

MITEL PHONE TIPS



IP Phone

HOLD



Press **HOLD** and hang up.
To return to the call, press **HOLD**
and lift **HANDSET**/press **SPEAKER**.

TRANSFER



Press **TRANSFER** and enter extension
number. Wait for an answer, announce
the call and hang up to transfer the caller.

SET DND:

Press **DND** button.
Enter code number.

- ▶ Use * for : when entering time.
- ▶ Use # for - when entering dates.
- ▶ Press **MESSAGE** button to toggle alpha mode.

Press **SPEAKER**.

TURN OFF DND:

Press **DND** Button.

DND CODES

CODE	MESSAGE	CODE	MESSAGE
01	Page Me Please	9	On Project Until
02	At Lunch Until	10	Out of Building Until
03	Gone Home	11	Traveling Until
04	Call Me At #	12	Vacation Until
05	Back to Desk At	13	Training Until
06	With Guest Until	14	Conference Call Until
07	In Plant Until	15	Case #
08	In Meeting Until	20	On Break Until

PROGRAM BUTTONS:

With the handset on the hook, dial **397**.
Press the **BUTTON** you want to program.
Enter the **FEATURE CODE** or **EXTENSION**.

EXTENSION DIRECTORY:

Dial feature code **307**.
Dial **1** to find internal numbers.
Use the dialpad to spell the first name.

For example: "Casey" = 22739.

Press **UP** or **DOWN** to scroll through the entries.

Press **#** to dial displayed extension.

Find the PDF directory at:
DMP.com/Intranet/Organizational_Development

FORWARD ALL CALLS:

Press the **FWD ALL** button or dial **355**.
Enter the **EXTENSION NUMBER** or dial **8**
THEN THE TELEPHONE NUMBER.
Press **#**.

COMMON FEATURE CODES

FEATURE	CODE
Directory	307
Do Not Disturb On/Off	372
Handsfree On/Off	319
Headset On/Off	317
Program Buttons	397
Ring Tone Selection	398
Conference (while on call)	5
Reverse Transfer	6

CONFERENCE CALLS:

While on the call, press **CONFERENCE**.
Call the next conference party.
After they answer, announce the conference, and press **CONFERENCE** to place on hold. Repeat as necessary.
Press **CONFERENCE** one last time to start the conference.