Telephone Instructions
MITEL NETWORKS
5224 IP Quick Reference Guide

Making a Call
- ❏ Lift handset.
- ❏ Dial 9 plus the number
  Or press **REDIAL** ¹²³↩
 Or press a Speed Call key.

Holding a Call
*To place a call on Hold:*
- ❏ Press **HOLD.** △☎
To retrieve a call from Hold:
- ❏ Lift the handset.
- ❏ Press the flashing line key.

Transferring Calls
- ❏ Press **TRANS/CONF** ↗|℠
- ❏ Dial the number of the third party.
- ❏ Do one of the following:
  - To complete the Transfer, hang up.
  - To announce the Transfer, wait for an answer, consult, and hang up.
  - To cancel the Transfer, press **CANCEL** ⊗

Conference Calls
- ❏ Place (or receive) the first call.
- ❏ Press **TRANS/CONF** ↗|℠
- ❏ Dial the number of the next party.
- ❏ When they answer, press **TRANS/CONF** ↗|℠

Notes:
- ❏ You may connect up to 8 parties, yourself and 7 others.
- ❏ You may leave a conference by hanging up.
- ❏ You may split a 3-party conference by pressing the **SPLIT** softkey.

Paging
To Page
- ❏ Press the **PAGE** key followed by the zone number and announce who the call is for and what zone they are holding
- ❏ Press the Release Soft key or the **CANCEL** ⊗ key to disconnect from the page

Speed Call Keys
You may use any blank key (personal key) on your telephone as a Personal Speed Call key.

- ❏ Press **SUPERKEY** ☎
- ❏ Press **NO** softkey until "**Personal Keys?**" appears
- ❏ Press the **YES** softkey.
- ❏ Press a personal key on your telephone.
- ❏ Press the **CHANGE** softkey.
- ❏ Press the **YES** softkey.
- ❏ Dial the number to be stored. Remember to dial '9' first if programming an external number.
- ❏ If you want the number to be private, press the **Priv softkey**.
- ❏ Press the **SAVE** softkey.
- ❏ Press **SUPERKEY** ☎ to exit.

Handsfree Operation
To use Handsfree Operation to make calls:
- ❏ Dial the number.
- ❏ Communicate using the speaker and microphone.
To use Handsfree Operation to answer calls:
- ❏ Press the flashing line key.
- ❏ Communicate using the speaker and microphone.
To hang up while using Handsfree Operation:
- ❏ Press **SPEAKER** 🔊
To temporarily disable/enable the microphone during a Handsfree conversation:
- ❏ Press **MICROPHONE** 🎤 button (when **LED** is off, microphone is off)
To go to Handsfree Operation if using handset:
- ❏ Press **SPEAKER** 🔊
- ❏ Hang up.

Do Not Disturb
- ❏ Press the **Do Not Disturb** key to send all incoming calls to voicemail without ringing your phone.
- ❏ Press the **Do Not Disturb** key again to remove the feature and resume normal call process.

Voicemail
- ❏ Press the **Voicemail** key anytime you wish to access your mailbox,
- ❏ Enter your pass code when prompted.

Call Forwarding

To Program your forwarding destination:

- ❑ Press **SUPERKEY** 📞
- ❑ Press the **NO** Softkey until Call Forwarding Appears
- ❑ Press the **Yes** Softkey to choose call forwarding
- ❑ Your display says "ALWAYS?" (The ALWAYS mode is the most commonly used type, which sends all your calls to your destination.) If you do not want to use the ALWAYS mode, press the **NEXT** softkey to view other call forwarding options.
- ❑ Press the **Review** Softkey
- ❑ If No Call Forwarding or programmed it will say NOT PROGRAMMED
- ❑ Press the **Program** Softkey
- ❑ Your display says "TO:" Enter the number you wish to forward to – if forwarding to an external number make sure to enter a 9 followed by the number
- ❑ If you make an error while dialing press **<—** Softkey to correct
- ❑ Press the **Save** Softkey
- ❑ Follow the directions below to Enable a Call forwarding Key

Now that you have programmed a destination to forward your calls to, you will need to **PROGRAM a key to** turn on your call forwarding on and off. To do this, follow the instructions below:

- ❑ Press **SUPERKEY** 📞
- ❑ Press "No" until you see "Personal Keys"
- ❑ Press the "Yes" softkey
- ❑ Press a unused programmable key on your set
- ❑ It will Say Unused Key, Press the "Change" softkey
- ❑ Press "No" until you see CFWD ALWAYS
- ❑ Press the "Yes" softkey
- ❑ Press **SUPERKEY** 📞 to exit

Note: You will need to label the key you just programmed as your Call Fwd key

Enabling/Disabling your Call Forwarding:

Now to activate Call Forwarding all you have to do is press the key.

To deactivate press the one touch key again.

Note: To change the number you are call forwarding to follow the first set of steps, you can not clear the number only program over top of the number.

Press Your Voicemail Key

MITEL

NuPoint Messenger

You will hear: "Hello, (Your Name) and the system will ask you for your passcode

The system will then announce, "You have "X" New Messages, "X" Saved Messages"

Main Menu Options

Press P (7) to Play First Message

Press U (8) to Change User Options

Press "0" to Return To The Attendant

Press M (6) to make a New Message

Press X (9) to Exit System

Press "#" to Dial An Extension

P (7) To Play Messages

•Press P(7) to Re-Play Message
•Press A (2) to Answer Message
•Press G (4) to Give Message to user
•Press K (5) to Keep Current Message
•Press D (3) to Discard Current Message
•Press * to Retrieve the last message you
•discarded

M (6) To Make A Message

Enter the mailbox number of the person to whom the message will be sent. Press * to delete the mailbox if incorrect or press ___ to dial by name. Press # when finished. System will prompt you to begin recording. You can enter a max. of 10 mailbox numbers.

Press # (or wait) to End Recording
Press R (7) to Review Recording
Press D (3) to Discard Message and Re-Record
Press A (2) to Append Message and Continue Recording
Press M (6) to Access Message Addressing Options
Press X (9) to Send Message and Exit To Main Menu

U (8) For User Options

•Press G (4) to change Greeting
•Press N (6) to change Name
•Press P (7) to change Passcode
•Press L (5) to change Distribution List
•Press X (9) to Exit User Options

When Playing A Message

•Press *to Move Backwards 5 Sec.
•Press "#" to Move Forward 5 Sec.
•Press 1 to Pause 30 Seconds
•Press Any Key To Resume
•Press T (8) to Move To Top Of
  Next Message

M (6) Message Addressing Options

•Press C (2) to Mark Confidential
•Press R (7) to Request a Receipt
•Press U (8) to Mark Message Urgent
•Press F (3) for Future Delivery
•Press X (9) to exit Message Options

Mitel Nupoint Messenger
Getting Started

TUTORIAL
When entering your mailbox for the first time, the system will automatically prompt you to change your passcode (initially set to be your mailbox **1111**), record your name, and a personal greeting for your callers. This is called a Tutorial.

Set Up Your Passcode: Enter **U (8)** – User Options,
Enter **P (7)** – Passcode,
Enter a new 4 to 10 digit Passcode.

Record Your Greeting: Enter **U (8)** – User Options,
Enter **G (4)** – Greeting,
Record your new greeting (3 seconds of silence or the # key will tell the system you are finished),
Enter **R (7)** to Review the recording,
Enter **D (3)** to Discard (Optional),
Enter **X (9)** to Save the recording.

Record Your Name: Enter **U (8)** – User Options,
Enter **N (6)** – Name,
Record your first and last name (3 seconds of silence or the # key will tell the system you are finished),
Enter **R (7)** – Review the recording,
Enter **D (3)** – Discard (Optional),
Enter **X (9)** – Save the recording.

ACCESSING YOUR MAILBOX

- **From your own telephone**: Press your **Voicemail** key, **or** Dial the voice mail extension number of **444**. After the system greets you dial your Passcode.

- **From any other telephone on the system**: Press your **Voicemail** key, **or** Dial the voice mail extension number of **200**. When the system answers, press *****. You will now get a message stating 'welcome to the message center,please enter a mailbox number or wait'. Enter in your **3 digit** mailbox number. This number is the same is your phones extension. When your personal voicemail message is played hit the ***** key. Now enter in your Pass code when prompted.

- **From outside the office**:
  - Dial your own **personal direct line** phone number. When you hear your personal greeting playing, Press *****, and enter your **pass code** when prompted.
    ### OR you can...
  - Dial the voicemail backdoor number **403-648-2277**. When the system answers, press ***,** wait a second and then hit ***** again. You will now be prompted to enter in your mailbox number. When your personal voicemail message is played hit the ***** key. Now enter in your Pass code when prompted.

SAMPLE GREETING
"You have reached (your name) of (Company name). I will be in the office today, but I am either on the phone or away from my desk. Please leave a message, and I will return your call as soon as possible. If you would like to speak with someone directly, please press "0" to reach the attendant during business hours. Thank you."

Helpful Tips:
- To bypass a co-workers greeting and be at the recording tone – Press "2" (While listening to their greeting)
- If you accidentally delete a message, press the ***** key right away, and the message will be retrieved
- When playing a message, you can press the * key to move backward 5 seconds into the message, or the # key to move forward in 5 second increments