ACCESSLINE
digital PHONE SERVICE

featuring the

MITEL 1000
Phone System

DESK PHONE QUICK REFERENCE GUIDE

Table of Contents

Introduction to your Mitel 1000

Welcome

The **Mitel 1000** is a very powerful communication system that, together with AccessLine 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 ⇒ Ringing Options and select a different ringing tone and Confirm.
Select ⇒ Contrast Options and select a different level of contrast.