











Mitel 5000

TELEPHONE QUICK REFERENCE GUIDE

- OUTGOING CALL** Lift handset - Press **OUTGOING** key - Dial number
- REDIAL** Lift handset - Press **OUTGOING** key - Press **REDIAL** key
- INTERCOM CALL** Lift handset - Dial **EXT. NUMBER** on dial pad
- ANSWER A 2ND CALL WHEN ON A CALL** Press **HOLD** key to put the first caller on hold - Press the **Call 2** Key where the new call is ringing to receive the 2nd call - if needed, put 2nd caller on **HOLD** - Press **CALL 1** key and you will have the 1st caller back.
- TRANSFER CALL** (With live call) Press **TRANSFER** key - Dial **EXT. NUMBER**
Announce call and hang up to transfer call (*if the called extension does not want call, before hanging up, press **TRANSFER** key twice to retrieve the call and take a message*)
- TRANSFER TO HOLD** (With live call) Press **TRANSFER** key – Dial **EXT. NUMBER** – Press **HOLD**
This places the call on hold at the transferred station
- CALL PICKUP** Lift handset - Press **4** and enter the extension where call is holding or ringing
You will have the outside call.
- PAGE** Lift handset - Press **7** - Select the Page Zone - Make announcement - Hang up
- CALL FORWARD** Press the **FWD** key - Dial the **EXT. NUMBER** to receive your calls
- CANCEL CALL FWD** Press **FWD** key - Your SPKR key will light - Press **SPKR** key
- DO NOT DISTURB** While on hook - Press **DND** key
- CANCEL DND** While on hook - Press lit **DND** key
- CONFERENCE CALL** Up to 3 people and yourself (total of 4). Establish 1st call - Press **CONF** key - Establish 2nd call - Press **CONF** key - Establish 3rd call if needed - Press **CONF** key - Press **CONF** key again to connect all parties
- PROGRAM STATION SPEED DIAL** While on hook - Dial **383** on dialpad - Enter a SD bin number **0 - 9**
Enter name (if you have a display phone) by using appropriate keys on keypad (For B press the digit 2 twice to scroll to the B, the 2nd letter on that key / The **Mute** key is the back space and the **FWD** key is the forward space)) - Press # to accept the name when done - Enter phone number to be stored - Press # to confirm entry.
- TO USE STATION SPEED DIAL** Press **OUTGOING** key - Press **STN SPDL** key or enter **382**
Dial bin number (**0 - 9**) where number is stored - System dials number for you.
- TO USE SYSTEM SPEED DIAL** Press **OUTGOING** key - Press **SYS SPDL** key - Dial 3 digit code (**000 - 999**) for number needed - System will dial number for you

	Volume Control		Feature Key
			
	Activates Handsfree Mode		Redial Key
	Mutes Microphone		Hold Key
	Opens Settings Menu		Transfer Key
			Message key— Lights when you have new messages.

VOICEMAIL

QUICK REFERENCE GUIDE

TO PERSONALIZE YOUR VOICE MAILBOX

- 1 - Access voice mail pressing VOICE MAIL KEY
 - 2 - When voice mail or Auto Attendant answers - Press * then enter your MAILBOX NUMBER.
 - 3 - Enter the DEFAULT PASSWORD (Usually there is no password) then press # to accept
 - 4 - You will be prompted to change your password (3 to 12 digits) - Enter NEW PASSWORD - Press #, then # again to accept
 - 5 - Follow prompts to record DIRECTORY NAME - Press # to accept
 - 6 - Listen to voice mail introduction - DO NOT SKIP THIS STEP!!!
 - 7 - Prompt will say "Your mailbox is now fully set up" and will give you your options. Press 4 for PERSONAL OPTIONS menu - Press 1 -CHANGE PERSONAL GREETING - Press 1 for PRIMARY GREETING
 - 8 - Follow prompts to record primary greeting then press # to accept
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TO RETRIEVE MESSAGES WHEN MSG KEY IS LIT

- 1 - Lift handset and press MSG key, (this dials voice mail for you and recognizes you as a user)
- 2 - Enter your PASSWORD then press #
- 3 - Press 1 for NEW MESSAGES OR 3 for SAVED MESSAGES
- 4 - Press 7 to SAVE OR 9 to DELETE as prompted at end of message

TO RETRIEVE MESSAGES FROM ANOTHER PHONE IN YOUR OFFICE

- 1 - Access voice mail by pressing VOICE MAIL KEY - Let voice mail answer
- 2 - Press * and your MAILBOX NUMBER to enter voice mail as a user
- 3 - Enter your PASSWORD then # to accept - Follow prompts to listen to messages

TO RETRIEVE MESSAGES FROM OUTSIDE THE OFFICE AT NIGHT

- 1 - Dial main company phone number
- 2 - When voice mail answers press * and your MAILBOX NUMBER
- 3 - Enter your PASSWORD then # to accept - Follow prompts to listen to messages

TO LEAVE A MESSAGE IN SOMEONE'S MAILBOX

- 1 - Access voice mail by pressing VOICE MAIL KEY - Let voice mail answer
- 2 - Enter MAILBOX NUMBER to receive your message
- 3 - Leave message at the tone then hang up to deliver message

TO TRANSFER AN OUTSIDE CALLER INTO SOMEONE'S MAILBOX

- 1 - With caller in hand - Press VOICE MAIL KEY
- 2 - Dial desired MAILBOX NUMBER then hang up to complete transfer (Caller will hear that person's personalized greeting)

TO MAKE CHANGES IN YOUR MAILBOX

- 1 - Access voice mail by pressing VOICE MAIL KEY - Let voice mail answer
- 2 - Press * and your MAILBOX NUMBER then your PASSWORD followed by # as prompted
- 3 - Press 4 for your PERSONAL OPTIONS MENU
- 4 - Follow prompts to change
 - GREETING - Press 1, Then press 1 again for your PRIMARY GREETING - Follow prompts
 - DIRECTORY NAME - Press 2 - Follow prompts
 - PASSWORD - Press 3 - Follow prompts
 - MESSAGE ENVELOPE - Press 4 - Follow prompts to toggle envelope features on or off