



MITEL 8528/8568 Quick User Guide












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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)	<ul style="list-style-type: none"> • Provides volume control for the ringer, handset, and speaker. • Scrolls through feature options.
 (Speaker)	<ul style="list-style-type: none"> • Activates Handsfree Mode (speakerphone). • Activates features.
 (Mute)	Temporarily turns off your microphone during a call.
 (Applications)	Activates the Application menu to view system information and adjust Contrast and Brightness settings.
 (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 <i>external</i> number dialed. You cannot redial internal numbers.
 (Hold)	<ul style="list-style-type: none"> • Places the current call on hold. • Left/backspace when entering dialpad characters.
 (Transfer)	<ul style="list-style-type: none"> • Transfers the current call. • Right/forward when entering dialpad characters.
 (Message)	<ul style="list-style-type: none"> • Connects to your voice mailbox and flashes to notify you of waiting messages. • Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

ANSWERING A CALL

Lift handset or press the  (Speaker) button

INCOMING CALLS – RING PATTERN


Outside calls present a long ring

Inside calls a double ring


PLACING AN INTERNAL CALL TO ANOTHER EXTENSION

Dial the extension number (you do not need to go off-hook first)

After 2 short rings, begin speaking

*Note: By default, an internal call will be over the speaker. To turn this off (so that your extension always rings until you answer), press  319.


PLACING AN EXTERNAL CALL

Lift handset or press the  (Speaker) button

Press an available **Line** or dial **8** for outside dial tone


Dial the telephone number

PLACING A CALL ON HOLD

With call in progress, press the red  (Hold) button

To return to the caller, press the fluttering **Line** button call is on

TRANSFERRING A CALL TO ANOTHER EXTENSION

With call in progress, press the  (Transfer) button

Dial the extension number (or press the programmed button for that extension)

*Blind Transfer: Hang up. Call will ring through to the transferred extension.

*To announce the call: After 2 short rings, inform user of the call.

Hang up to complete the transfer.


TRANSFERRING A CALL TO A USERS VOICEMAIL BOX

With call in progress, press the **VOICEMAIL** button


Dial the extension number (or press the programmed button for that extension)

Hang up

TRANSFERRING A CALL TO AN OUTSIDE NUMBER

With call in progress, press the  (Transfer) button
Press **8** for outside dial tone
Dial the telephone number
Hang up


TRANSFERRING A CALL TO HOLD ON AN EXTENSION


With call in progress, press the **Transfer to Hold** Button or  **346**
Dial the extension number (or press the programmed button for that extension)
*Blind Transfer: Hang up. Call will ring through to the transferred extension.
*To announce the call: After 2 short rings, inform user of the call.
Hang up to complete the transfer.

TO RETRIEVE A CALL HOLDING or RINGING ON AN EXTENSION


From any telephone on the system, Press **4 or Pickup** if Programmed
Dial the extension number where the call is holding
The held call will now be live


MUTE

Press the  (Mute) button (key will light red when feature is activated)
You can hear your caller, but they cannot hear you

To un-mute – press the lit  (Mute) button

CALL FORWARDING

To forward your calls to another number
Dial Forward Feature Code **355**
Enter 8+the outside phone number to forward your phone to
Press Speaker  to hang up

To cancel call forwarding
Dial Forward Feature Code **355**
Press Speaker  to hang up


SETTING DO-NOT-DISTURB (DND)

Press the **DND** button or Dial Feature Code **370**

Enter the 2-digit DND code (see list of codes and messages below)

-OR-

Use the volume up/down arrows to scroll through the available messages



Press the  (Speaker) key to activate the displayed message



Available DND Messages:

01 – Do Not Disturb	08 – At the Doctor	15 – With a Guest
02 – Leave a Message	09 – On a Trip	16 – Unavailable
03 – In Meeting Until _____	10 – On Break	17 – In Conference
04 – In Meeting	11 – Out of Town 'til _____	18 – Away from Desk
05 – On Vacation 'til _____	12 – Out of Office	19 – Gone Home
06 – On Vacation _____	13 – Out Until _____	20 – Out to Lunch
07 – Call Me At _____	14 – With a Client	

You can enter a custom 2nd line of text via the keypad with any DND message

Use the  (Msg) button to toggle between numbers and letters

Use the   (Hold) button to backspace

Use the   (Transfer) to move forward a space


Use the * key for colon (:)

Use the # key for (-)

CANCEL DO-NOT-DISTURB (DND)





Press the lit **DND** button or Dial Feature Code **371**

PROGRAMMING STATION SPEED DIALS

With handset in the cradle, press  **383**

Select a speed dial location, from 0 to 9

Enter in the name via the keypad (as you would on a cell phone)


(Use the   (Hold) button to backspace, and the   button to forward space)

Press #

Enter 8, then the telephone number

Press # to save the entry

TO CALL A STATION (PERSONAL) SPEED DIAL

Press the **STN SPDL** button OR press  382

Enter the speed dial location (0-9)

-OR-

Use the volume up/down arrows to scroll through speed dials on the display

Press # to call the number

TO CALL A SYSTEM SPEED DIAL (Optional)

Press the **SYS SPDL** button OR press  381

Enter the 3-digit speed dial location (000-999)

-OR-

Use the volume bar to scroll through speed dials on the display

Press # to call the number


REDIAL

Press the  redial button

The last number dialed from your phone will automatically be called (external calls only)


MAKING A CONFERENCE CALL

You can have 6 parties, including yourself, on a conference call.

With first call in progress, press the **CONF** button or  50



Dial the second party (either dial inside extension number, or press **8** and then dial telephone number)

When second party answers, press the **CONF** button or  50

(IF THIS IS THE LAST PARTY, press **CONF** or  50 again to connect everyone. Otherwise, continue to next step.)

Dial the third party.

When third party answers, press **CONF + CONF** to connect all parties

Or  50 +  50 to connect all parties

UNUSED BUTTONS

Any button that has not been programmed by our technician can be programmed as a one-touch station speed dial button, or as a one-touch speed dial to other extensions (which also serves as a way to see the status of that extension – it will be lit red with the extension is busy, and flash when it is in Do-Not-Disturb).

TO PROGRAM AN UNUSED BUTTON

With handset in the cradle, press ∞ 397

Press the unused button that you would like to program

Station Speed Dial- Dial 382

Enter the speed dial location (0-9)

System Speed Dial- Dial 381

Enter the speed dial location (000-999)

Direct Station Selection- Dial the extension

(Enter the extension number that you want to appear)

Call Logs- Dial 333

(This will give you the ability to see a call history)

Headset Key-317

(This key is not necessary if you have a wireless lifter)

CHANGING YOUR RING TONE

With handset in the cradle, press ∞ 398


Press the keys on your keypad (0-9)

Each key will play a different ring tone

Press # to save when you hear a tone you like


VOICEMAIL

INITIALIZING YOUR MAILBOX FOR THE FIRST TIME

1. Lift handset
2. Press the **VOICEMAIL** button on the screen, *not the message key* ()
3. Interrupt the Mitel greeting by pressing *
4. Enter your extension number
5. When the system says "Enter your password, **re-enter your extension** and press #.
6. The system will prompt you to enter a new password (Suggested 5-10 digits)
7. Enter your new password, then press #
 - The system will play back new password
 - Press # to accept
8. The system will prompt you to record your name for the directory
 - At the tone, record your first and last name (callers will hear this when they dial your name in the company directory)
 - Press # to end recording
9. The system will play back your name
 - Press # to accept
10. The system will play a mailbox introduction
 - Press # if you wish to skip this introduction
11. Press 4 1 1 to access your primary greeting
 - Record your greeting at the tone
 - Press # to end recording
 - After recording, either press 1 to replay, 3 to erase and re-record, or # to accept your recording

Your mailbox is now setup!


ACCESSING YOUR MAILBOX VIA THE BUTTON

When you have new messages, your  button will be flashing

When this happens, lift handset

Press the  button

Enter your password then press #

*Note: This only works when the  button is flashing

USING THE BUTTON TO LEAVE A MESSAGE FOR ANOTHER EXT

When calling an internal extension that is busy or in DND –

Press the  button

WAIT on the line until you hear their greeting

Leave message at the tone

(If you do not wait on the line, you will be setting a callback as described above)

ACCESSING VMAIL FROM ANOTHER EXT OR IF IS NOT FLASHING

Press the **Voicemail** button

When the system answers, press the * key

Enter your mailbox number (your extension number)

Enter your password when prompted, then press the # key

Follow Voicemail Menus to navigate through voicemail, or listen to the system voice prompts

FROM OUTSIDE THE OFFICE

Call your main number OR backdoor to voicemail OR your direct line

When the voicemail answers, press the * key

Enter your mailbox number (your extension number)

Enter your password when prompted, then press the # key

Follow Voicemail prompts to navigate through voicemail

In most menus, you can press * to return to the previous menu, or press # to accept the option.

Mailbox Access

1. Dial the voice mail extension number.
2. Press *, and then enter your mailbox number.
3. Enter your passcode, and then press #.

Subscriber Mailbox Menu

- "New" Message **1**
- "Record" **2**
- "Saved" **3**
- "Personal" Options **4**
- Message "Options" **5**

Recording Options

While recording the msg:

- Pause **2**
- "Continue" **#**
- "Erase" **3**

After recording:

- "Replay" **1**
- "Append" **2**
- Erase, rerecord **3**
- "Copy" **4**
- Delivery "Options" **9**

Delivery Options

- "Private" **1**
- "Certified" **2**
- "Priority" **3**
- "Send" **#**
- Send and Exit Hang Up

Personal Options

- Record "Greeting" **1**
 - "Primary" Greeting **1**
 - "Alternate" Greeting **2**
 - "System" Greeting **3**
- Record Directory "Name" **2**
- Rec./Chg. "Password" **3**
- Chg. "Envelope" Settings **4**
 - "Time, Date" **1**
 - Message "Source" **2**
 - Length/Subj./Pages **3**
 - "All Options" **4**
 - "None" **5**
- "Remote" Messaging **5**
 - "Primary" Cascade **1**
 - "Alternate" Cascade **2**
- "More" Options **9**
 - Fax "Number" **1**
 - Message "Order" **2**
 - "Swap" 7 and 9 **3**
 - "Transfer" Method **5**

Message Order

- "New" Messages **1**
- "Saved" Messages **2**
 - First In/First Out **1**
 - Last In/First Out **2**

Transfer Method

- "Unannounced" **1**
- "Screened" **2**
- "Announce" Only **3**

Message Options

- Cancel "Unheard" Msgs. **1**
- "Recover" Del. Msgs. **2**
- "Voice Mail" **1**

Accessing Messages

While message is playing:

- "Back Up" **1**
- "Pause" **2**
- Move "Forward" **3**
- "Lower" Volume **4**
- Play "Envelope" **5**
- "Higher" Volume **6**
- "Save" Message **7**
- "Delete" Message **9**
- "Skip" to End **#**

After the message:

- "Replay" Message **1**
- "Reply" to Message **2**
 - "VoiceMail" Msg. **1**
 - "Call Back" **2**
- "Forward" a Copy **3**
- Go to "Previous" Message **4**
- Play "Envelope" **5**
- Go to "Next" Message **6**
- "Save" Message **7**
- "Delete Message" **9**

Remote Messaging

- Program Cascade "Level" **1**
- Enter cascade level, then:
 - "Change" **1**
 - "Personal" # **2**
 - "Pager" # **3**
- Enter "Time" of Day **2**
- Set "Days" of Week **3**
 - "Weekdays" **1**
 - All "Days" **2**
 - Individual "Day" 1-7 **3**
- Select Msg. "Category" **4**
 - "All Messages" **1**
 - "Priority" Messages **2**



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