

USER GUIDE

MITEL 200

SUPERSET 420



TO ANSWER AN INCOMING CALL

- ☎ Lift handset of ringing telephone
- or
- ☎ Press flashing line button

TO PLACE AN OUTGOING CALL

- ☎ Dial *outside access code* [9]
- ☎ Dial number you wish to call

TO PLACE AN INTERNAL CALL

- ☎ Dial *extension number*

TO PLACE A CALL ON HOLD

- ☎ With a call on the line, press **HOLD**
- To reconnect with caller:**
- ☎ Press the flashing line button

TO PICK UP A CALL ON HOLD AT ANOTHER EXTENSION

- ☎ Lift handset or press **SPEAKER**
- ☎ Press **HOLD PICK UP**
- ☎ Dial *extension number* of where caller is on hold

TO PICK UP A CALL RINGING AT ANOTHER EXTENSION

- ☎ Lift handset or press **SPEAKER**
- ☎ Press **RING PICK UP**
- ☎ Dial *extension number* of ringing telephone

TO TRANSFER A CALL

- ☎ With a call on the line, press **TRANS/CONF**
 - ☎ Dial destination *extension number*
 - ☎ Announce call (if desired)
 - ☎ Press **RELEASE** to transfer call
- or**
- ☎ Press **CANCEL** to return to caller

TO PLACE YOUR PHONE IN DO-NOT-DISTURB

- ☎ Press **DO NOT DISTURB** button
(The line appearance for the key turns on)
- ### **TO CANCEL**
- ☎ Press **DO NOT DISTURB** button
(The line appearance for the key turns off)

TO CONFERENCE CALL

- ☎ With a call on the line, press **TRANS/CONF**
- ☎ Dial second party (internal or external)
- ☎ Press **TRANS/CONF** to bring all parties together

Options before conferencing:

TRADE to switch between split parties

SPLIT to split conference

TO INITIATE A CALLBACK

- ☎ If you dial an extension and receive a busy signal or no answer, press **CALL ME BACK**
(Your phone will ring you back when that extension becomes available. After you pick up your ringing telephone, the system will call the extension you wanted to call back.)

TO PROGRAM SPEED DIAL

- 📞 Press **SUPERKEY**
- 📞 Press **NO** until you get to personal key
- 📞 Press **YES**
- 📞 Select **PERSONAL KEY**
- 📞 Dial **[9]** and the telephone number
or
- 📞 Dial extension number
- 📞 Press **SAVE**

TO FORWARD YOUR TELEPHONE

- 📞 Without picking up the handset, press **SUPERKEY**
- 📞 Press **MORE**
- 📞 Press **FORWARDING**

Follow screen prompts:

Always

No Answer Only

Busy Only

No Answer/Busy

I am Here

TO CANCEL I AM HERE

- 📞 Pick up handset, press **#1**

ADDITIONAL SUPERKEY OPTIONS

Advisory Msg. - Allows you to leave an advisory message on your phone for internal callers

Music - Turns background music on/off

DND – Do Not Disturb

Ringer Adjust - Sets pitch and volume of your phone by following prompts and using volume arrows on your phone

Language - Allows you to change prompts to Spanish, French, or English

Repartee Voicemail

How to Activate Your New Mailbox

At your own phone dial the Voicemail extension number or press Vmail:

Your answer to the questions will be
1 for YES or 2 for NO

The system will ask you to record or enter the following:

- Your Recorded Name (First and Last Name)
Press * key when you are finished recording
- Directory (1 for Yes)
- Standard Greeting (Main Mailbox Greeting)
Press * key when you are finished recording
- Security Code (3 - 10 digits)

Wait until you hear your voicemail ask you. If you are satisfied with these settings, press 1 for yes?

When the Voicemail says GREAT! Your voicemail is now setup. Hang up, your voicemail is now setup and ready to be used.

Sample Greetings:

Hello. You have reached the voicemail box of _____. Please leave your name, number & short message and I will call you back as soon as possible. If you need immediate assistance you can press '0' now. To bypass this greeting in the future press the star key.

Hello. You have reached the desk of _____. Please leave your name, number & short message and I will call you back as soon as possible. If you need immediate assistance you can press (ext. #) now. To bypass this greeting in the future press the star key.

Repartee Short Cuts

Check New Messages 4

While Message is playing

- 3 Skip to end of message
- 4 Slower playback
- 5 Soft/loud
- 6 Faster playback
- 7 Back up (by 4 seconds)
- 8 Pause
- 9 Forward (by 4 seconds)
- * Save as new

After Message has played

- 4 Reply
- 5 Check next message
- 6 Delete
- 7 Archive
- 8 Timestamp
- 9 Redirect
- 0 Save as New
- # Repeat the message

Leave Messages

- Edit the message 4
- Special Delivery 5
- Address to others 6
- Send the message 7

5 + voicemail #

- Press ## to spell name or Group
- Record message then press *

Review Old Messages 6

Same options as new messages

Setup Options 7

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- Edit Standard Greeting 46
- Edit Alternate Greeting 47
- Groups 5
- Change Security Code 74
- Change Recorded Name 75

