**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 of 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.
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.