PEN ARGYL HIGH SCHOOL
ADMINISTRATIVE AND OFFICE PHONES

ANSWERING A CALL
1. If your phone is ringing, simply pick up the handset.
2. When the call is finished, simply hang up the handset.

MAKING AN OUTSIDE CALL
1. Press a LINE KEY **or** dial 8, then dial the desired number.

TO PLACE A CALL ON HOLD
1. While on the call, press the red hold button. The line that the call came in on will flash on all large display telephones.

TO RETRIEVE A CALL ON HOLD
1. Press the blinking LINE KEY that the call is holding on.

TRANSFERRING A CALL
1. While connected to a call, press the TRANSFER button, and then dial the desired EXTENSION NUMBER (or press the extension button, if assigned).
2. Stay on the line to announce the call or hang up to complete the transfer.
3. If this call is not answered, it forwards to voice mail.
4. To pull the call back, press the blinking LINE KEY.

TRANSFERRING A CALL TO VOICE MAIL
1. While connected to the call, press the VOICEMAIL button, then dial the desired EXTENSION OR MAILBOX NUMBER (or press the extension button, if assigned).
2. Hang up to complete the transfer.

TO RECORD A CALL
1. Simply press the RECORD button.
2. To end the recording, press the RECORD button again or hang up.
3. Note: If you are at common area phone that has a RECORD button, once selected you must enter your mailbox number after pressing the RECORD button.

PLACING A CONFERENCE CALL
1. Make your first call, (either an internal extension or outgoing number) and then press the CONFERENCE button (this places the first call on a conference hold).
2. Make your next call, and then press the CONFERENCE button again (now you have the second party on conference hold). You may add another party.
3. Then press the CONFERENCE button again to join all parties together. *(Press CONFERENCE once to bring new party in. Press CONFERENCE twice to bring everyone together)*

PAGING
1. Pick up the handset and press the PAGE button.
2. Dial **#11**
3. Make your page and hang up.

PICK-UP RINGING CALL ON ANOTHER EXTENSION
1. Press 4, then dial the extension number of the ringing phone to pick-up the ringing call.

TO PROGRAM STATION SPEED DIAL
1. Press PRG STN SPDL button or dial 383
2. Enter bin number (0 – 9)
3. Enter name using dial pad (TRANSFER button moves the cursor right, HOLD button moves the cursor left) then press pound
4. Enter telephone number, starting with 8. (Ex. 8-1-610-867-7800)
5. Press #

USING STATION SPEED DIAL
1. Press STATION SPEED DIAL button (or dial 382) and enter bin number you programmed (0 – 9)

PROGRAMMING EMPTY BUTTONS
1. Dial 397
2. Press the button you want to program
3. Enter extension number or press SYSTEM or STATION SPEED DIAL button then bin Number.

PROGRAMMING AN EMPTY BUTTON FOR AN OUTBOUND 1 TOUCH SPEED DIAL
1. First you must program the desired outside phone number as a station speed dial. See TO PROGRAM STATION SPEED DIAL above.
2. Now you can program that empty button with the newly created station speed dial number.
   a. Dial 397
   b. Press the button that you wish to program
   c. Enter 382, then the bin number which you just chose for the specific speed dial number.

VOICEMAIL SET-UP PROCEDURE

1. From any phone – Press the VOICEMAIL button (or dial 6) then press * , then enter your mailbox number.

2. Enter your PASSWORD (Default is your extension or mailbox number).

3. The prompt will ask you to change your system assigned password. Dial your new password and press #.

4. The prompt will announce your password again, if it is correct, press #.

5. The prompt will ask you to record your spoken name. At the tone, say your full name and extension and press #.

6. Press # again to confirm your recording.

7. The prompt will play information about your voicemail box and say your mailbox is fully set up.

8. Dial 4 – for personal options.

9. Dial 1 – for personal greeting.

10. Dial 1 – for primary greeting.

11. At the tone say your greeting (Example: Hi this is Mike. Sorry I missed your call. If you would like to leave me a message, please do so. Otherwise, you may press zero for further assistance.) When finished with your greeting, press #.

12. Press # again to confirm.

13. Your VOICEMAIL is now completely set-up, please hang up now.

LISTENING TO YOUR MESSAGES
1. Press the SPEAKER button or lift the handset and press the MESSAGE button.
2. Dial your PASSWORD then press #.
3. Voicemail will announce all options.

FORWARDING A MESSAGE
1. After listening to the message, press 3.
2. Dial the desired EXTENSION NUMBER then press #.
3. To record an introduction to the message press 1 otherwise press #.
4. Press # again or hang up to send the message.

LEAVING A MESSAGE FOR ANOTHER PERSON
1. Press the VOICEMAIL button.
2. Dial the desired EXTENSION NUMBER.
3. Leave your message after the tone.
4. Hang up to send the message.

CHECKING MESSAGES FROM OUTSIDE THE OFFICE
1. Dial your main telephone number: 610-863-1293
2. When the greeting begins, press *.
3. Dial your EXTENSION NUMBER.
4. Enter your PASSWORD then press #.
5. Voicemail will announce all options.

Mitel® 5000 Communications Platform (CP)

8568 Telephone 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.

No.	Name	Description
1	Handset	The handset is hearing aid compatible (HAC). If you are using a headset or if you are in Handsfree Mode, you do not need to use the handset.
2	Display	Provides a six-line, 16-character viewing area for using features and identifying callers. When idle, the display shows user information and the time and date.
3	Menu Buttons	Provide eight dynamic menu buttons at the top of the display that change depending on the feature and menu currently shown. You can use the menu buttons to view and select feature options.
4	Ring/Message Indicator	Flashes or stays lit to indicate call, message, and feature activity. **Indicator Signals / 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 IP phone is idle.
5	Feature Buttons	Provide quick access to commonly used features. See "Feature Buttons" on page 2 for descriptions.
6	Dialpad Buttons	Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.
7	Programmable Buttons	Provide 16 programmable buttons. The top seven buttons on the telephone are programmed by the system administrator and cannot be reprogrammed. However, you can program the remaining buttons for quick access to features or speed-dial entries.
8	External Speaker	Provides audio for handsfree calls and background music.

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Feature Buttons

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

Button	Action
▲ (Up) ▼ (Down)	Provides volume control. Scrolls through feature options.
🔊 (Speaker)	Activates Handsfree Mode. Activates features.
🔇 (Mute)	Mutes the microphone during a call.
(Directory)	Activates the contact and feature DIrectory.
∞ (Special)	Activates features while on a call. The ∞ (Special) button does not cancel features. To cancel features, press the Star button (*).
(Redial)	Calls the last external number dialed. You cannot redial internal numbers.
(Hold)	Places the current call on hold. Left/Backspace when entering dialpad characters.
(Transfer)	Transfers the current call. Right/Forward when entering dialpad characters.
(Message)	Connects to voice mailbox and notifies when you have messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

Commonly Used Feature Codes

Most of the following feature codes work when your telephone is idle. However, if you are on an active call or if the telephone 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 numbers or characters, you can press (Hold) to move the cursor to the left and delete the characters entered, or you can press * to cancel the feature.

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
Call Logging	333
Conference	5
Default Station	394
Directory	307
Display Time And Date	300
Do-Not-Disturb – On/Off	372
Dynamic Extension Express – On/Off	364
Dynamic Extension Express Handoff	388
Handsfree – On/Off	319
Headset – On/Off	317
Hold – Individual	336
Hold – System	335
Hot Desk On/Off	348
Hunt Group – Remove/Replace	324
Message – Cancel Left Message	366
Message – Delete Message	368
Message – Leave Message	367
Message – View Messages Menu	365
Microphone Mute – On/Off	314
Page Receive – On/Off	325
Program Buttons	397
Program Station Passcode	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
View Button Assignments	396