press ∞ (Special), and then dial **330**.

Transferring Calls

You can transfer calls to other extensions or external numbers. You can also transfer conference calls. See "Transferring a Conference" on .

Transferring Calls to Other Extensions

To transfer a call to another extension:

1. While on the call, press the **XFR** button, and then dial the extension number.
2. Do one of the following:
    - Wait for an answer, announce the call, and then hang up.
    - Hang up to transfer the call and disconnect the call from your endpoint.

Transferring Calls to External Numbers

To transfer a call to an external number:

1. While on the call, press the **XFR** button.
2. Press the Outgoing Call access code (the default code is **8**) to select an outside line.
3. Dial the phone number.
4. Do one of the following:
    - Wait for an answer, announce the call, and then hang up.
    - Hang up to transfer the call and disconnect the call from your endpoint.

Using Reverse Transfer

You can use Reverse Transfer (Call Pick Up) to answer calls that are ringing or holding at other extensions. For example, if you receive a call while you are away from your desk, you can pick up the call from another extension.

To use Reverse Transfer:

1. Lift the handset, and then press **4**.

2. Dial the extension or hunt group number where the call is ringing or holding. The call is transferred to the endpoint you are using and you are connected to the caller. See "Hunt Groups" on for more information about using hunt groups.

Forwarding Calls

You can use Manual Call Forwarding or System Forwarding to forward calls.

Manual Call Forwarding

You can use Manual Call Forwarding to send incoming calls to another extension or external number. The following table describes Manual Call Forwarding options.

Call Forward Feature	Description	Code
Call Forward if no Answer	All incoming calls are forwarded if not answered. (The timer is set by the system administrator.)	356
Call Forward If Busy	When your endpoint is busy, all incoming calls are forwarded without ringing.	357
Call Forward If No Answer/Busy	All incoming calls are forwarded if your endpoint is busy or if you do not answer.	358

To use Manual Call Forwarding:

1. Press **FWD**.

2. Enter the extension number, or press the Outgoing Call access code (**8**), and then dial the telephone number.

To cancel a Manual Call Forwarding request:

Do one of the following:

> Press the **FWD** button, and then press ◀ (Speaker), or lift and replace the handset.

System Forwarding

You can use System Forwarding to route calls based on the type of call and the idle or busy status of your endpoint. You cannot program the System Forward destination—you can only turn it on or off. Contact your system administrator for more information.

To turn System Forwarding on or off:

> Dial **354** (on/off toggle).

Placing Conference Calls

You can place a conference call with up to three internal or external parties, for a total of four parties, including yourself.

To place a conference call:

1. While on the first call, press the **CNF** button to place the call on hold.

2. Place a call to the next conference party. For external calls, press the Outgoing Call access code (the default code is **8**), and then dial the number.

3. After the party answers, announce the conference, and then press the **CNF** button to place the call on hold. If necessary, repeat this step to add the remaining conference party.

4. Press the **CNF** button again to start the conference.

Adding a Conference Party

You can add a conference party during the conference.

To add a conference party:

1. Press the **CNF** button. This leaves the conference parties connected.

2. Place a call to the party to be added to the conference, and then announce the conference. Press the **CNF** button twice to add the party and rejoin the conference.

Transferring a Conference

You can transfer an existing conference to another extension.

To transfer a conference:

1. During the conference, press the **XFR** button, and then dial the extension number.

2. Announce the conference (if desired), and then hang up. The party must then press the flashing **CNF** button to connect to the conference.

Dropping Out of a Conference

You can drop out of a conference and return to the conference later.

To drop out of a conference:

Press the **CNF** button or ⎍ (Hold), and then hang up. This removes you from the conference but leaves the other parties connected.

To return to the conference:

Press the flashing **CALL** button and you are reconnected to the conference.

Ending a Conference and Placing All Parties on Hold

You can end a conference and place all conference parties on Individual Hold, allowing you to toggle between the held parties and speak to one party at a time.

To end a conference and place all parties on Individual Hold:

Press the **CNF** button, and then press ⎍ (Hold).

To toggle between the held callers:

Press ⎍ (Hold) twice for internal parties.

Using Record-A-Call

You can use Record-A-Call to record an ongoing call as a mailbox message.[1] You can then retrieve the message from your voice mailbox. The Record-A-Call feature stays active after the other party hangs up, so you can add to the recorded call with your own message. This feature is not supported for peer-to-peer (P2P) calls. Contact your system administrator for more information.

To use Record-A-Call:

1. While on a call, press ⟳ (Special), and then dial **385** to turn Record-A-Call on.

2. Enter the voice mailbox number where you want the recording saved. Both you and the calling party hear a confirmation tone (if enabled).

NOTE	If your system administrator assigns the Record-a-Call voice mailbox destination, you do not need to enter the voice mailbox number.

To stop Record-A-Call:

Do one of the following:

- Press ⟳ (Special), and then dial **385**.
- Hang up.

Using Group Listen

You can use Group Listen to activate the speaker while you use the handset or headset to continue speaking. This allows other people to hear the other party on the call while the other party can only hear you (through the handset microphone). You cannot use Group Listen in Handsfree Mode.

NOTE	If are using the handset, the ◀ (Speaker) button lamp is unlit, even though the speaker is on. However, if you are using a headset, the ◀ (Speaker) button lamp is lit. If you press ◀ (Speaker) while on either the handset or headset you disconnect the call.

To use Group Listen:

While on a call, press ⟳ (Special), and then dial **312** to turn Group Listen on. You hear a confirmation tone. (The other party does not hear the confirmation tone.) Dial **312** again to turn Group listen off.

---

1.   This feature may or may not be enabled for your system.

Using Secondary Extension Buttons

You can use programmable buttons as Secondary Extension buttons.[2] Secondary Extension buttons are assigned to other extensions in the system (primary extensions). Because Secondary Extension buttons are programmed by the system administrator, you cannot change the buttons (for example, assign features to the buttons).

When programmed, you can use Secondary Extension buttons to:

- Place an internal call to the primary extension.
- Transfer calls to the primary extension.
- Answer a call that is ringing or holding at the primary extension.

NOTES	Unless internal calls are set up by the system administrator to use **CALL** buttons, you cannot use Secondary Extension buttons to answer ringing or holding internal calls received by the primary extension.
	You can use Secondary Extension buttons to notify you when a given number of calls are waiting at the primary extension.
	If a Secondary Extension button is flashing (the primary extension has an incoming call), you can press **#** before pressing the flashing Secondary Extension button to the call the primary extension and not answer the incoming call.

Remote Programming

You can use Remote Programming to access the Do-Not-Disturb (DND) and Call Forwarding features from another system endpoint or an external phone.

| **NOTE** | A Direct Inward System Access (DISA) number is required to use Remote Programming from an external phone. Contact your system administrator for more information. |

Entering a Remote Programming Password

Before using Remote Programming, you should enter a new password.

To enter a Remote Programming password:

1. Dial **392**.
2. Enter your current password (the default password is your extension number), followed by **#**.
3. Enter the new password followed by **#**.
4. Enter the new password again followed by **#**.

To change the station password from another phone, see "Using Remote Programming to Change the Password" below.

---

2. Secondary Extension buttons must be programmed by your system administrator.

Using Remote Programming to Change the Password

You can use Remote Programming to change the station (endpoint) password.

To use Remote Programming to change the station password:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your DISA password.
   - Use any endpoint on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. Dial **392**.
6. Enter the new password followed by **#**.
7. Enter the new password again followed by **#**.

Using Remote Programming to Change DND Settings

See "Using Do-Not-Disturb" on for more information about using DND.

To use Remote Programming to turn on DND:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your DISA password.
   - Use any endpoint on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. Dial **370**.
6. Enter the DND message number (01 to 20), and then enter the second-line message text (if applicable).

To use Remote Programming to turn off DND:

Follow previous steps 1 through 4, and then dial **371**.

Using Remote Programming to Forward Calls

See "Manual Call Forwarding" on page 21 for more information about Manual Call Forwarding.

To use Remote Programming to turn on Manual Call Forwarding:

1. Do one of the following:
   - Call your DISA number (provided by your system administrator). If necessary, enter your DISA password.
   - Use any endpoint on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. Dial one of the following Call Forwarding feature codes:
   - **355** (All)
   - **356** (No answer)
   - **357** (Busy)
   - **358** (No Answer/Busy)
6. Enter either an extension number or **8** followed by a telephone number.

To turn off Call Forwarding:

Dial **355**, and then hang up.

Messages

The following sections describe how to use system messaging features, including:

- **Inter-station messages**: Inter-station messages are alerts sent to your endpoint by other internal parties, notifying you to contact the party who left the message. The Message button and Message Indicator lamp notify you of the new message. You can then either delete the message or reply to the message, which automatically places a call to the party who left the message.

- **Do-Not-Disturb (DND) messages**: Messages that other internal parties see when your endpoint is in DND. See "Using Do-Not-Disturb" on page 28.

- **Reminder messages**: Messages that you can use to notify yourself of upcoming appointments, meetings, and so on. See "Using Reminder Messages" on page 29.

- **Pages**: Announcements sent over endpoint speakers or external speakers. See "Paging Other System Users" on page 30.

- **Voice messages**: System voice mail messages.

NOTE	Because a variety of voice mail products work with the Mitel 5000 system, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide,* part number 835.3205, or the *NuPoint Messenger Messaging User Guide* (on the Mitel Web site (http://edocs.mitel.com). Contact your system administrator for more information about your voice mail system.

Using Messages

Following are instructions on how to use system messaging features.

Leaving Messages at Other Extensions

You can leave inter-station or voice messages for other internal parties.

To leave an inter-station or voice message for a busy IC extension:

1. While on the call, press the **MSG** button.
2. Do one of the following:
   - Hang up to leave a inter-station message.
   - Stay on the line to connect to the message center (voice mail).

To leave an inter-station message without placing an internal call:

1. Dial **367**.
2. Enter the extension number and then hang up.

Retrieving Messages

When you have new messages, the Message Indicator lamp and MSG button are lit.

To retrieve messages:

Lift the handset, and then press the **MSG** button. A call is automatically placed to the party or message center that left the message.

Canceling Messages Left at Other Extensions

You can cancel messages left at other extensions.

To cancel a message left at another extension:

1. Dial **366**.
2. Enter the extension number where you left the message.

Deleting Messages

You can delete waiting messages.

| NOTE | To delete waiting voice messages, you must connect to your voice mailbox. |

To delete inter-station messages:

Dial **368**.

Using Do-Not-Disturb

You can use Do-Not-Disturb (DND) to stop calls and pages to your extension. DND does not block queue callbacks, recalls, and incoming external calls. The following table shows the 20 default DND messages. If your system administrator changes your DND messages, you can record the new messages in the "New Message" column for reference.

Code	Default Message	New Message	Code	Default Message	New Message
01	Do-Not-Disturb		11	Out of Town 'Til	
02	Leave a Message		12	Out of Office	
03	In Meeting Until		13	Out Until	
04	In Meeting		14	With a Client	
05	On Vacation/ Holiday 'Til		15	With a Guest	
06	On Vacation/ Holiday		16	Unavailable	
07	Call Me At		17	In Conference	
08	At the Doctor		18	Away from Desk	
09	On a Trip		19	Gone Home	
10	On Break		20	Out to Lunch	

To turn on DND:

1. Press the **DND** button.
2. Enter the two-digit number for the DND message from the table above.
3. Press ◀ (Speaker) or lift and replace the handset.

To turn off DND:

Press the **DND** button.

Using Reminder Messages

You can use Reminder messages to alert you at a selected time, up to 24 hours in advance. At the selected time, the Reminder message signals you with eight short tones even if you are on a call. The following table shows the 20 default Reminder messages. If your system administrator changes your Reminder messages, you can record the new messages in the "New Message" column for reference.

Code	Default Message	New Message	Code	Default Message	New Message
01	Meeting		11	Call Engineering	
02	Staff Meeting		12	Call Marketing	
03	Sales Meeting		13	Call Accounting	
04	Cancel Meeting		14	Cancel DND	
05	Appointment		15	Cancel Call Fwd	
06	Place Call		16	Take Medication	
07	Call Client		17	Make Reservation	
08	Call Customer		18	Review Schedule	
09	Call Home		19	Lunch	
10	Call Corporate		20	Reminder	

To set a Reminder message:

1. With the handset on-hook, dial **305**.

2. Enter the two-digit number for the Reminder message from the previous table.

3. Press # to select the message.

4. Enter the time you wish to receive the message in hours and minutes (for example, **0900** or **900** for **9:00**) and then press **#**.

   If your system is set for 24-hour format, enter the applicable time (1400 = 2:00 P.M.).

   If your system is set for 12-hour format, press **1** for A.M. or **2** for P.M.

To cancel all Reminder message requests:

With the handset on-hook, dial **306**.

To clear a received Reminder message:

With the handset on-hook, press *****.

Paging Other System Users

You can place page announcements through endpoint speakers or external speakers (if applicable). Your system may use page zones to prevent announcements from transmitting through every endpoint in the system. Each page zone contains a different combination of extensions and external paging equipment.

Contact your system administrator for page zone information. You can use the following table to save the page zone information for future reference.

Page Zone Name	Number	Description

Placing a Page Announcement

To place a page announcement:

1. Press **7**.
2. Enter the page-zone number (**0** to **9**).
3. After the tone, make your announcement, and then hang up.

Enabling or Disabling the Page Feature

You can enable or disable the Page feature for your extension. If your extension is assigned to more than one page zone, the Page on and off feature code enables or disables your extension for all pages zone (you cannot select individual zones).

To enable or disable paging for your endpoint:

Dial **325** to enable paging. Dial **325** again to disable paging.

Hunt Groups

This chapter describes what Hunt Groups are and how to use them.

UCD and ACD Hunt Groups

Hunt groups are groups of internal parties (agents) who share a common (hunt group) extension number. Calls can either be placed to the hunt group (using the hunt group extension number) or to a specific agent (using the agent's extension number). Hunt groups are programmed by the system administrator.

Hunt groups types are either "UCD" or "ACD."

- **UCD Hunt Groups**: Uniform Call Distribution (UCD) agents do not log in to the hunt group to receive calls.

- **ACD Hunt Groups**: Automatic Call Distribution (ACD) agents log in to the ACD hunt group to receive calls. The system distributes calls to ACD hunt groups as follows:

  o *Agent IDs*: Each agent is assigned an Agent ID number for logging in to the hunt group (see the next section). Hunt group calls are distributed to logged-in agents according to their Agent ID number instead of their extension number. Agents can log in to any ACD hunt group endpoint.

  o *Extensions*: Hunt group members do not use Agent IDs, and calls are distributed to endpoints where the agents are logged in.

Logging in to ACD Hunt Groups

You must log in to an ACD hunt group to receive hunt group calls. To stop calls, you either log out of the ACD hunt group or divert calls. See "Diverting Hunt Group Calls" on .

NOTES	Only one agent can be logged in to an endpoint.
	If the ACD Agent ID Automatic Connect option is enabled for your hunt group and you are using a headset, you are automatically connected to waiting calls when you log in. However, the first call you receive after you log in rings until you answer it. You are automatically connected to subsequent calls.

To log in to or out of all ACD hunt groups in which you are a member:

Dial **328** to log in followed by your Agent ID, if necessary. You will hear a login confirmation tone. Dial **328** to log out followed by your Agent ID, if necessary.

To log in to one or more ACD hunt groups:

1. With or without your handset lifted, dial **326**.

2. Do one of the following:

   - Enter the ACD hunt group number.

   - Press **#** to log in to all of your ACD hunt groups.

3. Enter your Agent ID (if applicable), or press **#** if you do not have an agent ID.

Logging out of ACD Hunt Groups

You can log out of all ACD hunt groups at once or log out of each hunt group one at a time.

To log out of one or more ACD hunt group:

Do one of the following:

- Dial **328** to log out of all of your ACD hunt groups.
- Dial **327** to log out of one hunt group at a time.

Stopping the ACD Hunt Group Wrap-up Timer

Each time you end an ACD hunt group call, a wrap-up timer starts. Until this timer expires, you will not receive another hunt group call. However, you can stop the wrap-up timer to allow calls to your extension.

To stop the wrap-up timer:

With the handset on-hook, dial **329**.

Other Hunt Group Features

The following features can be used by ACD or UCD hunt groups.

Requesting Agent Help

You can use Agent Help to request help from a designated "Agent Help Extension" (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can join the call or reject the request.

NOTE	Agent Help is not supported for peer-to-peer (P2P) calls. Contact your system administrator for more information.

To use Agent Help:

1. While you are on a hunt group call, press ⟨∞⟩ (Special), and then dial **375**.

NOTE	If you hear repeating tones, one of the following has occurred: • The feature is not available at your endpoint. • You already have four parties in your call. • Not enough system circuits are currently available. • The Agent Help Extension is in DND.

2. If not preprogrammed, dial the Agent Help extension number.

Diverting Hunt Group Calls

You can temporarily divert hunt group calls, preventing hunt group calls to your extension.

To divert hunt group calls:

Dial **324** to divert calls. Dial **324** again to program your endpoint to accept calls.

Hunt Group Supervisor Features

The following features can be used by hunt group supervisors only.

Accepting or Rejecting Agent Help Calls

Supervisors can accept or reject Agent Help calls.

To accept an Agent Help request:

Answer as usual. Your microphone is automatically muted.

To reject an Agent Help request:

Dial **376**.

Monitoring Calls

You can use Station Monitor to connect to a hunt-group call and hear both parties, but you cannot be heard by either one. Station Monitor stops if the hunt group member terminates, transfers, or transfers the call. You can barge-in to or "steal" monitored calls, as described below. You can also record the call. See "Using Record-A-Call" on page 23 for more information about recording calls.

To use Station Monitor:

Dial **321**, and then enter the extension number. Monitored hunt group members may hear an "activation tone" when the feature is activated.

Using Barge-in

While monitoring a hunt group call, you can use Barge-in to join the call.

To barge-in to a hunt-group call:

Dial **386**.

Stealing Hunt Group Calls

While monitoring a hunt group call, you can "steal" the call from the hunt group member, which disconnects the call from the agent and transfers the call to your extension.

To steal a hunt group call:

Dial **387**.

Troubleshooting

The following sections can help you solve problems that you may be experiencing with your endpoint. Troubleshooting topics include:

- **Contact Information**: Information about system administrator contacts.
- **Troubleshooting Tips**: Possible problems and methods to solve them.

Contact Information

Your system administrator can help you with items such as changing your settings or modifying endpoint features. System administrator duties include:

- Setting the date and time.
- Programming System Speed-Dial numbers.
- Making system changes, such as changing user names and extension numbers.

Contact your system administrator with questions that are not covered in this user guide If you need further assistance, you can find provider information on the Mitel Web site at www.mitel.com. All sales, service, and support are coordinated at the local level.

Troubleshooting Tips

The following table includes troubleshooting tips for endpoint and system features.

NOTE	You can often correct problems that you may be experiencing by resetting the endpoint to the default settings. See "Resetting the Endpoint to the Default Settings" on page 12.

Problem	Possible Solution
The endpoint is not working properly.	Contact your system administrator.
I cannot use one or more of the features described in this guide.	The feature may not be enabled. Contact your system administrator for more information.
I cannot program System Speed-Dial numbers.	Your system administrator programs System Speed Dial numbers.
I am experiencing audio problems on my endpoint such as echo, distorted sound, or choppiness.	Contact your system administrator if you are having audio problems.
I cannot use the local telephone company star codes (for example, *82, *69) when I press the use the Outgoing Call access code (**8**) when calling an external number.	Instead of pressing **8** to access an outside line, you must dial a Select Line Group number before you can use the star codes. For example, if your system is using the default Select Line Group numbers, dial 92001 to access that line. After you have dial tone, you can dial the star code and the number.
I cannot use the Agent Help or Record-a-Call features.	If your system uses Peer-to-Peer (P2P) audio, you cannot use these features when you are on a P2P call. Contact your system administrator for more information.
I cannot program a Station Speed-Dial number to the button I want.	Before assigning the speed-dial number to a programmable button, you must store the number with either a Station or System Speed-Dial code.

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