

Red Road Telecom Telephone User's Guide Mitel 5000 Series



Contents

Line Keys	3
Programmable Keys.....	3
Display.....	3
Answering a Call	3
Placing a Call.....	4
Transfer A Call	4
Transfer Using Transfer Key	4
Transfer Using * Key	4
Blind Transfer.....	5
Attended Transfer.....	5
Transfer to Voice Mail.....	5
Park Call	5
Retrieve a Parked Call.....	5
Page	5
Voice Mail Button.....	5
Day / Night Mode	6

Line Keys

Your phone has been programmed with one or more line keys. These keys are used to get a new dial tone when you have a call in progress and want to transfer it or put it on hold and make another call. The bottom-most key is always a line key; additional line keys may be programmed and labeled on your phone.

Programmable Keys

There are twelve or twenty-four programmable keys on the face of your phone. These keys have been programmed for you by Red Road Telecom and labeled accordingly. Each can be an extension with busy and ring indicator, a speed-dial for an outside line, or a function such as Day/Night mode, Do Not Disturb, Voice Mail Box, Transfer to Voice Mail, Page All, Page Group.

You can program your own speed-dial numbers into your programmable keys. Go to this web address:

<http://redroad.com>

Select "Customer Portal" – "My Phone". Full instructions and a link to the web configuration program are on that page.

Fill in the login form using your extension number and voicemail password. Select "Personal". You will then see the key-editing screen. **Do not modify any keys that have been programmed by Red Road Telecom** unless you are certain you know what you're doing.

The programmable keys on your phone are on the left, under "Personal Speed Dial". To add a new key, click "Add". To edit an existing key, click on the pencil icon to the right of that key definition. To delete a speed-dial, click the trash can to the right of that key definition.

Once you are done editing, **you must reset your phone** in order to implement your changes. Unplug the line cord, then plug it back in again.

Keys are numbered from the bottom up. On the 5224, bottom up on the right hand side, then bottom up on the left.

Display

Your phone's display will change during the course of a call to let you know what's going on. In the idle state, it displays the time and date, your name, and your extension number.

Answering a Call

When your extension is ringing, simply pick up the handset or press the SPEAKER key to answer the call. To pick up a call that is ringing on another phone, pick up your handset and dial 888.

Placing a Call

To dial one of the numbers programmed into your programmable keys, simply press that key. Your phone will go into SPEAKER mode automatically and the destination line starts ringing. Alternatively, pick up the handset and then press the key for the number you're dialing.

To place a call to another extension or an outside number, pick up the handset and dial the 3-digit extension or the outside number.

To dial in speakerphone mode, press the "SPEAKER" button either before or after dialing the number.

Transfer A Call

There are two methods for transferring calls. The preferred method is the transfer key. This allows you to transfer to your speed-dial numbers, and provides on-screen instructions to assist you. The alternative method using the * key works with any phone, even if it does not have a transfer key. If you receive a call on your cell phone using Mobile Extension, use the * key for transferring.

Transfer Using Transfer Key

Press the transfer button. The display shows:

Select Line

Press a LINE key on your phone. You hear dial tone, and your caller is on hold. Now dial the number you want to transfer to. The display says:

*** Transfer # Dial**

To complete a BLIND TRANSFER, press *. The call is now cleared from your phone – you can hang up.

To complete an ATTENDED TRANSFER, press # or wait a few seconds. The caller is still on hold, and you will be connected to the transferee. You then have the options:

0 Transfer # Conf

If you select Transfer, the call is cleared from your phone and you can hang up. If you select Conference, all three of you are connected together. You can announce the call and then hang up, or stay on in a 3-way call.

To get back to the original caller without transferring the call, press the blinking LINE key.

Transfer Using * Key

This is the simpler method, and it works from any phone. With this method, the destination party sees the original caller's Caller ID.

Blind Transfer

Press *. Your caller is placed on hold and you hear “Transfer” and then a dial tone.

Dial the number to which you are transferring. **WAIT for the “ring” tone**, then hang up.

Attended Transfer

Press *. Your caller is placed on hold and you hear “Transfer” and then a dial tone.

Dial the number to which you are transferring. When the party answers, announce the call.

Destination party wants to accept the call:

Hang up.

Destination party does not want to accept the call:

When the destination party hangs up, you are back with the original caller.

Transfer to Voice Mail

Press the TRANSFER button, then press 6xxx#, where xxx is the extension number of the voicemail you want to transfer to.

Park Call

With a “live” call on your phone, press #. Your caller is placed on hold.

You hear “Pound” followed by a 2-digit number. Hang up.

Retrieve a Parked Call

From any phone, dial # followed by the 2-digit number to retrieve the call.

Forgot the number? Dial #* to retrieve the most recently parked call.

Page

To page any single extension, dial * followed by the extension number. Wait for a beep and then speak – what you say is announced over the speaker of that phone.

To page multiple extensions, press the programmable key marked “PAGE”, wait for the beep, and then speak. If you have multiple page groups, follow the system prompts to select which group to page.

Note: With a live call, park the call before paging.

Voice Mail Button

If your phone has a voice mail button it will be labeled, for example, “General Mailbox”, or “Sales Mailbox”. When this button is blinking red, it means there is new voice mail in that mailbox. To retrieve the messages, press the button.

Day / Night Mode

If you have selected Day, Night, or Break modes for your system, at least one of your phones will have a “Day / Night” key. This button changes to the next mode and announces the new mode to you.

What your phones do in the different modes depends on how you asked to have your system configured. A common configuration is this:

Day mode: incoming calls ring the receptionist

Break mode: incoming calls ring a group of phones

Night mode: incoming calls go to the auto-attendant

There are many other ways to configure this. The modes can be scheduled by day of the week and time of day. Please consult with your Red Road Telecom representative for all the details.

When you press this button, the system will cycle through only those modes that you have defined. If you have a schedule as well as all three modes defined, the selections in order will be: Day Mode, Break Mode, Night Mode, Automatic Mode.