



*featuring the*



**MITEL1000**  
Phone System

# DESK PHONE QUICK REFERENCE GUIDE

## Table of Contents

<b>INTRODUCTION TO YOUR MITEL 1000 .....</b>	<b>2</b>
WELCOME .....	2
MITEL 1000 DESK PHONE .....	2
<b>HOW TO USE YOUR MITEL 1000 DESKPHONE.....</b>	<b>3</b>
<i>Phone Setup</i> .....	7
<i>Answering and Making Calls</i> .....	3
<i>Transferring Calls</i> .....	3
<i>Re-directing Calls</i> .....	3
<i>Forwarding Incoming calls – Line Forward</i> .....	3
<i>Forwarding Internal calls</i> .....	4
<i>Answering Machine</i> .....	5
<i>Voice Mail</i> .....	5
<i>Personal Speed Dials</i> .....	6
<i>System Speed Dials</i> .....	6

## Introduction to your Mitel 1000

### Welcome

The **Mitel 1000** is a very powerful communication system that, together with Intermedia Digital Phone Service, provides a comprehensive solution for your business communications needs.

This quick reference guide highlights some of the many features of the Desk Phone. You may have up to 4 desk phones plugged into the Mitel 1000 Base Unit. Each phone receives its own extension and voicemail box.

### Mitel 1000 Desk Phone



## How to use your Mitel 1000 Desk Phone

### Answering and making calls

#### Answer a call that is ringing on the Desk Phone using the handset

Pick up the handset or

Select ⇒ **Answer The Call** and/or pick up the handset.

#### Answer a call that is ringing on the Desk Phone using speakerphone

Select ⇒ **Answer The Call**.

#### Make an external call

Pick up the handset or use the speakerphone button

Or, press Line Key 1 or 2 for an IP Trunk.

Or, if you have connected an existing phone line (called CO Line) press Line Key 3 or 4.


Dial the number

#### Make an internal call

Select ⇒ **Internal Call**

Select ⇒ **The extension** from the menu screen or

Dial the extension number (20 – 23 for wired, 31 – 34 for cordless), 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 extension

Select ⇒ **Internal Transfer**.

Select ⇒ **The extension** and when the call is answered.

Select ⇒ **Transfer**.

#### Transfer a call to an external number

Select ⇒ **External Transfer**.

Select an available line as indicated by “◇”.

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.

#### Deflect a call to another extension

Select ⇒ **Re-Direct The Call**.

Select ⇒ **Ext. no.**

#### Forward an incoming call to the Answering Machine

Select ⇒ **Forward To Voice Mail**.

#### Forward an internal call to your personal mailbox

Select ⇒ **Forward To Voice Mail**.

### Forwarding incoming calls – Line Forward

#### Forward all calls received on a line

Press the Scroll Down Key (⏴) until "Incoming Call Forward" is displayed.

Select ⇒ Incoming Call Forwards.

Select the line.

Select ⇒ All Calls.

Dial the internal extension number, or

Press "Answering Machine" (To forward calls to the Answering Machine) or enter 9 followed by an external phone number then press Confirm

#### **Cancel Forward all calls on a line**

Select ⇒ Cancel Incoming Call Forwards.

Select the line.

Select ⇒ All Calls.

#### **Forward calls received on a line when the answering phones are busy**

Press the Scroll Down Key (⏴) until "Incoming Call Forward" is displayed.

Select ⇒ Incoming Call Forwards.

Select the line.

Select ⇒ Extension Busy.

Dial the target extension number, or

Press "Answering Machine". (To forward the calls to the Answering Machine) or enter 9 followed by an external phone number then press Confirm

#### **Cancel Forward when busy**

Press the Scroll Down Key (⏴) until "Incoming Call Forward" is displayed.

Select ⇒ Incoming Call Forwards.

Select the line.

Select ⇒ Extension Busy.

#### **Forward calls on a line when it is not answered**

Press the Scroll Down Key (⏴) until "Incoming Call Forward" is displayed.

Select ⇒ Incoming Call Forwards.

Select the line.

Select ⇒ No Answer.

Dial the target extension number, or

Press "Answering Machine" (To Forward calls to the Answering Machine) or enter 9 followed by an external phone number then press Confirm.

#### **Cancel Forward a call on no answer**

Press the Scroll Down Key (⏴) until "Incoming Call Forward" is displayed.

Select ⇒ Incoming Call Forwards.

Select the line.

Select ⇒ No Answer.

### **Forwarding internal calls**

#### **Forward all calls to an extension**

Press the Scroll Down Key (⏴) until "Extension Forward" is displayed.

Select ⇒ Extension Forward.

Select ⇒ Forward All Calls.

Select the extension, or

Press "Forward To Voice Mail". This forwards the call to the extension's voice mailbox.

#### **Cancel Forward all calls**

Select ⇒ Cancel Forwarding.

**Forward calls when your extension is busy**

Press the Scroll Down Key (⏴) until "Extension Forward " is displayed.  
 Select ⇒ Extension Forward.  
 Select ⇒ Forward When Busy.  
 Select the extension, or  
 Press "Forward To Voice Mail" or enter 9 followed by an external phone number  
 then press Confirm

**Cancel extension Forward when busy**

Press the Scroll Down Key (⏴) until "Extension Forward " is displayed.  
 Select ⇒ Extension Forward.  
 Select ⇒ Forward When Busy.

**Forward calls when your extension does not answer**

Press the Scroll Down Key (⏴) until "Extension Forward " is displayed.  
 Select ⇒ Extension Forward.  
 Select ⇒ Forward On No Answer.  
 Select the extension, or  
 Press "Forward To Voice Mail" or enter 9 followed by an external phone number  
 then press Confirm

**Cancel extension Forward on no answer**

Press the Scroll Down Key (⏴) until "Extension Forward " is displayed  
 Select ⇒ Extension Forward.  
 Select ⇒ Forward On No Answer.

**Answering Machine****By Default all incoming calls are forwarded on no answer to the answering machine**

(See Line Forward on Page 4 if you want to change this setting).

**Retrieve messages from the Answering Machine**

Select ⇒ Ans/Machine messages.  
 Select Answering Machine or dial 0.  
 Enter the Password (1111 by default), followed by #.  
 Select ⇒ Play.

**Voice Mail****Enter a personal greeting**

Press ☒.  
 Enter your extension number or select an extension from the menu.  
 Enter your Voice Mailbox Password (1111 by default), followed by #.  
 Select ⇒ Greetings.  
 Follow the text and voice prompts to enter and check your greeting.

**Turn on your voicemail**

Forward On No Answer to the voicemail is automatically set when a voice mailbox is allocated to your extension.  
 You may also select the other forwarding options as required.  
 Press the Scroll Down Key (⏴) until "Extension Forward" is displayed.  
 Select ⇒ Extension Forward.  
 Select ⇒ Forward When Busy or

Select ⇒ **Forward All Calls.**

Select "Forward To Voice Mail".

### Retrieving messages from your voice mailbox

Select ⇒ **New Voice Messages.**

Enter your extension number.

Enter your Voice Mailbox Password, followed by #.

Select ⇒ **Play.**

### Change your Voice Mailbox Password

Press , then

Enter your extension number or enter 0 for the Answering Machine.

Enter your existing password, (default is 1111), followed by #.

Press the Scroll Down Key ()

Select ⇒ **Change Password.**

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 location you want to program.

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 .

Select ⇒ **Personal speed dial.**

Select the desired location and the number will be dialed.

### System speed dials

Any extension can program the 99 system speed dial numbers.

#### Program system speed dial list – numbers and names

Press .

Press the Scroll Down Key ()

Select ⇒ **System Entries.**

Select the location you want to program.

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 in the system speed dial list

Press , then

Select ⇒ **System Speed Dial**.


Enter the first letter of the name.

Select the entry and the number is dialed.

## Phone Setup

### To select a different Ringing tone or display contrast

Select ⇒ **Program**

Press the Scroll Down Key ().

Select ⇒ **Ringling Options** and select a different ringing tone and Confirm.

Select ⇒ **Contrast Options** and select a different level of contrast.