

## Mitel 5000 TELEPHONE QUICK REFERENCE GUIDE

<b>OUTGOING CALL</b>	Lift handset - Press <b>OUTGOING</b> key - Dial number
<b>REDIAL</b>	Lift handset - Press <b>OUTGOING</b> key - Press <b>REDIAL</b> key
<b>INTERCOM CALL</b>	Lift handset - Dial <b>EXT. NUMBER</b> on dial pad
<b>ANSWER A 2<sup>ND</sup> CALL WHEN ON A CALL</b>	Press <b>HOLD</b> key to put the first caller on hold - Press the <b>Call 2</b> Key where the new call is ringing to receive the 2 <sup>nd</sup> call - if needed, put 2 <sup>nd</sup> caller on <b>HOLD</b> - Press <b>CALL 1</b> key and you will have the 1 <sup>st</sup> caller back.
<b>TRANSFER CALL</b>	(With live call) Press <b>TRANSFER</b> key - Dial <b>EXT. NUMBER</b> Announce call and hang up to transfer call ( <i>if the called extension does not want call, <u>before hanging up</u>, press <b>TRANSFER</b> key twice to retrieve the call and take a message</i> )
<b>TRANSFER TO HOLD</b>	(With live call) Press <b>TRANSFER</b> key – Dial <b>EXT. NUMBER</b> – Press <b>HOLD</b> <i>This places the call on hold at the transferred station</i>
<b>CALL PICKUP</b>	Lift handset - Press <b>4</b> and enter the extension where call is holding or ringing You will have the outside call.
<b>PAGE</b>	Lift handset - Press <b>7</b> - Select the Page Zone - Make announcement - Hang up
<b>CALL FORWARD</b>	Press the <b>FWD</b> key - Dial the <b>EXT. NUMBER</b> to receive your calls
<b>CANCEL CALL FWD</b>	Press <b>FWD</b> key - Your SPKR key will light - Press <b>SPKR</b> key
<b>DO NOT DISTURB</b>	While on hook - Press <b>DND</b> key
<b>CANCEL DND</b>	While on hook - Press lit <b>DND</b> key
<b>CONFERENCE CALL</b>	Up to 3 people and yourself (total of 4). Establish 1 <sup>st</sup> call - Press <b>CONF</b> key - Establish 2 <sup>nd</sup> call - Press <b>CONF</b> key - Establish 3 <sup>rd</sup> call if needed - Press <b>CONF</b> key - Press <b>CONF</b> key again to connect all parties
<b>PROGRAM STATION SPEED DIAL</b>	While on hook - Dial <b>383</b> on dialpad - Enter a SD bin number <b>0 - 9</b> Enter name (if you have a display phone) by using appropriate keys on keypad (For B press the digit 2 twice to scroll to the B, the 2nd letter on that key / The <b>Mute</b> key is the back space and the <b>FWD</b> key is the forward space)) - Press # to accept the name when done - Enter phone number to be stored - Press # to confirm entry.
<b>TO USE STATION SPEED DIAL</b>	Press <b>OUTGOING</b> key - Press <b>STN SPDL</b> key or enter <b>382</b> Dial bin number ( <b>0 - 9</b> ) where number is stored - System dials number for you.
<b>TO USE SYSTEM SPEED DIAL</b>	Press <b>OUTGOING</b> key - Press <b>SYS SPDL</b> key - Dial 3 digit code ( <b>000 - 999</b> ) for number needed - System will dial number for you

	Volume Control		Feature Key
	Activates Handsfree Mode		Redial Key
	Mutes Microphone		Hold Key
	Opens Settings Menu		Transfer Key
			Message key— Lights when you have new messages.