

USER GUIDE

MITEL 200

SUPERSET 410



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* where caller is on hold

TO PICK UP A CALL RINGING AT ANOTHER EXTENSION

- ☎ Lift handset or **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)
- ☎ Hang up to transfer the call or press the flashing line button

TO PLACE YOUR PHONE IN DO-NOT-DISTURB

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

TO CANCEL

- ☎ Press the **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

TO INITIATE A CALLBACK

- ☎ If you dial an extension and receive a busy signal, press

CALL ME BACK or **6**

(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 FORWARD YOUR TELEPHONE

 Pickup handset, press

Forwarding Always **access code + ext. number**

No Answer only **access code + ext. number**

Busy only **access code + ext. number**

No Answer/Busy **access code + ext. number**

I am here **access code + ext. number**

TO CANCEL CALL FORWARDING

 Always **access code**

 No Answer only **access code**

 Busy only **access code**

 No Answer/Busy **access code**

 **#1** Cancel I am here

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
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- Change Recorded Name 75