

Mitel SX-2000

**ONS/ANALOG TELEPHONE
USER GUIDE**



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PREFACE

This guide is for users with single line telephones. It explains how to use the telephone and the system features of the Mitel Networks SX-2000. System features are the special functions your telephone can access in addition to making and receiving calls, such as transferring a call or putting a caller on hold. Your phone may provide other system-independent features, which are not described in this guide. Consult the documentation supplied by the manufacturer of the phone for information about such features.

ABOUT FEATURE ACCESS CODES

Use of some features requires dialing access codes. The codes are variable and may be different than those in this guide. Ask your Administrator for a list of codes you should use.

CALL BASICS

Making and Answering Calls

To make a call:

1. Lift the handset.
2. Dial the number.

To answer a call:

- Lift the handset.

Hold

To place a call on System Hold:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the Call Hold access code (**#11**).

To retrieve a call on Hold:

1. Lift the handset.
2. Dial the Call Hold – Retrieve access code (**#13**).

To retrieve a call on Hold from another extension:

1. Lift the handset.
2. Dial the Call Hold – Remote Retrieve access code (**#12**).

Call Transfer

To transfer an active call:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the number of the third party.
3. Do one of the following:
 - To complete the transfer, hang up.
 - To announce the transfer, wait for an answer, consult, and then hang up.
 - To retrieve the call, press **FLASH** or flash the switchhook, and then dial the Call Hold – Retrieve Feature Access code (**#13**).

Note: If the call is unanswered, it returns to your extension.

Three-Party Conference

This feature allows you to set up a conference call consisting of yourself and two extension users or another extension user and an external call.

To set up a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **FLASH** or quickly press and release the hookswitch.
5. Dial Conference Call access code (***40**).

To split a conference so that you can speak privately with one of the parties:

1. Press **FLASH** or quickly press and release the hookswitch.
2. Dial the Conference Call Split access code (***41**).

To leave a Conference:

- Hang up.

Call Forward

To program and activate Call Forward:

1. Lift the handset.
2. Dial one of the following Call Forward access codes:
 - To redirect all calls, dial the Follow Me access code (***27**).
 - To redirect all calls when your telephone is busy, dial the Busy (External & Internal Source) access code (***21**).
 - To redirect internal calls when your telephone is busy, dial the Busy (Internal Source) access code (***22**).
 - To redirect external calls when your telephone is busy, dial the Busy (External Source) access code (***20**).
 - To redirect all calls when you don't answer, dial the No Answer (external & Internal Source) access code (***25**).
 - To redirect internal calls when you don't answer, dial the No Answer (Internal Source) access code (***26**).
 - To redirect external calls when you don't answer, dial the No Answer (External Source) access code (***24**).
3. Dial the destination number.
4. Hang up.

To cancel Call Forward Busy of No Answer only:

1. Lift the handset.
2. Do one of the following:
 - To cancel the redirect of calls when your telephone is busy, dial the Cancel Call Forwarding – Busy (Ext & Int Source) access code (**##82**).
 - To cancel the redirect of calls when you don't answer, dial (**#27**).
3. Hang up

To cancel all Call Forward types:

1. Lift the handset.
2. Dial the Cancel all forwarding access code (**##81**).
3. Hang up.

Call Forward – Remote

To forward calls from a remote extension to your current location:

1. Lift the handset.
2. Dial the Call Forwarding – I Am Here access code (***23**).
3. Dial the number of the remote extension.
4. Hang up.

To cancel Call Forward – Remote from the extension that set the Remote forwarding:

1. Lift the handset.
2. Dial the Cancel Call Forwarding Follow Me – Remote access code (**##27**).
3. Dial the number of the remote extension.
4. Hang up.

To cancel Call Forward – Remote from the extension that was forwarded:

1. Lift the handset.
2. Dial the Cancel Call Forwarding Follow Me access code (**##81**).
3. Hang up.

Call Forward – Override

To override Call Forward and ring a extension:

1. Lift the handset.
2. Dial the Call Forwarding – Override access code ***1***.
3. Dial the extension number.

Call Pickup

To answer a call that is ringing at another extension in your Pickup Group:

1. Lift the handset.
2. Dial the Dialed Call Pickup access code (**#7**).

To answer a call that is ringing at a extension not in your Pickup Group:

1. Lift the handset.
2. Dial the Directed Call Pickup access code (**#8**).
3. Dial the number of the ringing extension.

Do Not Disturb

To activate Do Not Disturb:

1. Lift the handset.
2. Dial the Do Not Disturb access code (***51**).
3. Hang up.

To deactivate Do Not Disturb:

1. Lift the handset.
2. Dial the Do Not Disturb – Cancel access code (***52**).
3. Hang up.

To activate Do Not Disturb from a remote extension:

1. Lift the handset.
2. Dial the Do Not Disturb – Remote feature access code (***53**).
3. Dial the number of the extension that you want to activate Do Not Disturb for.
4. Hang up.

To deactivate Do Not Disturb from a remote extension:

1. Lift the handset.
2. Dial the Do Not Disturb – Cancel Remote access code (***54**).
3. Dial the number of the extension with Do Not Disturb activated.
4. Hang up.