Mitel SX200 User Telephone Training

How Program Superkey to a Key

To program a feature key to be the Superkey:

1. Press **Settings** or Blue Applications Button.
2. Press **Programmable Keys**.
3. Press the key you wish to program.
4. If Applications are displayed, press **View Features**.
5. Use the Page Navigation keys to move through the features list.
6. Select **Superkey**.
7. Press **Save**.

Note: You cannot program a Superkey on keys 31 to 48 of the 5340 phone.

Call Forwarding

Call Forwarding lets you redirect incoming calls to an alternate number when your phone is busy, when you're not answering, or all the time. You can use the Settings key to set a global forwarding option for all calls, or to program a feature key with a desired forwarding method. If you need one forwarding setup for Internal calls and a different setup for External calls, use the Superkey to program Call Forwarding.

Programming Call Forward

To set a global Call Forward option for all calls:

5330 Phone:
1. Press the key that you have programmed as **Superkey**.
2. Press **No** until "Call Forwarding?" appears, if necessary.
3. Press **Yes** to select **External** or **Internal** calls.
4. Use the **Next** key to navigate through the Call Fwd categories (Always?, If Busy?,No Ans?, etc.) and then press **Pgm** to select.
5. Enter the number to which you want your calls forwarded and then press **Save**.

5340 Phone:
1. Press the key that you have programmed as **Superkey**.
2. Press the **More** key until the Forwarding option appears.
3. Press the **Forwarding** key.
4. Press the key for your desired forwarding option (Busy, Always, To me, No Ans)

NOTE: When you see TO: - - dial the destination number.

Destination numbers include:

- the voicemail pilot number (*8)
- another internal extension number
- a pre-defined system speed call (if call forward external is allowed)- *Usually turned off by default.*

Conference

To form a Conference when a two–party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF** Key (caller is placed on hold)
2. Dial 9 + outside number or extension number of the next party.
3. Wait for an answer and announce conference.
4. Press (**TRANS/CONF** key again to join parties.

If you misdial, get voicemail, or do not wish to add Caller to the conference, press line key where your existing conference is on hold.

To leave a Conference:

• Hang up the handset or press **CANCEL** key.

System Park

To place a call on hold and retrieve from ANY extension on the system:

- With the caller on the line, press the **Call Park** key
- Watch and note the information from the display which shows where the call is parked.
- To retrieve the Parked Call press the button it is parked on

- *If at console will need to dial call park code ***57 xx** (will be 01,02 or 03)*

Call Pickup

To pick up a call *ringing* at another extension:
- Dial ***09**
- Dial ringing extension number

To pick up a call *holding* at another extension:
- Dial ***23**
- Dial extension number where call is holding

To pick up a call *ringing at the switchboard*:
- Dial ***14**

Setting up your Mailbox

Call Voicemail from your telephone by pressing your **Message** key or press ***8**
The default passcode is: **1 1 1 1**
Listen to the tutorial first time enrollment session which explains how to:
- 1 – Record a Greeting
- 2 – Record your Name
- 3 – Change your temporary passcode (4 to 10 digits)

Your mailbox number is your 4-digit extension number

Checking your Messages

If you have messages, the **red** bar on the top of the phone will be lit
To check your messages:
- Press your **Message** key or press ***8**
- Enter your **passcode**

Press **P** (7) to Play First Message
Press **M** (6) to Make a Message

Press **U** (8) for user Options

P (7) To Play Messages
Press P(7) to Restart 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

When Playing A Message
Press * to Move Back 5 Sec.
Press # to Move Forward 5 Sec.
Press 1 to Pause 30 Seconds
Press Any Key To Resume
Press 8 to Skip to next message
Press 8* to return to the beginning of your previous message

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 9 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 Re-record Name
Press P (7) to change Passcode
Press L (5) for Distribution Lists
Press C (2) for Call Schedule Options
Press T (8) to activate Tutorial
Press X (9) to Exit User Options

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

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