silhouette
Release 9.1
Phone User Guide
Final 1.0
November 2018

Table of Contents

About this Document

This document is intended for system administrators.

Typographical Conventions

The following typographical conventions are used in the documentation.

- **Bold** text

  Indicates GUI components, such as menu items and buttons.

- *Italic* text

  References titles of publications and is used for emphasis.

- `Monospace` text

  Indicates paths and filenames, and is used for code.

What's New in Release 9.1

Release 9.1 contains the following new features and feature enhancements:

Mitel 53xx Headset/Handset Toggle

silhouette now lets you program Mitel 53xx series phones with a PMK that toggles a plugged-in headset on and off. See "Mitel 53xx Headset/Handset Toggle" in the *Phone User Guide*.

Mitel 53xx In-Call Timer

Mitel 53xx phones now have an in-call timer that starts when a call is answered. See "Mitel 53xx In-Call Timer" in the *Phone User Guide*.

Using the Phone System

This section explains your phone features and how to use them after they have been enabled through the web interface.

For information about using the web interface to personalize your phone, see Personalizing Phone Usage through the Web. For information about language settings, see Setting your Language.

For more information on Mitel phones, see Mitel Phones.

For more information on VVX phones, see Polycom VVX Phones.

For more information on Verge phones, see Verge Phones.

Mitel Phones

Supported Mitel phones include the following:

- Mitel 5020 IP Phone
- Mitel 5304/5304e IP Phone
- Mitel 5212/5312 IP Phone
- Mitel 5224/5324 IP Phone
- Mitel 5220 IP Phone
- Mitel 5320/5320e IP Phone
- Mitel 5330/5330e IP Phone
- Mitel 5340/5340e IP Phone
- Mitel 5360 IP Phone
- Mitel MN6900 IP Phones
- Mitel 5310 IP Conference Unit
- Mitel UC360 Video Conference Phone

The Mitel 5320, 5330, 5340, and 5360 IP phones provide support for all the user functionality. The phones also include Memory key label LCD display. See the following:

- Mitel 5320/5320e IP Phone
- Mitel 5330/5330e IP Phone
- Mitel 5340/5340e IP Phone
- Mitel 5360 IP Phone

The Mitel 5224/5324 IP Phone has the same functionality without the Memory key label LCD display. See Mitel 5224/5324 IP Phone.

The Mitel 5220 IP Phone has similar functionality to the 5224, but with fewer programmable keys. See Mitel 5220 IP Phone.

The Mitel 5212/5312 IP Phone has a smaller set of memory and feature keys than the others. See Mitel 5212/5312 IP Phone.

The Mitel 5304 IP Phone is similar to the 5212/5312 IP phone but with less memory keys and less LEDs. See Mitel 5304/5304e IP Phone.

A Mitel 5310 conference unit can also be connected to a Mitel 5224/5324 or 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 IP phone to provide optimal hands-free sound quality. See Mitel 5310 IP Conference Unit.

Programmable Key Modules (PKMs) can be added to the Mitel 5224/5324 IP phones to provide additional programmable memory keys - see Using a Programmable Key Module.

Mitel 5020 IP Phone

The Mitel 5020 IP Phone has the following features:

- Handsfree speakerphone
- 2-line 20-character backlit LCD display
- 14 multi-function memory keys with color LEDs
- 8 Fixed function keys
- Speaker key
- Dedicated headset jack
- Wall mountable

Mitel 5304/5304e IP Phone

The Mitel 5304/5304e IP phone has the following features:

- Nine (9) programmable keys
  - Two (2) Programmable keys with LEDs, which are dedicated as Line Appearance keys.
  - Seven (7) Programmable keys without LEDs
- Lamp for Messaging waiting and alerting
- Speaker (no microphone)
- Supports G.711 and G729
- Sets conform to ROHS Standards
- Power Over Ethernet (POE)

The 5304 does not support 5412, 5448 PKMs nor does it support the 5310 conference unit.

Mitel 5212/5312 IP Phone

The Mitel 5212/5312 IP phone has the following features:

- Handsfree speakerphone
- 2-line 20-character backlit LCD display
- 12 multi-function memory keys with color LEDs
- 6 Fixed function keys
- Mute and Speaker keys
- Dedicated headset jack
- Wall mountable

Mitel 5224/5324 IP Phone

The Mitel 5224/5324 IP phone has the following features:

- LCD
- Key pad
- Softkeys
- 6 Fixed function keys
- 24 Memory keys
- Scroll Keys
- Message waiting lamp
- Handset
- Microphone

Mitel 5220 IP Phone

Mitel 5220 IP phone has the following features:

- LCD
- Key pad
- Softkeys
- 8 Fixed function keys
- 14 Memory keys
- Scroll Keys
- Message waiting lamp
- Speaker
- Handset

Mitel 5320/5320e IP Phone

The Mitel 5320/5320e IP phone has the following features:

- Handsfree speakerphone
- Date/Time Display
- 2-line 20-character Information Area Display
- 2 pages of 8 (total 16) multi-function memory keys with color LEDs
- Memory key label LCD display
- 6 Fixed function keys
- Mute and Speaker keys
- Message Waiting Lamp
- Dedicated headset jack
- Wall mountable

Mitel 5330/5330e IP Phone

The Mitel 5330/5330e IP phone has the following features:

- Handsfree speakerphone
- Date/Time Display
- 2-line 20-character backlit Information Area Display
- 3 pages of 8 (total 24) multi-function memory keys with color LEDs
- Memory key label LCD display
- 6 Fixed function keys
- Mute and Speaker keys
- Message Waiting Lamp
- Dedicated headset jack
- Wall mountable

The Information Area Display shows information about the current telephone call (such as name and number). There are three softkeys. The meaning of each softkey is displayed directly beside the key. There are three pages of 8 memory keys. The icons at the bottom of the phone indicate which page is current. The page navigation buttons can be used to switch pages. The memory key labels are also displayed beside each one.

Mitel 53xx Headset/Handset Toggle

You can program Mitel 53xx series phones with a PMK that toggles a plugged-in headset on and off. When you program a headset key, it appears on your Mitel phones. With both a handset and a headset connected to a Mitel phone, you can toggle between devices. When PFK is lit, the headset is the active device. When the headset is connected to the phone, the headset icon appears in the top left corner.

Supported models include

- MN5312
- MN5320(e)
- MN5324

- MN5330(e)
- MN5340(e)
- MN5360

Unsupported phones briefly display "Unsupported function", similar to other messages.

Use the Line key or Answer key to answer calls. When making a call, the line key enables the line and you can hear a dial tone through the headset. While on a call, the active line key does nothing. The speaker key and handset are inactive when this feature is active.

When you are receiving a call, clicking the X key does nothing: the phone keeps ringing. When you are making a call, clicking the X key hangs up. When you are on a call, clicking the X key ends the call when this feature is active.

Phones have the same behaviour when you are multi-desked. Multi-desked phones for the same account can have independent key states.

This new behaviour is only present when the feature key is provisioned for that phone; that is, it applies to that device. Otherwise, previous behaviour exists.

Mitel 53xx In-Call Timer

Mitel 53xx phones have an in-call timer that starts when a call is answered. The timer

- updates per second
- keeps counting during the active call even if not displayed for any reason, for example, when the call is on hold, and so forth. For an active call that is put on hold, the timer display resumes after the hold and includes the hold time (since the start of the call).
- reflects the value of the **My Calls page** for the same call

As indicated in the following figure, the first line display the **<Caller Name>**. The second line displays the call timer in minutes and seconds (00:00), along with the **<CallerID>**.

```
Caller Name

00:00 CallerID
```
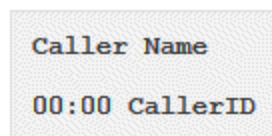
Mitel 5340/5340e IP Phone

The Mitel 5340/5340e IP phone has the following features:

- Handsfree speakerphone
- Date/Time Display
- 2-line 20-character backlit Information Area Display
- 3 pages of 16 (total 48) multi-function memory keys with color LEDs
- Memory key label LCD display
- 6 Fixed function keys
- Mute and Speaker keys
- Message Waiting Lamp
- Dedicated headset jack
- Wall mountable

The Information Area Display shows information about the current telephone call (such as name and number). There are three softkeys. The meaning of each softkey is displayed directly beside the key. There are three pages of 16 memory keys. The icons at the bottom of the phone indicate which page is current. The page navigation buttons can be used to switch pages. The memory key labels are also displayed beside each one.

Mitel 5360 IP Phone

The Mitel 5360 IP phone has the following features:

- Handsfree speakerphone
- Date/Time Display
- 2-line 20-character backlit Information Area Display
- 3 pages of 16 (total 48) multi-function memory keys with color LEDs
- Memory key label LCD display
- 6 Fixed function keys
- Mute and Speaker keys
- Message Waiting Lamp
- Dedicated headset jack
- Wall mountable

The Information Area Display shows information about the current telephone call (such as name and number). There are three softkeys. The meaning of each softkey is displayed directly beside the key. There are three pages of 16 memory keys. The icons at the bottom of the phone indicate which page is current. The page navigation buttons can be used to switch pages. The memory key labels are also displayed beside each one.

Mitel MN6900 IP Phones

silhouette provides support for the next generation of Mitel phones, including the Mitel 6920 IP Phone, Mitel 6930 IP Phone, and Mitel 6940 IP Phone, as well as the following peripherals

- Mitel M695 Expansion Module
- S720 Bluetooth Speaker
- DECT Headset
- Bluetooth Handset
- New ringtone possibilities

Supported Peripherals Matrix

Description	6920	6930	6940	Notes
Part Number	50006767	50006769	50006770	—
Bluetooth Handset	not available	not available	supported	Part Number: 50006763
Dedicated Feature Keys	11	11	11	Same for all models
Integrated DECT Headset (Jabra Pro 930)	not supported	supported	supported	Part Number: 930-65-509-105-MIT
M695 PKM	supported	supported	supported	Part Number: 50006874
MiVoice S720 Bluetooth Speaker	not available	supported	supported	Part Number: 51306580-S720
Programmable Keys	18 (3 pages x 6 hard keys)	72 (6 pages x 12 hard keys)	98 (6 pages x 16 touch keys)	—
Screen Size	3.5" color (320x240)	4.3" color (480x272)	7" color touch (800x480)	—
Soft Keys	4	5	6	—
WLAN Adapter	supported	supported	supported	Part Number: 51304977

Common Features

Mitel MN6900 IP Phones share the following common features:

- Mitel MN6900 Ringtones
- Mitel MN6900 Contacts
- Mitel MN6900 Call History

Mitel MN6900 Ringtones

MN6900 phones have 20 possible selectable ring tones for both internal and external calls, including 10 classic tones that can be cadenced and 10 new tones that cannot be cadenced. Both Internal direct selection and External direct selection can be configured from the phone. If one of the classic tones is selected, the cadence of the WebAdmin page configured ring tone is applied to it. Internal and External group selection can only be configured from WebAdmin.

Mitel MN6900 Contacts

Contacts on MN6900 phones function as follows:

- The Personal directory is mapped with Personal Contacts.
- The Mobile directory is managed from the phone only and paired with a cell through Bluetooth, except on the 6920, which does not support Bluetooth.
- The Corporate directory is mapped to the Tenant's Internal Contacts.

Mitel MN6900 Call History

Call History on MN6900 phones function as follows:

- All phones support the Call History application on the phone.
- Call lists are synced among Mitel phones (5XXX, 69XX), not with the My Calls page; therefore, calls deleted from Call History on the phone are still visible on the My Calls page.
- The size of the list is defined by the system administrator on the System Properties page.

All programmable keys on MN6900 phones that are configured to show Call History will display "Function moved use Call History Hard Key" when pressed. To access Call History, press the

button.

Mitel 6920 IP Phone

The Mitel 6920 IP phone has the following features:

- 3.5-inch QVGA color display: 320x240 pixel
- Crystal clear HD audio
- High quality full-duplex speakerphone
- Corded speech optimized handset
- Native DHSG/EHS analog headset support
- USB port for headsets and accessories
- 2 Gigabit Ethernet ports with PoE
- 18 (3 pages x 6 hard keys)
- 4 softkeys
- 11 dedicated feature keys
- Bluetooth via USB

Mitel 6930 IP Phone

The Mitel 6930 IP phone has the following features:

- 4.3" color display: 480x272 pixel
- MobileLink mobile device integration
- Crystal clear HD audio
- Mobile phone charging point
- Embedded Bluetooth 4.1
- Enhanced full-duplex speakerphone
- Corded speech optimized handset
- 2 Gigabit Ethernet ports with PoE
- 72 (6 pages x 12 hard keys) keys
- 5 softkeys
- 11 dedicated feature keys
- Bluetooth

Mitel 6940 IP Phone

The Mitel 6940 IP phone has the following features:

- Large 7-inch touchscreen color display: 800x480 pixel LCD
- Touchscreen keyboard
- MobileLink mobile device integration
- Crystal clear HD audio
- Mobile phone charging point
- Embedded Bluetooth 4.1
- Enhanced full-duplex speakerphone
- Cordless speech optimized handset
- 98 (6 pages x 16 touch keys)
- 6 softkeys
- 11 dedicated feature keys
- Bluetooth

Mitel M695 Expansion Module

The Mitel 695 Expansion Module has the following key features:

- 4.3" 480x272 pixel color backlit LCD display
- 28 programmable softkeys with LEDs per module. 3 modules can be combined to support a total of 84 keys
- Programmable softkeys support advanced features such as Monitor Call, Monitor Phone, and Speed Dial
- Can be daisy chained with additional M695 modules for a combined total of up to 3 expansion modules
- Powered by the Mitel phone (no separate power adapter required)

For more information, see `http://edocs.mitel.com/ UG/EN/6800i%20Series/General/Installation %20Guides/41-001525-00_REV01_M685i_Installation_Guide_EN.pdf`.

You can use the Mitel M695 Expansion Module for the same features as you would the line keys on your phone, including:

- DND On/Off
- Forward to (Co-worker, Coverage, Number, Prompt)
- Handsfree Answerback
- Intercom to (Co-worker, Prompt)
- One Touch Speed Dial
- Outgoing Call Privacy
- Page
- Park/Retrieve
- Primary Phone
- Transfer/Conference

- Voice Mail

S720 Bluetooth Speaker

The Mitel S720 Bluetooth Speakerphone is supported on the Mitel 6930 and 6940 IP phones and provides a portable speaker for conference calls or other audio functions.

Features:
- HD voice audio
- Omni directional microphone
- Functionally integrated with desk phone - volume / mute sync, pulling call to / from conference phone
- Connect two speakerphones wirelessly to extend speakerphone range and for stereo music playback
- Play smartphone audio from mobile with auto pause when incoming call to desk phone
- Intuitive connectivity through Bluetooth®
- Portable design, protective travel pouch, and battery powered with USB charging (15 hours of talk time)
- Flexible and scalable for office side tables and small meeting rooms

Consult the documentation provided with the speaker for instructions on pairing the device with your phone or mobile device.
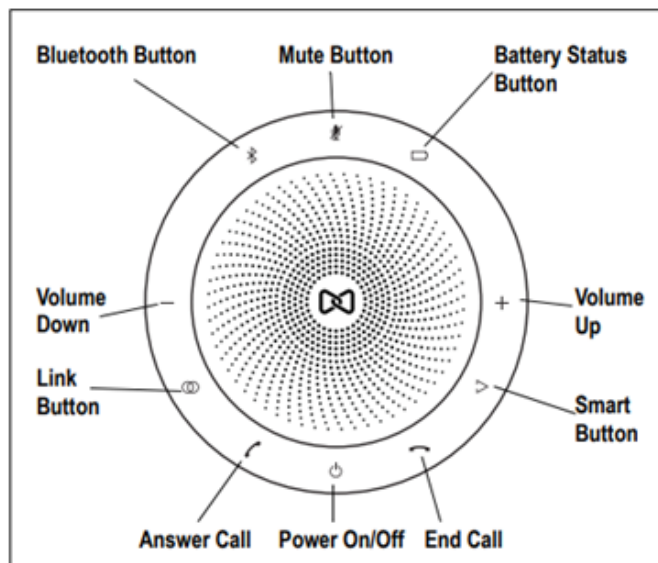
To use the S720 Bluetooth Speaker:

1. Press the "Answer Call" button on the S720 to:
   - move the call audio to the speakerphone after answering or making a call on the desk phone.
   - answer an incoming call directly while it is ringing.
2. Press the Speaker/Handset key or lift the handset on the phone to move the call audio back to the phone.

3. Press the "End Call" button on the S720 to end the current call.

DECT Headset

The Mitel DECT headset is supported on the Mitel 6930 and 6940 IP phones and provides a professional wireless headset designed for maximum performance.

Features:
- Wideband audio for exceptional sound quality.
- Volume and mute controls.
- Intuitive headset multi-function button for easy call handling.
- LED and audio indicators.
- Advanced hearing protection.
- Noise-canceling microphone.
- Up to 8 hours battery life.
- Headset recharge docking cradle.
- Visual and audio call status indicators.
- Battery indicator.

Consult the documentation provided with the headset for instructions on installing the device on your phone.
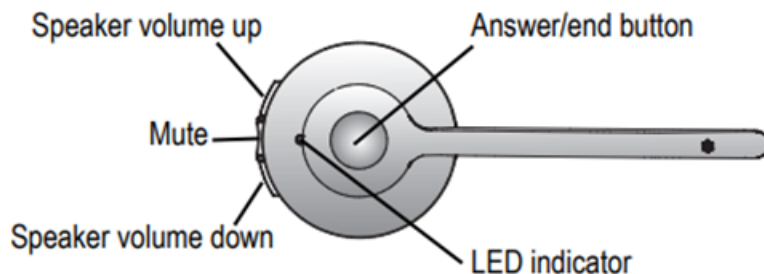
To use the DECT Headset:

1. Lift headset from cradle to answer incoming ringing calls.
2. Press the "Answer/End" button to:
   - answer a ringing call.
   - send audio to the headset for active calls on speaker/handset.
   - end an active headset call.
3. Put the headset in cradle to end an active call on the headset.

NOTE   The headset mute button is synchronized with the phone mute button.

Bluetooth Handset

The Mitel Cordless Bluetooth Handset is supported on the Mitel 6930 and 6940 IP phones and employs the same enhanced audio capabilities as the Mitel corded handsets.

Features:
- Hookswitch (Initiate call/end call) key
- Volume control keys
- Mute key
- Built-in handset ringer
- LED indicators to indicate both connectivity and charging status
- At least six hours talk time
- Over 40 hours standby time
- Handset battery recharge time of three hours or less
- Operating range of up to 30 feet (10 meters) from the IP phone
- Wideband audio capable

Consult the documentation provided with the headset for instructions on installing the device on your phone.
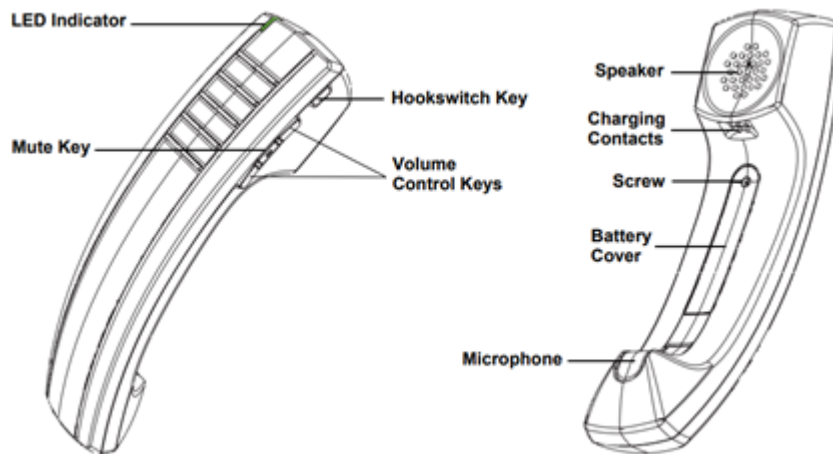
LED Indications
- Blue - Indicates the status of the handset (not in cradle)
  - Blinking - pairing mode
  - Winking - connected, not in use
  - Fading - connected, in use
- Green - Indicates the status of the handset battery (in cradle)
  - Solid - fully charged
  - Winking - charging

Operation

To use the Cordless Bluetooth Handset:

- Lift the handset from the cradle to:
  - answer a ringing call.
  - move an active speaker/headset call to the handset.
- When off the cradle press the "Hookswitch" key to:
  - answer a ringing call.
  - end an active call.
  - move an active speaker/headset call to the handset.

- Press the "Mute" key to mute an active call. When pressed, the mute LED on the phone illuminates.

  > When a call is active, the mute key on the handset is synced with the mute key on the phone.

- Adjust the volume control keys on the handset to increase or decrease the audio.

Mitel 5310 IP Conference Unit

The Mitel 5310 IP Conference Unit connects to the headset port of the Mitel 5224, 5324, 5330, or 5340 IP Phone and is designed to provide optimal performance in any office to a maximum of 15 feet by 25 feet (4.5 meters by 7.6 meters).

Note that there are two different conference unit types - one type connects to Mitel 5224/5324 IP phones, the other connects to Mitel 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 IP phones.

To attach the Mitel 5310 IP conference unit, follow the instructions in the box.

For Mitel 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 IP phones, you will need to program a memory key as a conference unit key in order to use the conference unit. See Programmable Memory Key Features.

Features of the conference unit include

- Acoustic beam-forming technology to locate the direction of speech
- Noise reduction and automatic gain control to eliminate background noise
- Presentation mode that locks the microphone array to the current speaker
- Seven dual color LEDs that provide visual confirmation that the unit has picked up the speaker's voice
- Power supply from a 24V DC wall adapter
- Side-control unit with fixed function keys
- Optional mouse controller is available

Mitel UC360 Video Conference Phone

The Mitel UC360 Video Conference phone has the following features:

- 360 degree beam forming microphone array
- USB Connector and Micro SD slot
- Touch Screen
- Function Keys
  - Home—Go to the Home screen
  - Menu—Display the Menu bar
  - Back—Go back one menu or to the previous screen
  - Mute—Turn on/off the microphone
  - Volume—Increase or decrease the volume
- Status Bar
- Presentation Sharing and Video Controls
- Camera On/Off
- Conference Avatar
- Message and Action Area

For more information, see http://edocs.mitel.com/UG/EN/UC360_Admin_Final.pdf.

5610 Cordless Phone

This section provides instructions on how to configure the IP DECT stand and 5610 Cordless Handsets to support SIP telephony.

- IP DECT Stand supports up to eight handsets and three simultaneous calls
- Each handset can be programmed as a separate extension on the *silhouette* system or you can program the cordless handsets in a personal ring group to allow a group of users to answer calls to the same extension number
- The IP DECT stand provides call transfer, conferencing, and other basic features between handsets and is supported on LCD 16-Key Phone, Backlit LCD 24-Key Phone, Backlit LCD 48-Key Phone, Color Touch Screen LCD Phone and 24-Key Phone
- Supported on Mitel 5312 / 5324 / 5320 / 5330 / 5340 and 5360 IP Phones
- Teleworker support
- Supports Dynamic Extension on *silhouette*
- Speakerphone capable, with adjustable volumes, including mute
- Handset supports operating time of 8 hours talk / 240 hours standby
- Optional IP DECT Repeater extends signal range
- DECT 6.0 cordless technology provides higher quality voice transmission, density, and less interference than other wireless technologies, such as Bluetooth®
- Operating range of up to 50 m (150 feet) indoors or 100 m (300 feet) outdoors

Requirements and Conditions

- Roaming (call handoff) is not supported between IP DECT stands.
- Although you can register up to eight handsets with an IP DECT stand, the stand only supports up to three simultaneous calls. If three calls are already in progress via the IP DECT stand, any other handset users who attempt to place a call will receive busy tone.
- For site applications where all the users registered to a stand are expected to place calls frequently, register a maximum of three handsets to the stand. For site applications where users will seldom place calls, it may be suitable to register more than three handsets to a single stand.

Using a Repeater

You can have up to six DECT repeaters connected to an IP DECT stand to extend handset signal range. Note that each repeater that you connect to the stand reduces the number of supported handsets by one. For example if you connect one repeater, then you can only register seven handsets; if you connect two repeaters, then you can only register six handsets. After registration is complete, the LED on the repeater remains on solid. While the repeater is supporting a call, the LED on the repeater flashes.

After installing a DECT repeater, test the signal range to ensure that the repeater has registered with the stand. Test the handset signal range by going to the limit of signal range. If the repeater has registered with the stand, the handset signal range should be approximately 50 meters (indoors) or 300 meters (outdoors) from the repeater.

Repeaters can be used to extend the signal in all directions but cannot be used in a series with one another.

> Information on how to install and configure a repeater is beyond the scope of this topic.

5610 Cordless Features

IP DECT Stand Gateway

Handset + Charging Cradle

Repeater

- Call and Telephony Features
  - 8 handsets can be homed to one base
  - Maximum of 3 simultaneous calls, per base station
  - Call forward all, on busy, on no answer
  - Call timer
  - Call transfer and call hold
  - Caller ID with name from phone book
  - Distinctive ringing
  - Call log of incoming/outgoing/missed calls
  - Call return (from call log for internal calls only)

    > If a prefix digit is required to dial internal or external calls that have been logged, then you cannot dial directly from the call log. This is a common problem with call log capabilities.

- Contact directory (Maximum of 170 entries per stand)
- Speed dial
- Conferencing (3-party conference)
- Call hang up – upon return to charging cradle
- DTMF sending in call (RFC2833)
- Audio Features
  - Mute (disable microphone)
  - Receiver volume control
  - Ring tones melodies
  - Ringer volume
  - Key sounds (click, DTMF and special tones)
  - Low battery and out of range audible warnings
  - Speakerphone
  - Headphone jack (2.5 mm)
- Deployment
  - Configuration through local web-interface, handset user interface, or via a configuration file using TFTP from a network server.
- Other Features
  - Graphical menu system
  - Auto answer (when handset is lifted from charger)
  - Separate charging cradle for handset
  - Hearing aid compatible
  - Key lock option
  - Selectable menu language
  - On-hook dialing (pre-dial numbers before pressing off-hook button)
  - Operating time of 8 hours talk / 240 hours standby
  - Displayed information in idle mode (signal, battery level, time)
  - Message waiting indicator (missed calls, voicemail)
  - 128 x 128 bit display with 65536 colours and backlight
- Quality of Service
  - Type of Service (ToS)
- CODECs
  - G.711 (64 kbps, A-law and u-law)
  - G.729
- Interoperability
  - DECT interface (3081) or DECT 6.0 (3080)
  - Range maximum 50 meters indoor, maximum 300 meters outdoor
  - Wi-Fi friendly

Cordless Installation

1. Attach the base to a *silhouette* desk phone.
2. Remove the existing base (this one takes its place).

Once you have a cordless base attached to the *silhouette* Desk Phone you can no longer daisy chain it to another device.

3. Plug the cradle power cord into an electrical outlet.
4. Insert the included battery into the cordless.
5. Place the cordless on the stand to charge it.
6. You can register the repeater automatically or manually.
   - Auto Registration
     a. Ensure that the repeater is switched off (disconnect the power plug).
     b. Set the base station in registration mode. Press reset key on back of the base.
     c. Switch on the repeater (connect the power plug).

        The LED on the repeater flashes. After a short time the LED stays on permanently indicating that registration is complete and the unit is ready for operation.

     > **NOTE** If the registration is not immediately successful, the LED flashes continuously. In this case repeat the procedure.

     d. Before reinstalling the repeater (for example at another base station) reset the repeater as follows:
        i. Switch off the unit (disconnect the power plug).
        ii. Switch off the unit for 1-5 seconds and switch on again.
        iii. Switch of the unit for 25-35 seconds and switch on again.

        Now the repeater is ready for a new auto registration.

   - Manual Registration

     You need to do this for each repeater and you need a *silhouette* phone accessible to you to complete this task.

     a. Set the repeater in registration mode
        i. Insert the repeaters power plug for 1-5 seconds in the socket and then remove it.
        ii. Insert it once more and leave it there.

           You now have five minutes to carry out the registration. If not complete by this point you must start anew.

        iii. Press the reset button on the back of the base to set it in registration mode.

The LED on the front of the repeater flashes. If the LED flashes very quickly without interruptions, skip the next step. If the LED flashes very quickly with brief interruptions go to the next step.

iv. Register the handset.
   A. If the base code has been changed, you must set it to "0000".
   B. You must repeat the registration procedure even if the cordless unit was already registered to the base station

   Now the LED flashes very quickly without interruptions.

b. Assign a repeater number
   i. You must now assign a repeater number to the repeater (select: 2-7 for up to six repeaters).

> NOTE: Each number can only be assigned once, when using more than one repeater. These numbers are independent of the cordless extension numbers.

ii. Take one of the previously registered *silhouette* Cordless and Hook Off by pressing the Green Call Button.

   The LED on the repeater stops flashing.

iii. Press a number between 2 and 7.

   When the repeater has accepted the chose number, the LED will flash a corresponding number of times.

iv. Accept the registration by pressing the asterisk [*] key and then the Green Call Button.

   The repeater is now automatically restarted.

   The LED will go off for two seconds, flash for a moment and then will remain constantly illuminated.

   The registration is now complete. You can now disconnect the repeater and move it to the desired location. Disconnecting the power will not delete the registration.

v. Verification Tone

The verification tone enables you to establish whether the *silhouette* cordless is working in the extended area of the repeater. This tone is audible on the activated *silhouette* cordless as long as the unit is connected to the repeater. To toggle the verification tone, follow this procedure:

A. Switch off the repeater (disconnect the power plug).
B. Switch on the repeater for 1-5 seconds and switch it off again.
C. Switch it on again.

   The LED on the unit is flashing slowly, switch it off again.

D. Switch it on again.

   The verification tone is then activated or deactivated.

Cordless Registration

After you have physically installed the IP DECT Stand to a Mitel IP Phone, you must register the handsets with the IP DECT Stand. You can then configure the 5610 cordless handsets for operation using
- a web browser, such as Internet Explorer (recommended method)
- the menu on the 5610 cordless handset
- a configuration file that you install on a server in the Local Area Network

If you configure from the web browser interface or from the handset, you must configure each handset individually. If you use configuration files, a file must be created for each IP DECT Stand. The configuration file specifies the parameters of the handsets (up to eight) that are associated with an IP DECT Stand.

To complete registration and configuration, the following must be completed:
- "Add Site"
- "Add a User"
- Register the Handsets with the IP DECT Stand
- Assign an IP Address to the IP DECT Stand
- Configure Handsets via IP-DECT Stand Configurator Web Interface

After you configure the handsets on an IP DECT Stand, ensure that you Change the Handset Display Name and PIN from the default values to prevent unauthorized access.

Register the Handsets with the IP DECT Stand

To register a handset with the IP DECT Stand (gateway), place the handset in the charging cradle. The first handset automatically registers with the IP DECT Stand after approximately 30 seconds. To register each additional handset on the same IP DECT Stand, you must first reboot the stand by pressing RESET on the rear panel of the stand. While the stand is resetting, `Searching for Gateway` appears in the handset display. Note that you cannot register a handset while a call is being supported on another handset because you will be unable to reset the stand. Power-cycling the stand will not enable the stand to accept handset registration due to security.

If you have multiple IP DECT stands in close proximity of one another (within 50 meters indoors, or within 300 meters outdoors), you must manually program the handset IPEIs into the IP DECT Stand using the VoIP Phone Configurator Web Interface. When you manually program the IPEI, you ensure that the handsets register with the desired stand.

Assign an IP Address to the IP DECT Stand

The IP DECT Stand requires an IP address on the LAN. Either your LAN must be configured with a DHCP server that automatically assigns an IP address to the stand, or you must manually configure the stand with a static IP address and subnet mask.

To manually configure the stand with a static IP address and subnet mask, follow these steps:

1. From idle mode, press the **OK** key, select **Settings**, and then press **OK**.
2. Select **Network settings** and press **OK**.
3. When prompted for a PIN, enter the PIN (Default 0000), and then press **OK**.

   When the IP address menu item is shown in red, then the stand is configured to obtain an IP address dynamically from a DHCP server.

4. Select **IP Mode** and press **OK**.
5. Select **Static** and press **OK**.
6. Press **Back**, select **IP address**, and then press **OK**.
7. Press **Erase** to delete the current entry (0.0.0.0).
8. Enter a static IP address for the stand. To enter periods in the address, press **Options** and then press **Insert symbols**.
9. Press **OK**.

   `Save?` appears in the display.

10. Press **Yes**.
11. Select Subnet mask and press **OK**.
12. Enter a Subnet mask.
13. Press **OK**.

   `Save?` appears in the display.

14. Press **Yes**.
15. Select **Default Gateway**
16. Enter default gateway IP
17. Press **OK**.

    `Save?` appears in the display.

18. Press **Yes**
19. Press **Back**.

    You are prompted to reset the gateway (stand).

20. Press **Yes**.
21. Press **Back** repeatedly to return to the main display.

    After several seconds, `Searching for Gateway` appears in the handset main display. It takes approximately 30 seconds for the stand to reset.

    After the stand resets, it is configured with the static IP address and subnet mask. `Configure SIP domain` appears in the handset main display.

Configure Handsets via IP-DECT Stand Configurator Web Interface

You access the IP-DECT Stand Configurator by entering the IP-address of the handset into the address field on a web browser, such as Internet Explorer on your PC. The following procedure covers the minimum configuration required to set up the handsets:

1. Press the **Volume Up** key on the side of the 5610 Cordless Handset to enter the system status display.

   The display shows the MAC address of the handset and the IP address of the IP DECT Stand. Note that the Boot Status of the handset is displayed as `Failed`. Ignore the displayed boot status because it is not accurate.

2. Record the IP address of the DECT stand, which is shown in the display.
   _____

3. Obtain and record the Handset IDs (IPEIs) on each handset.
    a. Press **OK** to access the main menu.
    b. Select **Settings**.
    c. Press **OK**.
    d. Select **Handset ID**.
    e. Press **OK**.
     f. The handset IPEI is displayed.
    g. Record the IPEI.
        Handset 1 IPEI: _____
        Handset 2 IPEI: _____
        Handset 3 IPEI: _____
        Handset 4 IPEI: _____

Handset 5 IPEI: _____
Handset 6 IPEI: _____
Handset 7 IPEI: _____
Handset 8 IPEI: _____

h. Press **Back** to exit.
4. Launch a web browser on a PC that is connected to the local network.
5. Enter the IP address (for example http://10.10.106.235) of the IP DECT Stand (from Step 2) in the browser address field.
6. At the login screen enter the following default user name and password:
   Username: admin
   Password: admin

You can reset the stand to the default configuration values (including the username and password) by pressing and holding the RESET button on the IP DECT Stand for more than 10 seconds.

7. Use the menu items in left frame of the web page (see figure below) to configure the DECT stand.
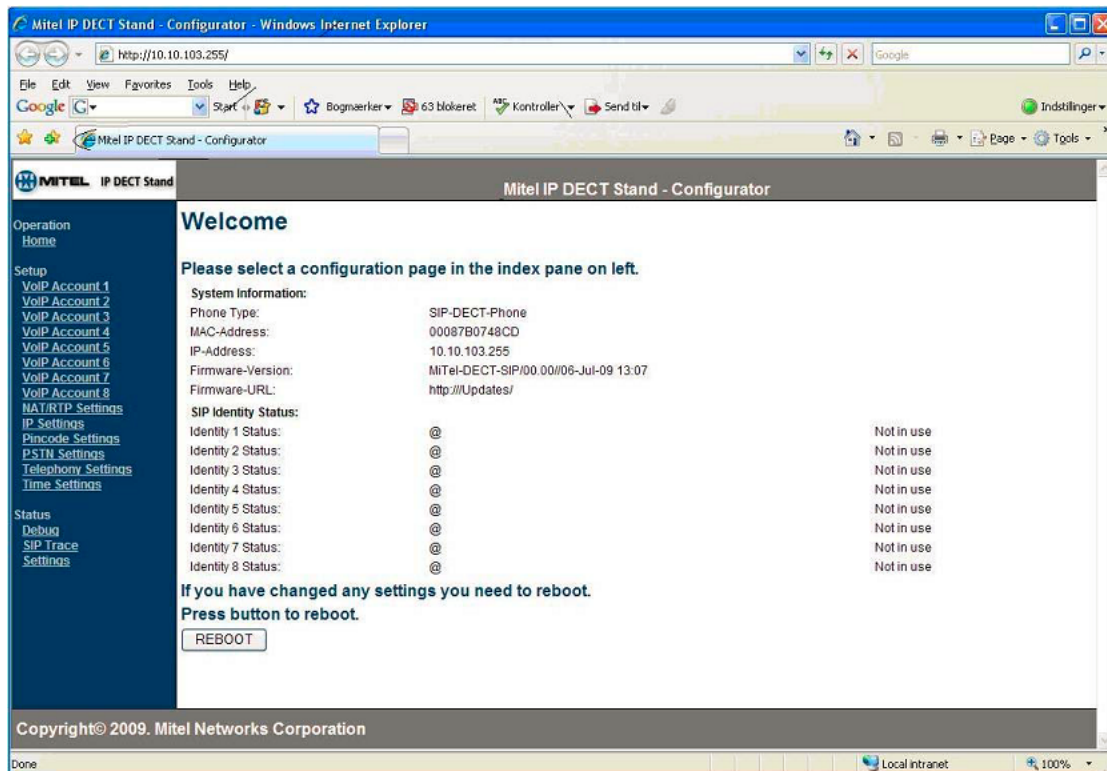
Configure Handset from the Handset Display Menu

We recommend that you configure the handsets using the web configurator interface, since there are certain parameters that are only available there. However, you can perform the minimum configuration of individual handsets from the handset's display menu as follows:

1. From idle mode, press the **OK** key, select **Settings**, and then press **OK**.
2. Choose **Handset ID** and press **OK**.
3. Record the IPEI for the handset:

   _____
4. Press **Back**.
5. Select System settings and press **OK**.
6. When prompted for a PIN, enter the PIN (default 0000), and then press **OK**.
7. Select **Handset settings** and press **OK**.
8. Select **Handset name** and press **OK**.
9. Enter the user name of the handset user using the dial pad.

   The user name should correspond to the user name that is assigned to the directory number on _silhouette_.

10. Press **OK**.
11. Press **Yes** to save.
12. Press **Back** repeatedly until you return to the System settings menu.
13. Select **VoIP settings** and press **OK**.
14. When prompted for a PIN, enter the PIN (default 0000), and then press **OK**.
15. Select **Accounts** and press **OK**.
16. Select the desired account for the handset and press **OK**.

Change the Handset Display Name and PIN

After configuring the handsets, change the default username and PIN to prevent unauthorized access. Note that the handset PIN and the web configuration password are independent of each other. If you change the handset PIN, it does not affect the web configuration password.

Change Display Name

To change the Display Name, follow these steps:

1. From Idle mode, press **OK**, select Settings, and then press the **OK** key.
2. Select System settings and press the **OK** key.
3. When prompted for a PIN, enter the PIN (default 0000), and then press the **OK** key.
4. Select Handset settings and press **OK**.
5. Select Handset name and press **OK**.
6. Use the Erase key to delete the existing default name (for example, Handset 1).
7. Enter the handset display name using the dial pad keys.
   To enter spaces and special characters, press Options and then press Insert symbols. Ensure that the handset display name is the same as the name that appears in the User Configuration form of the _silhouette_ for the handset directory number.
8. Press **OK**.

   `? Save` is displayed.

9. Press **Yes**.

Change PIN

To change the PIN, follow these steps:

1. From Idle mode, press the **OK** key, choose Settings, and then press the **OK** key.
2. Choose VoIP settings and press the **OK** key. When prompted for a PIN, enter the PIN (default 0000), and then press the **OK** key.
3. Choose Change PIN and press the **OK** key.
4. Enter a new 4-digit PIN.
5. Press **OK**.

    `? Save` is displayed.

6. Press **Yes**.

    `Reset now?` is displayed.

7. Press **Yes**
8. Press **Back** repeatedly until the handset resets.
9. For future reference, record the new PIN.

Configure the SIP Domain

To configure the SIP domain, follow these steps:

1. Press the **Volume up** key on the side of the handset when it is in an idle state.

    System Status display shows the MAC Address of the phone, the IP address of the Gateway, Boot status (not accurate so ignore it) and IPEI.

2. Record the IPEI for the handset.
3. Enter the configured or DHCP assigned IP address into a web browser example: http://xxx.xxx.xxx.xxx. Username and password are admin/admin.
4. Click **VoIP Account 1** and then configure as follows:
    *   **Server is local**: Yes
    *   **Display Name**: Assigned Name for the User (There is a 19 character limit)
    *   **Account**: Enter the extension of the User
    *   **Password**: User's PIN for that extension
    *   **Account Name**: Assigned User Name for the Account
    *   **Account Mailbox Name**: User's Extension
    *   **Account Mailbox Number**: Feature activation code for Voicemail *98
    *   **Registrar**: Callp IP address
    *   **Outbound Proxy**: Callp IP address
    *   **Authentication Username**: User's extension
    *   **Server Port**: default (5060)
    *   **Outbound Proxy Port**: default (5060)

- • **Registrar Config**: Leave default
- • **Keep Alive**: enabled
- • **DMTF Signaling**: Set to RFC 2833
5. Leave the rest as default and click **Save**.
6. Click **Telephony Settings** from the menu on the left.
7. Under **Destination for incoming call**, choose which handset to forward incoming calls to.

Destination for incoming call:

	Account							
	1	2	3	4	5	6	7	8
Handset 1:	☑	☑	☑	☑	☑	☑	☑	☑
Handset 2:	☑	☑	☑	☑	☑	☑	☑	☑
Handset 3:	☑	☑	☑	☑	☑	☑	☑	☑
Handset 4:	☑	☑	☑	☑	☑	☑	☑	☑
Handset 5:	☑	☑	☑	☑	☑	☑	☑	☑
Handset 6:	☑	☑	☑	☑	☑	☑	☑	☑
Handset 7:	☑	☑	☑	☑	☑	☑	☑	☑
Handset 8:	☑	☑	☑	☑	☑	☑	☑	☑

8. Under Outgoing Identity to be used for
   a. Assign an account to each registered handset.
      If you want unique outgoing identities for outgoing calls from each handset, assign a different account number to each handset. For example, assign Handset 1 with Account 1, Handset 2 with Account 2, and so forth.
   b. Enter the handset name that you want displayed on the called phone.
   c. Enter the IPEI of the handset that you recorded on page 7.
   d. Set the **Join calls allowed** option to **Disable**.
   e. Set the **Match IPEI to Handset** to **Enable**.
9. In the left frame of the Configurator web interface, click **Time Settings**, and then do the following:
   a. Enter the hostname of a Time Server on the internet or an IP address of your internal or external NTP server, for example, `pool.ntp.org` or `129.6.15.28`
   b. Enter the time server refresh interval, for example, 255
   c. Set the time difference between Greenwich Mean Time (GMT) and your current location. For example, if you are in New York, set the Time zone field to – 5:00 hours (EST).
   d. Set **Daylight Savings Time (DST)** to **Automatic** and leave all other settings as default--all DST settings are updated through the NTP server. (The default DST is Automatic set for North America.)
10. Click **SAVE CHANGES** at the bottom of the screen.
11. Click **REBOOT**.

The handset reboots and registers with the *silhouette* system.

The Phone Inventory Page accessed via WebAdmin shows the DECT Gateway and User as a SIP Terminal.

Troubleshooting

- If you have problems registering the *silhouette* handsets check the following:
  - the Web Configurator to ensure all settings were typed in the various fields correctly, for example, an extra space or missing dot in an IP address or a typo in an extension.
  - a *silhouette* desk phone to ensure you can log into the extension you have assigned to the cordless, which ensures that the extension and PIN are valid within *silhouette* .
- When rebooting the *silhouette* cordless handsets you need to briefly lift the handset(s) from their cradles and place them back on the cradles. On their display you should see `Searching for Gateway.`
- If a phone is freezing or giving you problems try removing the battery for a few seconds, replacing it, and then rebooting the gateway to default settings and begin again.
- If you've accidently put in an IPEI in an incorrect spot and want to change it:
  - Change it to the correct IPEI
  - If there is no handset attached to that handset replace the IPEI field with zeroes

Notes

- The Gateway only supports three simultaneous calls. Any further attempt to establish a call results in the handset receiving a busy tone.
- Press and Hold Reset on the Gateway for more than 30 seconds to reset its default values.
- Press and Hold Reset on the Gateway for five seconds to restore to a non-default values.
- To register multiple handsets, manually enter the IPEIs into the Telephony settings page via the web interface.
- Every time a new handset is added, the Gateway needs to be rebooted.
- A new handset cannot be registered if another handset is already on a call because the Gateway cannot be rebooted.
- If a prefix digit is required to dial internal or external calls that have been logged, you cannot dial directly from the call log. This is a common problem with call log capabilities.

Using Mitel Phones

This section describes using the Mitel phones, including

- Initial Setup for Phone Service (MiNET)
- Activating Mitel Phones
- Answering Calls (MiNET)
- Using the Handset
- Using the Speakerphone
- Switch from Speakerphone to Handset
- Answering Second Calls (MiNET)
- Answering Call Group Calls (MiNET)
- Splash Ring
- Making Calls (MiNET)
- Making Second Calls (MiNET)
- Using a Programmable Key Module
- Compatible Peripherals Matrix

Initial Setup for Phone Service (MiNET)

To set up your new phone service, follow these steps:

1. Activate your phone. See Activating Mitel Phones.
2. Perform a Quick Set-up. See Quick Set-up

Activating Mitel Phones
5304 and 5212/5312 Phones

To activate a phone you need

- an extension
- a phone
- a PIN

The administrator can provide you with an extension and an initial PIN.

To activate your phone, follow these steps:

1. Disconnect your computer from the network.
2. Plug the phone into the network.
3. Plug the computer into the phone at the port marked PC.
4. Connect one end of the phone power pack into your phone and the other end into a power outlet.

If your network is configured with Power Over Ethernet (POE), the above step is not necessary.

5. Wait for the Information Display Area to show "Logged Out" (this may take 30 seconds or more):
6. Enter ***00**.

   The Information Display Area prompts you for your Extension:

7. Enter your extension.
8. The Information Display Area prompts you for your PIN:
9. Enter your PIN, followed by the Pound key [#].

   The phone displays your extension.

You have now successfully activated the phone, and can make calls.

5212-5312/5224/5320-5320e/5324/5330-5330E/5340-5340e/ and 5360e Phones

To activate a phone you need

- an extension
- a phone,
- a PIN.

The administrator can provide you with an extension and an initial PIN.

To activate your phone, follow these steps:

1. Disconnect your computer from the network.
2. Plug the phone into the network.
3. Plug the computer into the phone at the port marked PC.
4. Connect one end of the phone power pack into your phone and the other end into a power outlet.

If your network is configured with Power Over Ethernet (POE), the above step is not necessary.

5. Wait for the Information Display Area to show "Logged Out" (this may take 30 seconds or more):
6. Press **ACTIVATE**.

   The Information Display Area prompts you for your Extension:

7. Enter your extension.
8. If you have login/logout privileges, the Information Display Area prompts you for your PIN:
9. Enter your PIN, then press **ENTER**.

You have now successfully activated the phone, and can make calls.

See Quick Set-up for information about initial settings you should configure through the web interface.

Answering Calls (MiNET)

When an incoming call is received on a phone, several things happen:

1. the phone rings
2. a Line Appearance flashes
3. the LCD displays the phone number of the caller and, if known, the name of the caller

Answer an incoming call by picking up the handset, pressing the flashing **Line Appearance**, pressing **ANSWER**, or by pressing **Speaker**.

Using the Handset

To answer your phone using the handset, follow these steps:

1. Lift the handset.

If you choose to ignore the incoming call and select a different **Line Appearance**, the line appearance continues to flash but the phone stops ringing.

2. To end the call while using the handset, choose one of the following:
   - Press **END**.
   - Replace the handset.

Using the Speakerphone

To switch from the handset to the speakerphone during a call, follow these steps:

1. Press **Speaker**.
2. Replace the handset

To end a call while using the speakerphone, choose one of the following:

1. Press **END**. (5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5224/5324 only)
2. Press **Speaker**.

There is no microphone on the 5304 set (only in the handset), so you are effectively muted.

Switch from Speakerphone to Handset

To switch from the speakerphone to the handset during a call, pick up the handset.

To end the call while using the handset, choose one of the following:

- Press **END** (5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5212/5312 only).
- Replace the handset.

Answering Second Calls (MiNET)

A second incoming call causes three things to happen:

- the phone rings once (only if you are using the handset)
- a line appearance flashes
- the Information Area displays the number and name of the caller, if known; if the name of the caller is unknown, the Information Area displays either the phone number or "Unknown Caller"

To answer a second call, choose one of the following:

- Press the flashing **Line Appearance**.

    This puts the active call on hold and answers the second call.

- End the first call by replacing the handset. The phone will start ringing. Pick up the handset again to answer the second call.

To switch between two active calls, press the flashing **Line Appearance**. This puts the active call on hold, and activates the other call.

> If the display shows)) prior to the number calling, this indicates that it is a second call.

Answering Call Group Calls (MiNET)

When an incoming call to a call group is received on a phone, the second line of the Information Display Area shows the name of the group that was called. The first line continues to display the number and name of the caller, if known.

You can answer an incoming call group call by using the handset or the speakerphone.

> This feature applies to 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5224/5324 phones only.

Splash Ring

Splash Ring is a default behaviour for MiNET phones. When you are on a call on the handset, the phone rings once and the display flashes. When you are on a call on the speakerphone, only the display flashes.

Making Calls (MiNET)

To make a call, follow these steps:

1. Lift the handset.

   This will select the next available **Line Appearance**. You can also start dialing the number without lifting the handset. This will automatically select the next available **Line Appearance** and operate in speakerphone mode.

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

   When you finish dialing the number the call is placed. If you place an internal call, the Information Area Display shows the extension and name of the connected party once the call is answered. If you place an external call, the Information Area Display shows the name of the connected party, or if the name is unknown, the phone number.

3. To end the call, choose one of the following:
   - Press **END** (5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5224/5324 phone only).
   - Replace the handset.

   To use the speakerphone for step 1, press an available **Line Appearance** or **Speaker** instead of lifting the handset.

4. To end the call before you have completed dialing, choose one of the following:
   - Replace the handset if using the handset.
   - Select **Speaker** if using the speakerphone (not available on 5304).
   - Press **END** (5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5224/5324 phones only).

Making Second Calls (MiNET)

To make a second call while on an active call, follow these steps:

1. Press any available **Line Appearance**.

   This puts the active call on hold, and provides dial tone for a second call.

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

    When you finish dialing the number the call is placed.

3. If you place an internal call, the LCD shows the extension and name of the connected party once the call is answered. If you place an external call, the LCD shows the name of the connected party, or if the name is unknown, just the phone number.
4. To switch between two active calls, press the flashing **Line Appearance**. This puts the active call on hold, and activates the other call.

Ending one call keeps the second call on hold. To reconnect to the second call, press the flashing **Line Appearance**.

Using a Programmable Key Module

A Programmable Key Module (PKM) provides additional memory keys to those provided on your phone. The system supports the Mitel 5412 PKM which provides an extra 12 additional memory keys and the Mitel 5448 PKM which provides an additional 48 memory keys. If required you can have up to two 5448 PKM units on one phone.

The PKMs can be attached to Mitel 5224 or 5324 IP phones.

To attach the PKM, follow the instructions that are provided in the box.

To program the memory keys on the PKM, see Programmable Memory Key Features.

Compatible Peripherals Matrix

The following table summarizes which peripheral devices are supported for each of the listed phone models in the left hand column.

Mitel IP Phone Model	PKM 5412	PKM 5448	Conferen Unit 5310	Wireless LAN Stand	Headset	Line Interface Module	DECT Handset	Mitel Bluetooth Module and Handset
5212	No	No	No	Yes	Yes	No	No	No
5224	Yes	Yes	Yes	Yes	Yes	Yes	No	No
5220	Yes	Yes	Yes	Yes	Yes	Yes	No	No
5304	Yes	Yes	Yes	Yes	Yes	Yes	No	No
5312	No	No	No	Yes	Yes	No	No	No
5320	No	No	No	No	No	No	No	No
5324	Yes	Yes	Yes	Yes	Yes	Yes	No	No
5330	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
5340	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
5360	No	No	Yes	Yes	Yes	No	Yes	Yes

Polycom VVX Phones

silhouette supports Polycom VVX phones, including

- Polycom VVX 3xx
- Polycom VVX 4xx
- Polycom VVX 5xx
- Polycom VVX 6xx

Each phone type has 10 Programmable Soft Keys that you can assign PMK features to, and a model-specific number of Line/BLF keys that you can provision as

- Default
- Line Appearance
- Monitor Extension
- Park Location
- Pickup Groups
- Twinning Pullback
- Unassigned

Each Polycom VVX phone has five default keys that can be toggled to enable and display features on your phone, including

- Log out
- Redial
- Paging
- Forward
- DND

Assign and provision keys through the *silhouette* WebAdmin interface.

Not all features are supported on other phones. The following *silhouette* features are supported using PMKs (also known as EFKs or Enhanced Function Keys):

- ACD SignIn/SignOut—see Programmable Memory Key Features
- Company Speed Dial
- Directed Call Pickup
- Forwarding Phones to Co-workers
- Forward Phones to Coverage
- Forward Phones to a Number
- Forwarding Phones to Auto Attendant
- Handsfree Answerback
- Intercom to Co-worker
- Intercom to Prompt
- Join and Leave Call Groups—only available when the logged-in user is a group member of a group
- On Demand Call Recording
- One Touch Speed Dial

- Outgoing Call Privacy
- Primary Phone
- Twinning
- Unassigned—see Programmable Memory Key Features
- Voicemail

See Programmable Memory Key Features.

Call/Phone Monitor are supported using Monitor Extension.

The following features are supported using native keys:

- Incoming Calls List
- Missed Calls List
- Outgoing Calls List
- Message Waiting
- Voicemail

Consult the documentation provided with the phones.

Polycom VVX 3xx

The Polycom VVX 3xx phone has the following features:

- Backlit grayscale graphical LCD (208 x 104)
- 6 line or speed dial keys
- HD Voice up to 7KHz on all audio paths (Speaker, Handset, Headset)
- 2 x Ethernet 10/100 or GigE (VVX 310)
- 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center **Select** key
- Wall-mountable

Polycom VVX 4xx

The Polycom VVX 4xx phone has the following features:

- 3.5" TFT (320 x 240)
- 12 line or speed dial keys
- HD Voice up to 7KHz on all audio paths (Speaker, Handset, Headset)
- 2 x Ethernet 10/100 or GigE (VVX 310)
- 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center **Select** key
- Wall-mountable

Polycom VVX 5xx

The Polycom VVX 5xx phone has the following features:

- 3.5" TFT (320 x 240)
- 12 line or speed dial keys
- Immersive capacitive touch UI
- Streaming media video playback
- Video conferencing via external USB cam (coming post FCS)
- Full Browser (Webkit)
- HD Voice up to 14KHz on all audio paths (Speaker, Handset, Headset)
- 2 x Ethernet 10/100/1000
- 2 x USB 2.0 host
- "Green" – low power
- 12-key keypad, home, speaker, mute, volume, headset
- Supports expansion modules
- Headset and Accessories: RJ9 wired headsets, Wireless connectivity via electronic hook-switch, read headset, Tech bulletin
- USB-wired headsets
- Wireless USB headsets
- Wall-mountable
- Changeable Themes

Polycom VVX 6xx

The Polycom VVX 6xx phone has the following features:

- Large (4.3") TFT (480 x 272) capacitive touch-screen
- Up to 16 line appearances/speed dials
- Hard Keys: 12-key keypad, home, speaker, mute, volume, headset
- Video playback and video conferencing via external USB cam
- Integrated Bluetooth
- Legendary Polycom HD Voice technology up to 14KHz on all audio paths (Speaker, Handset, Headset)
- 2 x Ethernet 10/100/1000
- 2 x USB 2.0 host
- Green – low power
- Wall-mountable
- Changeable Themes

Polycom Colour Expansion Module

The Polycom Colour Expansion Module has the following key features:

- 4.3" TFT (480 x 272) LCD screen
- 28 illuminated bi-color programmable line keys
- 3 Page View soft keys to access additional contacts

For a complete list of features, see `http://www.polycom.com/products-services/voice/desktop-solutions/realpresence-desktop-vvx-business-media-phones/vvx-color-expansion-module.html`.

Each phone model supports up to 3 daisy-chained modules, for a possible total of 252 additional line key positions.

A combined maximum of 24 line appearances can be provisioned on the phone and all expansion modules. A combined maximum of 50 BLF features can be provisioned on the phone and all expansion modules.

You can use the Polycom Colour Expansion Module for the same features as you would the line keys on your phone, including

- line appearance
- monitor extension

- answer extension
- attendant monitor
- attendant answer
- park location
- twinning pullback
- pickup (group)
- one touch sped dial
- company speed dial

Special Characters (VVX)

The following special characters are used to implement enhanced feature key (EFK) functionality. EFK labels must *not* contain these characters. If they do, you will experience unpredictable behavior.

- exclamation mark [!]
- apostrophe ['] or ASCII (0x27)
- dollar sign [$]
- caret [^]
- semi-colon [;]
- quotation marks ["]
- quotation marks ["] followed by less than [<]

Special characters do not affect BLFs. They only affect the following EFKs:

- Intercom to Prompt
- Intercom to Co-worker
- Company Speed Dial
- One Touch Speed Dial
- Voicemail

Using VVX Phones

This section describes using VVX phones, including

- Initial Setup for Phone Service (VVX)
- Activating VVX Phones
- Changing Themes on VVX Phones
- Informative Login/Logout (VVX)
- Answering Calls (VVX)
- Using the Handset (VVX)
- Using the Speakerphone (VVX)
- Switch from Speakerphone to Handset (VVX)
- Answering Second Calls (VVX)
- Answering Call Group Calls (VVX)
- Making Calls (VVX)
- Making Second Calls (VVX)
- Making 3-way Calls (VVX)

Initial Setup for Phone Service (VVX)

To set up your new phone service, follow these steps:

1. Activate your phone. See Activating VVX Phones.
2. Perform a Quick Set-up. See Quick Set-up

Activating VVX Phones

To activate a phone you need

- an extension
- a phone
- a PIN

The administrator can provide you with an extension and an initial PIN.

To activate your phone, follow these steps:

1. Disconnect your computer from the network.
2. Plug the phone into the network.
3. Plug the computer into the phone at the port marked PC.
4. Connect one end of the phone power pack into your phone and the other end into a power outlet.

> NOTE If your network is configured with Power Over Ethernet (POE), the above step is not necessary.

5. Press **Activate**.
6. Enter your extension.

7. Enter your PIN.
8. Press **Activate**.

You have now successfully activated the phone, and can make calls.

See Quick Set-up for information about initial settings you should configure through the web interface.

Changing Themes on VVX Phones

You can choose a theme on your VVX 5xx and 6xx phone: either classic or modern. The default setting is the classic theme.

To change the theme on VVX 5xx and 6xx phones, follow these steps:

1. Navigate to **Settings... > Basic... > Preferences... > Themes...**
2. Select **Classic** or **Modern**.

   The phone returns a message informing you that it needs to reboot.

3. Select **Yes**.

The following image shows the difference between the Classic and Modern themes.
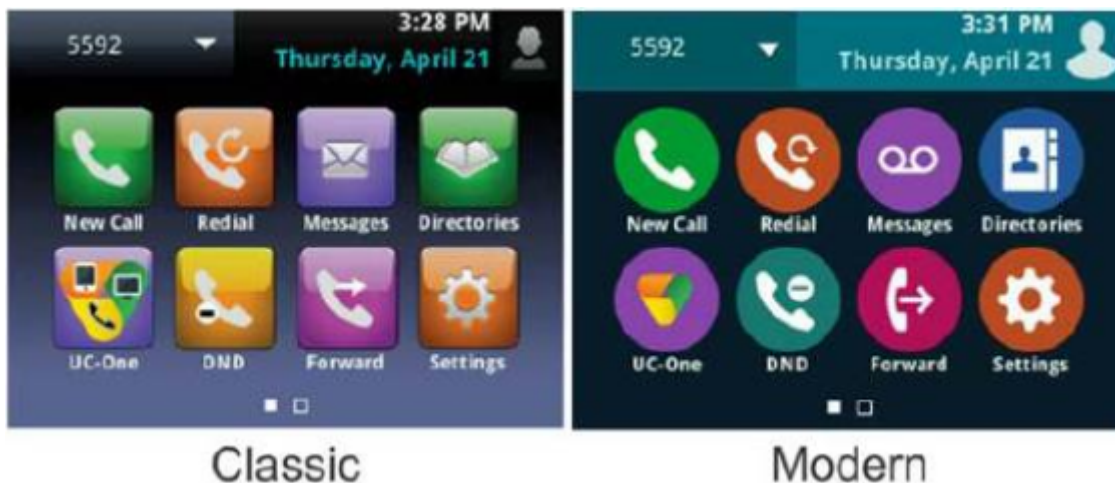
Informative Login/Logout (VVX)

Informative Login/Logout provides you with more information on the phone display. When you have a VVX phone, it is automatically programmed with a **Log out** key in the tenth PKM position—except when you are locked to the phone, in which case no key appears. You can also move the feature to another key. If you don't see the key on your phone, press **More**.

You can also log out using ***00**—except when you are locked to the phone.

3xx and 4xx Series Phones

Since the VVX 3xx and 4xx series phones do not have touchpads, you can use the navigation and home keys to log into and out from the phones:

Login
- $\wedge$—moves the focus input field upward; loops to the bottom
- >—moves the focus input field down; loops to the top
- $\vee$—moves the focus input field down; loops to the top
- <—deletes the last entered character in a input field, such as Extension or PIN

Use the Home key to Enter.

Logout

All keys switch the focus between YES and QUIT. Use the Home key to Enter.

Error Messages

The following error messages apply to logins:

- Max PIN Retries Exceeded—displays when you exceed the maximum number of PIN retries.
- Invalid Login. Please try again—displays when you attempt to log in using invalid credentials.
- Login limit exceeded—displays when a multi-desk user is at the maximum number of logins allowed.

The following error message applies to logout:

- Logout Aborted—displays when you select QUIT on the logout confirmation dialog.

Answering Calls (VVX)

When you receive an incoming call on a phone, several things happen:

1. the phone rings
2. a Line Appearance flashes
3. the LCD displays the phone number of the caller and, if known, the name of the caller

You can answer a call as follows:

VVX 3xx and 4xx Series
- Pick up the handset.
- Press **Answer** and the call is answered on the speakerphone.
- Press , which turns green when in use.

- Press , which turns green when in use.

- Press the line key of the incoming call. The line key of the incoming call blinks green and the call is answered using the speakerphone.

VVX 5xx and 6xxSeries
- Pick up the handset.
- Press

  or tap **Answer**.
- Press

  .

When you are already in handset, speakerphone, or headset mode, tap **Answer**, and the phone automatically uses the mode you are in.

When you do not answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays, as displayed next. The view that displays depends whether your phone last displayed Home or Lines view.

Using the Handset (VVX)

To answer your phone using the handset, follow these steps:

1. Lift the handset.

NOTE If you choose to ignore the incoming call and select a different **Line Appearance**, the line appearance continues to flash but the phone stops ringing.

2. To end the call while using the handset, choose one of the following:
   - Press **End Call**.
   - Replace the handset.

Using the Speakerphone (VVX)

To switch from the handset to the speakerphone during a call, follow these steps:

1. Press .
2. Replace the handset

To end a call while using the speakerphone, choose one of the following:

1. Press **End Call**.
2. Press .

Switch from Speakerphone to Handset (VVX)

To alternate between the handset, headset, and speakerphone during a call, pick up the handset, press 🎧, or press 🔊. For example, if you're using the handset, you can switch to headset mode by pressing 🎧, or switch to speakerphone mode by pressing 🔊. When you're in speakerphone mode, glows green. When you're in headset mode, glows green if an analog headset is connected.

Answering Second Calls (VVX)
VVX 3xx and 4xx Series

If you are on an active call and you receive an incoming call on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays.

To answer an incoming call, press **Answer**.

The active call you are currently on is held. If you do not answer the incoming call within 10 seconds, the Incoming Call window disappears, and Calls view displays.

VVX 5xx and 6xx Series

When you are on an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays. To answer the call, tap **Answer**. The call you were in is held.

Answering Call Group Calls (VVX)

When an incoming call to a call group is received on a phone, the second line of the Information Display Area shows the name of the group that was called. The first line continues to display the number and name of the caller, if known.

You can answer an incoming call group call by using the handset or the speakerphone.

Making Calls (VVX)

To make a call, follow these steps:

1. Lift the handset to select the next available **Line Appearance**. You can also start dialing the number without lifting the handset. This automatically selects the next available **Line Appearance** and operates in speakerphone mode.
2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

When you finish dialing the number the call is placed. If you place an internal call, the Information Area Display shows the extension and name of the connected party once the call is answered. If you place an external call, the Information Area Display shows the name of the connected party, or if the name is unknown, the phone number.

3. To end the call, choose one of the following:
   - Press **End Call**.
   - Replace the handset.

To use the speakerphone, press an available **Line Appearance** or instead of lifting the handset.

4. To end the call before you have completed dialing, choose one of the following:
   - Replace the handset if using the handset.
   - Select if using the speakerphone.
   - Press **End Call**.

Making Second Calls (VVX)

To make a second call while on an active call, follow these steps:

1. Press any available **Line Appearance**.

   This puts the active call on hold, and provides dial tone for a second call.

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

   When you finish dialing the number the call is placed.

3. If you place an internal call, the LCD shows the extension and name of the connected party once the call is answered. If you place an external call, the LCD shows the name of the connected party, or if the name is unknown, just the phone number.
4. To switch between two active calls, press the flashing **Line Appearance**. This puts the active call on hold, and activates the other call.

Ending one call keeps the second call on hold. To reconnect to the second call, press the flashing **Line Appearance**.

Making 3-way Calls (VVX)

Using 3-Way Call, you can set up a phone call among three separate parties.

To activate 3-Way Call, follow these steps:

1. While on an active call, press **Confrnc**.

   This places the first call on hold, and selects an available **Line Appearance**.

2. Enter the phone number of the third party and press
   📞
   .

   The system dials the number and displays the callerID.

   When the third party answers the call, the LCD updates with the caller ID.

3. Press **Confrnc** again.

   The 3-Way Call is now activated.

	#	Until **Confrnc** is pressed a second time, the first party will remain on hold and you can talk with the second party privately.
	#	By putting a 3-Way Call on hold, the other parties can continue talking.
	#	If you want the option to leave the conference and leave the two parties connected (when both parties are external), you must have the permission Redirect Inbound Call to External Number enabled.
	#	Once the 3-Way Call is established, you can use the transfer feature to transfer both parties to another party.

Verge Phones

silhouette supports Verge phones, including

- Verge 9308-WE
- Verge 9312-WE
- Verge 9318Ex-WE Expander

Each Verge phone has three soft keys that can be toggled to access various features. For more information, see "Soft Keys" in Program Memory Keys on Verge Phones.

Function buttons on the phone provide features such as DND/Presence, Mute, Speaker, and Hold and are described in Using Verge Phones.

Verge phones have programmable memory keys that are assigned and provisioned through the *silhouette* WebAdmin interface. See Program Memory Keys on Verge Phones for a description of the *silhouette* features supported on Verge phones.

For more information about Verge phones, consult the documentation at `http://www.allworx.com/ip-phones`.

Verge 9308-WE

The Verge 9308-WE phone has the following features:

- 8 self-labeling programmable buttons
- 3.5" color display
- HD audio
- Integrated network switch
- Contextual soft keys
- Full duplex speaker phone
- Gigabit Ethernet
- Power over Ethernet (PoE)

Verge 9312-WE

The Verge 9312-WE phone has the following features:

- 12 self-labeling programmable buttons
- 4.3" color display
- HD audio
- Integrated network switch
- Contextual soft keys
- Full duplex speaker phone
- Gigabit Ethernet
- Power over Ethernet (PoE)
- Bluetooth wireless support
- Verge 9318Ex Expander support

Verge 9318Ex-WE Expander

The Verge 9318Ex-WE Expander has the following key features:

- 4.3" 480x272 pixel color backlit LCD display
- 18 programmable softkeys with LEDs
- Can be daisy chained with additional 9318EX-WE modules for a combined total of up to 3 expansion modules.

> In WebAdmin, expansion modules are sequentially identified, with the first module listed as 9318Ex1-WE, the second as 9318Ex2-WE and the third as 9318Ex3-WE.

For more information, see `http://www.allworx.com/ip-phones`.

You can use the Verge 9318-EX Expander for the same features as you would the line keys on your phone. See Program Memory Keys on Verge Phones for a list of available options.

Using Verge Phones

This section describes using Verge phones, including:

- Initial Setup for Phone Service (Verge)
- Activating Verge Phones
- Answering Calls (Verge)
- Using the Handset (Verge)
- Using the Speakerphone (Verge)
- Switch from Speakerphone to Handset (Verge)
- Answering Second Calls (Verge)
- Answering Call Group Calls (Verge)
- Making Calls (Verge)
- Making Second Calls (Verge)
- Making Conference Calls (Verge)
- Presence/DND
- Using Voicemail on Verge phones

Initial Setup for Phone Service (Verge)

To set up your new phone service, follow these steps:

1. Activate your phone. See Activating Verge Phones.
2. Perform a Quick Set-up. See Quick Set-up

Activating Verge Phones

To activate a phone you need

- an extension
- a phone
- a PIN

The administrator can provide you with an extension and an initial PIN.

To activate your phone, follow these steps:

1. Disconnect your computer from the network.
2. Plug the phone into the network.
3. Plug the computer into the phone at the port marked PC.
4. Connect one end of the phone power pack into your phone and the other end into a power outlet.

> If your network is configured with Power Over Ethernet (POE), the above step is not necessary.

5. Press **Activate**.
6. Enter your extension.

7. Enter your PIN.
8. Press **Activate**.

You have now successfully activated the phone, and can make calls.

See Quick Set-up for information about initial settings you should configure through the web interface.

Answering Calls (Verge)

When you receive an incoming call on a phone, several things happen:

1. the phone rings
2. a Line Appearance flashes
3. the LCD displays the phone number of the caller and, if known, the name of the caller

You can answer a call as follows:

Verge 9308
- Pick up the handset.
- Press

  🔊

  and the call is answered on the speakerphone.
- Press

  🎧

  and the call is answered through the headset.

Verge 9312
- Pick up the handset.
- Press

  🔊

  and the call is answered on the speakerphone.
- Press

  🎧

  and the call is answered through the headset. The Verge 9312 supports both a Bluetooth and a wired headset. When a Bluetooth headset is used, the function button controls the Bluetooth headset and the headset programmable button controls the wired headset. If the headset programmable button is unavailable, contact your system administrator.

When you are already in handset, speakerphone, or headset mode, tap the corresponding function button, and the phone automatically uses the mode you are in.

When you do not answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays, as displayed next. The view that displays depends whether your phone last displayed Home or Lines view.

To finish the call, hang up the handset or press corresponding function button.

Using the Handset (Verge)

To answer your phone using the handset, follow these steps:

1. Lift the handset.

> If you choose to ignore the incoming call and select a different **Line Appearance**, the line appearance changes to red and continues to flash but the phone stops ringing.

2. To end the call while using the handset, replace the handset.

Using the Speakerphone (Verge)

To switch from the handset to the speakerphone during a call, follow these steps:

1. Press

   .
2. Replace the handset

To end a call while using the speakerphone do one of the following:

1. Press the **Release** programmable key (if available).
2. Press

   .

Switch from Speakerphone to Handset (Verge)

To alternate between the handset, headset, and speakerphone during a call, pick up the handset, press

, or press

. For example, if you're using the handset, you can switch to headset mode by pressing

, or switch to speakerphone mode by pressing

🔊

. When you're in speakerphone mode, the function button glows green. When you're in headset mode, the function glows green if an analog headset is connected.

> 📝 If you are using a Bluetooth headset and a wired headset, the function button controls the Bluetooth headset and the headset programmable button controls the wired headset.

Answering Second Calls (Verge)

If you are on an active call and you receive an incoming call on the same or a different line, the call appearance programmable button for the second call flashes green.

To answer an incoming call, do the following:

1. Press

   ⏸

   to place the current call on hold or press the **Park** programmable key to place the key call in a park orbit to allow other users to retrieve the call.
2. Press the call appearance programmable button for the second call to answer that call.

Answering Call Group Calls (Verge)

When an incoming call to a call group is received on a phone, the second line of the Information Display Area for the call appearance shows the name of the group that was called. The first line continues to display the number and name of the caller, if known.

You can answer an incoming call group call by using the handset or the speakerphone.

Making Calls (Verge)

To make a call, follow these steps:

1. Lift the handset to select the next available **Line Appearance**.

> 📝 To use the speakerphone, press an available **Line Appearance** or
>
> 🔊
>
> instead of lifting the handset.

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

When you finish dialing the number the call is placed. If you place an internal call, the Information Area Display shows the extension and name of the connected party once the call is answered. If you place an external call, the Information Area Display shows the name of the connected party, or if the name is unknown, the phone number.

3. To end the call, choose one of the following:
    *   Press **Release**.
    *   Replace the handset.
4. To end the call before you have completed dialing, choose one of the following:
    *   Replace the handset if using the handset.
    *   Select

        🔊

        if using the speakerphone.
    *   Press **Release**.

Making Second Calls (Verge)

To make a second call while on an active call, follow these steps:

1. Press

    ⏸

    to place the current call on hold or press the **Park** programmable key to place the key call in a park orbit to allow other users to retrieve the call.
2. Press any available **Line Appearance**.
3. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

    When you finish dialing the number the call is placed.

4. If you place an internal call, the LCD shows the extension and name of the connected party once the call is answered. If you place an external call, the LCD shows the name of the connected party, or if the name is unknown, just the phone number.
5. To switch between two active calls, place the active call on hold or in park and press the flashing **Line Appearance**. This puts the active call on hold, and activates the other call.

Ending one call keeps the second call on hold. To reconnect to the second call, press the flashing **Line Appearance**.

Making Conference Calls (Verge)

Using Conference Calls, you can set up a phone call among up to four separate parties.

To activate a Conference Call, follow these steps:

1. While on an active call, press the **Conference** softkey.

   This places the first call on hold, and selects an available **Line Appearance**.

2. Enter the phone number of the third party.

   The system dials the number and displays the callerID.

   When the third party answers the call, the LCD updates with the caller ID.

3. Press the **Merge Calls** softkey.

   The Conference Call is now activated.

	#	Until **Merge** is pressed a second time, the first party will remain on hold and you can talk with the second party privately.
NOTE	#	By putting a Conference Call on hold, the other parties can continue talking.
	#	If you want the option to leave the conference and leave the two parties connected, press the **Leave** softkey.
	#	Once the Conference Call is established, you can use the transfer feature to transfer both parties to another party.

Using Voicemail on Verge phones

For Verge phones, Voicemail is accessed using a function button on the phone or through a soft key.

Accessing Voicemail messages

The presence of Voicemail messages is displayed in a banner on the top of the phone display. To access your voicemail messages, follow these steps:

1. Press

   ✉

   or press *98 on the keypad.
2. Select the message you want to retrieve from the list shown on the phone display.

Transferring calls to Voicemail

To transfer an incoming call to Voicemail:

1. Press the "To VM" softkey while the phone is ringing.

Error Messages

If your phone presents any of the following messages, contact your System Administrator:

- Not a Valid Site
- Max Devices Connected
- No Site Assigned

> For verge phones, the extension remains displayed when the "Not a Valid Site" error occurs.

Using Phone Features

This section explains the features available from your phone. Some of these features must be pre-programmed in order to be available. To learn how to program features to keys see Program Memory Keys.

Note that some feature use softkeys, which are only available on 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5224/5324 phones. For 5212/5312 and 5304 phones, alternative instructions are provided. Softkeys are denoted by UPPERCASE, for example DIRECTORY.

Commonly Used Features

Commonly used features include

- Call Coverage
- Call Groups
- Call Lists
- Deflect Call
- Directed Call Pickup
- Outgoing Call Privacy
- On Demand Call Recording
- Login
- Logout
- Monitor Groups
- N-way Calling
- Phone Directory
- Speaker
- Transfer Calls
- Twinned Calls
- Voicemail

Call Coverage

Call Coverage (Busy/No Answer) specifies how unanswered calls are handled.

Call Groups

Incoming calls to a call group have the opportunity to be answered by any member of the call group. The way the call is presented to the group members depends on the call group type. The five types of call groups are as follows:

- **Broadcast group**: all phones in the group ring simultaneously.
- **Hunt group**: phones in the group ring in sequence.
- **Rollover group**: first available phone in the group rings.
- **Pickup group**: calls to any member of the group can be answered by any other member who presses their pickup key.
- **Page group**: phones of specific Page group members who are located in the same site.

In all cases, the first phone that picks up answers the call and stops the other phones from ringing or being notified.

To view call groups that you are a member of, select **My Call Groups** in the Navigation pane.

To view the members of a particular call group, select the **Name** of the call group from the list.

NOTE   Only the administrator can add a call group, or change the members of an existing call group.

NOTE   You can be a primary or secondary member of Monitor and Pickup groups; however, SIP phones do not ring when you are a secondary member.

Join and Leave Call Groups

You can join and leave call groups that you are a member of if the call group has been configured to allow joining and leaving. For Broadcast, Hunt and Rollover groups, only the phones of members who are joined in the group will ring when the call group is called. For Call Pickup groups, other phones in the group will be notified only if the phone being called is joined in the group.

To join or leave a call group that you are a member of using the web interface, follow these steps:

1. Select **My Call Groups** in the Navigation pane.

   Your status for each call group is displayed in the Status column.

2. Select **In Group** to leave or **Out of Group** to join.

NOTE   #   Join and leave steps apply to Broadcast, Call Pickup, Hunt and Rollover groups only.
      #   If your status is not displayed as a link, it means that you do not have permission to leave the call group. Selecting this status will not cause a change. See the administrator.
      #   You can also join or leave a call group via a programmed join/leave memory key on your phone.

Twin Call Group Calls

When you are a Call Group member and your administrator allows it, you can configure Group calls to ring your twinned device.

To twin Call Group calls, follow these steps:

1. Under **Twinning** on the **My Call Handling** page, check **Activate Group Twinning**.
2. In the **Twinning** column on the **My Call Groups** page, click to toggle group twinning for the specific call group.

	#	Only available for Broadcast, Hunt, and Rollover groups.
	#	The twinning target only receives group calls when the group member is **In Group** and Group Twinning is **On**.
	#	If you system administrator has not enabled the feature, N/A appears in the **Twinning** column.
	#	When Call Forwarding is active, group calls are presented to logged-in devices and the twinned target, but not the forwarding target.
	#	When active, DND or Deflect Call cancels all group call legs to the account (logged in devices and the twinning target) if you are allowed to join and leave groups

Call Lists

Call list keeps a list of the calls that you make and receive. The call list is accessible from your phone. You can redial any calls that you made from the call list. See Redial. You may be able to dial a number from your incoming call list if it is supported by your Service Provider.

	#	Since softkeys are not available on 5212/5312 and 5304 phones, you must first have one of your programmable memory keys programmed as an **Incoming Calls List** key and another programmed as **Redial List/Dial**. (See Programmable Memory Key Features.)
	#	The Post-call Duration Time feature is not supported on 5212/5312 and 5304 phones.

To view the list of incoming calls received, follow these steps:

1. Press **CALLS** or **Incoming Call List** on your phone.

    The system displays the most recent caller's name. If the name of the caller is not known, the number is displayed.

2. Use the **Scroll** keys to navigate the list.
3. Press **TIME** to display the time and date of the call, as well as the call duration.
4. Press **NUMBER** to display the number and name of the caller. If the name is not known, this option is not available.
5. Press **QUIT** to exit from the call list.

To call a number from your incoming calls list (only available if dialing from the incoming call list is supported by your Service Provider):

1. Press **CALLS** or **Incoming Calls List**.

    The system displays the most recent caller's name.

2. Use the **Scroll** keys to navigate the list.

3. Press **DIAL** or **Redial List/Dial** to make a call to the displayed number.

    The next available **Line Appearance** is selected and the system attempts to dial the displayed number by prefixing it with the appropriate digits for external dialing (usually "9" or "91" depending on configuration). If the number can be dialed as such, you will hear ringing once the call has been placed. If the number cannot be dialed as such, the call will fail and you will have to dial the number manually remembering to include the proper prefix digits.

> NOTE # The position of the call in the call list is displayed in front of the phone number.
> # The * symbol beside the position of the call means that the call was not answered.
> # If the call was answered by a member of your call pickup group, then the call will show as unanswered (with a *) on your phone and answered (without a *) on the call pickup group member's phone that answered the call.
> # ***CALLS** means that there has been at least one unanswered call since the last time you viewed the list of calls you received.

Deflect Call

Deflect Call lets users activate Do Not Disturb (DND) during the alerting phase of a single call. Calls are immediately redirected to call coverage if active or call treatment if call coverage is not active. Once pressed, the feature key only deflects the incoming call. DND remains off.

Call Group Interaction

DND cannot be activated and deflect the ringing call for a group if the user cannot leave the group. The following sections are only applicable for users that can leave Call Groups.

*   **Monitor Group**
    *   If the user is a secondary member and presses the DND key while the primary member is ringing, the secondary member goes silent, the secondary member LED extinguishes, the call leg to the secondary member is canceled, and the primary member continues to ring
    *   If the user is the primary member and presses the DND key during the ringing phase, the call is deflected to CC. All secondary members stop ringing and their LEDs extinguish.
*   **Broadcast Group**
    *   If the user is in a Broadcast group and presses the DND key during the ringing phase, the call is deflected and the broadcast group LED is extinguished.
    *   The call is still presented to the other members of the group.
*   **Hunt Group**

- • If the user is a Hunt group member and the call is presented, pressing the DND key during the ringing phase forces the call to the next member. The call is presented to the user again.

Outgoing Call Privacy

Outgoing Call Privacy lets you dynamically block your call identity—that is, your name and number—when making outgoing calls as a way to protect your privacy.

When enabled by your administrator, you can block your outgoing caller ID in one of the following three ways:

- • Check **Activate Outing Call Privacy** on the **My Personal Details** page.
- • Provision an Outgoing Call Privacy key that can be enabled on the **My Phones** page.
- • You can enable **Outgoing Call Privacy** on a per call basis by including ***67** as a prefix to the dialed number.

When permissions to use this feature are revoked, the system removes any **Outgoing Call Privacy** key, but preserves the feature state (active or inactive) for future use, as well as any **Outgoing Call Privacy** key inherited from a key profile.

On Demand Call Recording

When enabled, On Demand Call Recording (ODCR) lets you record portions of calls using a programmable key.

ODCR allows for identification, playback and download of recordings. When you activate the key during a call, the phone displays the message **Recording Started** and the programmed key lights; when you deactivate the programmed key, the phone display the message **Recording Stopped** and the key is extinguished.

When caller goes on hold or is put on park, the key is extinguished and recording stops. When a call ends, recording stops and the lamp is extinguished. If the key is toggled and multiple segments are recorded, normal key messaging will apply, and the system records the segments in multiples files.

Calls made from logged out phones are not recording-eligible. If a call is resumed, you must manually re-start recording.

Login

Using Login, you can enter your extension into any phone and take ownership of that phone. By doing this, you can direct all incoming calls for your extension to that phone. You must have the appropriate privileges to log out of a phone.

This feature only applies to phones with softkeys.

You can only log into an unassigned phone (a phone without a user logged in). If a phone has a user logged in, you can log the user out by following the procedure described in Logout. An unassigned phone displays "Logged Out".

To log in to a phone, follow these steps:

1. Press **ACTIVATE** on an unassigned phone (a phone without a user logged in).

   The system prompts you to enter an extension.

2. Enter your extension.

   The system prompts you to enter your PIN.

3. Enter your PIN.
4. Press **#** or **ENTER** once you have finished entering your PIN.

   The system verifies that the PIN is valid and then logs you into the phone.

You cannot log in or out, or activate a phone, while the phone is on an active call.
If you are not logged into a phone, all calls to your extension go directly to call coverage.
If you have not been assigned the privileges required to log out of your phone you are not prompted for a PIN when you log in.
You are not prompted for a PIN when you log into a phone with a location extension.

Logout

This feature applies to phones with softkeys or the programmable keys on Verge phones.

To log out from a phone, follow these steps when your phone has no calls connected:

1.
   Press **MENU**, then **LOGOUT**.

   or

   For Verge phones, press the **LOGOUT** programmable key.

   The phone displays a confirmation message.

---

2. Press **YES** to proceed.

The phone displays the message "Logout successful", confirming that you are logged out of the phone and the system. Incoming calls will be forwarded to Call Coverage. The phone returns to a logged out/unassigned idle state.

If your phone has been locked you cannot log out of the phone. The **LOGOUT** softkey is not be displayed on your phone. Contact your System Administrator for assistance.

\#   You cannot log in or out, or activate a phone, while the phone is on an active call.

\#   You can use

instead of **QUIT** (not applicable to Verge phones).

\#   After you have logged out of the phone, callers to your extension will be directed to your call coverage target. If no call coverage target is set, the phone will ring until the caller hangs up.

\#   If the primary member of a Monitor Group logs out of the phone, calls to the Monitor Group will still ring any secondary phones and will redirect to the primary member's call coverage target after the configured number of rings.

\#   For more information about Monitor Groups, see Monitor Calls.

\#   If a logged out phone has twinning configured, the twinning target phone will ring and the call will be redirected to the logged-out phone's call coverage target after the configured number of rings.

Monitor Groups

Using the Monitor Groups feature, your calls can be monitored and answered by other users or you can have your phone monitored for activity. To enable the Monitor feature, contact your administrator and provide a list of users that you would like to have monitor your calls or phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part.

If you requested to have your calls monitored, calls to one or more of your **Line Appearances** will automatically ring on your Monitor group member phones provided that they have configured the appropriate number of **Monitor Call** or **Monitor Call Silent** keys on their phone. See Monitor Calls.

When a member of your Monitor group has answered one of your calls, the **Line Appearances** on your phone still indicates the state of the call.

•   A flashing key without a ring tone indicates that the call is on hold.
•   A lit key indicates that the **Line Appearances** is in use.

If you are a member of a Monitor Group, you can put a call on hold and either the primary group member or other phones in the group can pick up the call.
Your call coverage still applies when you are in a monitor group.
A Monitor Phone key also acts a speed dial to the monitored extension.
Monitor Groups is only applicable to users who are using Mitel IP phones.
Ringing Monitor group calls are not presented to Monitor Secondary when their Do Not Disturb is activated; however, if a call to the Monitor Primary is ringing when the Monitor Secondary deactivates Do Not Disturb, the ringing call is presented to the Monitor Secondary.

Monitor Calls

Using the Monitor Call or Monitor Call Silent feature, you can monitor and pick up calls occurring on another user's phone. To use this feature

- You must be a member of a Monitor group. A Monitor group defines the user that is being monitored (primary group member) and which users can monitor calls for the primary group member (secondary group members). Only the administrator can add a Monitor group or change the members of an existing Monitor group.
- You must have the same number of phone keys programmed with **Monitor Call** or **Monitor Call Silent** as the number of simultaneous calls that you want to monitor on the primary group member's phone. The maximum number of simultaneous calls that you can monitor for one Monitor Primary equals the number of Line Appearances that the Monitor Primary has programmed on their phone.

For example, if you have one **Monitor Call/Monitor Call Silent** key programmed for a Monitor Primary, you will only be able to monitor one incoming or outgoing call at a time. If you have two **Monitor Call/Monitor Call Silent keys** programmed for a Monitor Primary, you will be able to monitor two incoming or outgoing calls at a time and so on. There is no direct correspondence between a **Monitor Call/Monitor Call Silent** key and a **Line Appearance** on the Monitor Primary's phone. The **Line Appearance** that the first call occurs on (not necessarily the first **Line Appearance**) will be monitored by the first Monitor **Call/Monitor Call Silent** key, the **Line Appearance** that the second call occurs on (not necessarily the second line appearance) will be monitored by the second **Monitor Call/Monitor Call Silent** key and so on. See Programmable Memory Key Features.

The **Monitor Call/Monitor Call Silent** key indicates the state of the **Line Appearance** on the primary group member's phone that is being monitored. The only difference between **Monitor Call** and **Monitor Call Silent** is that your phone will not ring to indicate an incoming call to the Primary member. For example:

- A flashing **Monitor Call** key with a ring tone indicates an incoming call to the Line Appearance.
- A flashing **Monitor Call** key without a ring tone indicates that the call is on hold.

- A flashing **Monitor Call Silent** key without a ring tone indicates an incoming call to the Line Appearance or that the call is on hold.
- A lit **Monitor Call/Monitor Call Silent** key indicates that the Line Appearance is in use.

To answer a call occurring on the primary group member's phone, follow these steps:

1. When the Monitor **Call/Monitor Call Silent** key is flashing, lift the handset.
2. Press the Monitor **Call/Monitor Call Silent** key.

or

Press the **Monitor Call/Monitor Call Silent** key to answer the call in speaker mode.

> By putting a call on hold, either the primary group member or other Monitor phones can pick up the call.

Monitor Phone

Using the Monitor Phone feature, your phone can be monitored by other users. To enable the Monitor Phone feature, contact your administrator and provide a list of users that you would like to have monitor your phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part. When you are using your phone, members of your call group will be able to see that the phone is in use provided that they have programmed a memory key to view activity on your phone.

When you use your phone a member of your Monitor group will see the LED of the memory key that they have programmed to monitor your phone light up.

> Although the Monitor Phone key can be programmed on a 5304 phone, the monitoring capability does not apply because the programmable memory keys do not have LEDs. However, the ability to use the Monitor Phone key as a speed dial key will work without the LED.

Directed Call Pickup

Directed Call Pickup (DCP) lets you pick up a ringing call on another extension by pressing a key or a star code [*94] and entering the ringing phone's extension. Monitor Groups control which users can pick up another user's calls. If multiple calls are ringing on a particular extension and you invoke DCP to pick up a call, you connect to the incoming call that has been ringing the longest.

When programmed on a key profile, the PMK is only visible to users who have answer permissions for at least one Monitor Group. Likewise, users can only program the key for themselves when they have answer permissions for at least one Monitor Group.

When a MiNET phone user has pickup permissions and where no call exists at the target extension, the system plays an error tone and displays "No Call" on the phone. When a MiNET phone user does not have pickup permissions and attempts to pick up a call for another user, the system plays an error tone and displays "Feature Unavailable" on the phone. Note that MiNET phone users may have pickup permissions, just not permissions for a particular extension.

SIP devices can monitor a Pickup Group by subscribing to a BLF for the group. Additionally, users can pick up calls that are ringing the Pickup Group by dialing the directed call pickup (DCP) feature code and the Pickup Group number. In both cases, users must be a member of that group.

Multi-desking

Multi-desking lets you associate your extension with more than one terminal at a time. It means that all the phones you are logged into (both MiNET and SIP) ring simultaneously. Terminals that are offline, or are within sites for which admission control is in effect do not ring. You can answer any of the terminals. The first one you answer connects you to the caller. Your call forwarding and call coverage configuration applies to all calls, regardless of how many phones ring.

You can make a call from any terminal you are logged into. Calling permissions, caller ID preferences, and billing obligations apply.

Note that multi-desking does not refer to the capability of logging more than one subscriber into a single terminal.

Multi-desking features include

- Multiple Login
- Simultaneous Ringing
- Outgoing Calls
- List of Devices on User Details Page
- List of Devices on My Phones Page

Multiple Login

You can be logged into more than one terminal simultaneously. A terminal can be a SIP or MiNet phone.

Simultaneous Ringing

Calls ring all terminals that you are logged into. Terminals that are offline, or are within sites for which admission control is in effect, do not ring. Any of the terminals may answer; the first to do so is connected to the caller. Your call forwarding and call coverage configuration applies to all your calls, independent of how many phones ring.

Outgoing Calls

You can originate a call from any terminal that you are logged into. Your calling permissions, caller ID preferences, and billing obligations apply.

List of Devices on User Details Page

All device identifiers for subscribers and locations are listed on the User Details page. Tenant administrators can log out subscribers from any phone by checking **Unassign** next to the device ID. Each device ID has an **Unassign** checkbox.

List of Devices on My Phones Page

The My Phones page shows a List of Devices that you are logged into.

N-way Calling

N-way calling is an extension of 3-way calling and is more flexible, dynamic, and simpler to use than conference calls. It is, in effect, *ad hoc* conferencing. Users can dynamically add callers, and since there is no call owner, any user—including the originator—can drop out at any time. The maximum number of callers you can have on an n-way call is determined by your Service Provider.

> N-way calling is only supported on Mitel phones.

Using n-way calling, you can set up a phone call among several parties.

To activate N-way calling, follow these steps:

1. While on an active call, press **CONFERENCE**.

   This places the first call on hold, and selects an available **Line Appearance**.

   The LCD prompts you to enter who to "CONFERENCE with:"

2. Enter the phone number of the n-party.

   The system dials the number and displays a "Calling" message along with the caller ID.

When the n-party answers the call, the LCD updates with the caller ID.

3. Press **CONFERENCE** again.

The n-way call is now activated. The LCD display on all parties' phone shows "n-Way Call", where n is the number of the parties in the conference.

\# Until **CONFERENCE** is pressed a second time, the first party will remain on hold and you can talk with the second party privately.

\# By putting an n-way call on hold, the other parties can continue talking.

\# You can use the

key instead of **CONFERENCE**. When using this key, you must press twice to activate an n-way call or you will initiate a transfer instead.

\# If you have programmed a memory key, you can use it to transfer/conference calls.

\# If you want the option to leave the conference and leave the two parties connected (when both parties are external), you must have the permission Redirect Inbound Call to External Number enabled.

\# Once the n-way call is established, you can use the transfer feature to transfer participants to another party.

VVX Phones

VVX phones cannot currently set up an N-way call in *silhouette*. You can, however, involve VVX phones in an n-way call, where:

• Set A = VVX phone
• Set B = External Party
• Set C = Mitel phone

1. Set A calls Set B, presses **Confrnc**, and then calls Set C to set up a 3-way call.
2. Set C now brings other parties into the call by setting up an N-way call.

VVX phones support Making 3-way Calls (VVX).

Verge Phones

Verge phones cannot currently set up an N-way call in *silhouette*. You can involve VVX phones in an n-way call by using the conference feature. For more information, see Making Conference Calls (Verge).

Joining Two Calls

The N-way call feature allows you to conference together two calls on your phone's Line appearances. To activate an N-way call in these circumstances, follow these steps:

1. While on an active call, press **CONFERENCE**.
2. Select the **Line Appearance** of the person on hold that is to be connected.
3. Press **CONFERENCE** again.

   The N-Way call is now activated.

> You cannot join two lines if both lines are on conference calls. In other words, the system does not allow joining two conferences together.

Phone Directory

Using the Directory, you can view the Internal Directory on your phone's LCD screen and make calls. Depending on how the administrator has configured the system, you will have one of two types of directory searches: Classic or Predictive.

Classic

You can access the directory with the phone on-hook or off-hook. To view the directory, follow these steps:

1. Press **MENU** or the **Superkey**.

   The phone displays the menu options.

2. Press **DIRECTORY** or **Directory**.

   The LCD displays the first name in the directory.

3. Use one of the following options to locate the person that you would like to call:
   - Press the number on the keypad for the appropriate first letter of the person's last name. For example, press "5" twice for "K".
   - Scroll down or up to find the name you want.
4. Once the correct name is displayed, press **DIAL** or **Redial**.

Predictive

Using the Predictive method, the subscriber list is narrowed as you type in the subscriber's last name via the dialpad. The search is restricted to surnames only. The phone display behaves similar to classic directory search, that is, the first match in the narrowed list is displayed, and up and down buttons can be used to scroll to display subsequent members of the narrowed list.

One difference is that is that the Classic method shows the first letter of the last name as a prefix, for example, "S:Smith, John", whereas with the Predictive method no prefix is shown.

When you enter a digit sequence and no corresponding name is found, the display splashes "No subscribers" for two seconds. You need to restart your search.

To view the directory, follow these steps:

1. Press **MENU** or the **Superkey**.

   The LCD displays the menu options.

2. Press **DIRECTORY**.
3. Press the number on the keypad for the appropriate first letter of the person's last name. For example, press "5" twice for "K".

   The system narrows the results as you type in the subscriber's surname.

4. Once the correct name is displayed, press **DIAL** or **Redial**.

Speaker

Using Speaker, you can turn the speakerphone on your phone on and off. To use Speaker, press the ◀›› key.

On the 5304, select a **Line Appearance** while the handset is on-hook. Note that since there is no handsfree microphone, this effectively mutes the call.

Transfer Calls

You can transfer a call from one phone to another. To transfer a call, follow these steps:

1. While on an active call, press **TRANSFER** or **Transfer/Conference**.

   The system places the call on hold, and the LCD prompts you with the "Transfer To:" message.

2. Do one of the following:
   - Enter the extension or phone number you want to transfer the call to
   - Press a **One-Touch Speed Dial** key
   - Press a **Line Appearance** key that has a call on hold
3. Press **TRANSFER** or **Transfer/Conference** once you hear ringing or after the additional party has answered.

The LCD shows the message "Transfer Complete" for approximately five seconds before returning to an idle state.

If you enter an invalid extension during a transfer, the LCD shows "Invalid Extension". To reconnect with the original caller, follow these steps:

1. Press **END** or **Cancel**.
2. Press the flashing **Line Appearance**.
3. Try to transfer the call again.

If you choose not to complete the transfer, press **QUIT** or **Cancel**, then press the flashing **Line Appearance** to retrieve the original call.

Transfer Calls to Voicemail
MiNet Phones

To transfer a call to voicemail using a MiNet phone, follow these steps:

1. While on an active call, press **TRANSFER**.

   The system places the call on hold, and the LCD prompts you with the "Transfer To:" message.

2. Press one of the following keys:
   - **VOICE MAIL**
   - ***99**
   - Voicemail hard key
   - PMK
3. Enter one of the following targets:
   - The user's extension
   - **MY VM**
   - **DIRECTORY**—Scroll through the directory to find the user you want to transfer the VM to and press **DIAL**.
   - Programmable Memory Key (PMK)

   The system completes the transfer.

SIP Phones

To transfer a call to voicemail using a SIP phone, follow these steps:

1. While on an active call, press **Transfer**.
2. Choose blind or supervised when applicable.

   The system places the call on hold.

3. Enter ***99** and the user's extension, including your own.

---

4. Press **TRANSFER** for supervised transfers. You do not have to press **TRANSFER** for blind transfers.

    The system completes the transfer.

> You cannot transfer a call into your own voicemail box from your own extension using the procedure above. You must use a BLIND transfer, which uses the REFER method.

Call Subscriber's Voicemail

To call another subscriber's voicemail to deposit a message, follow these steps:

1. Select a line.
2. Enter ***99<extension>**.

    The system deposits the message to the chosen subscriber's voicemail.

> You cannot deposit voicemails to your own mailbox.

Twinned Calls

If you have configured your phone to be twinned to another external phone (the twinning target), then incoming calls will simultaneously ring the other phone as well. See Twinning for details on how to configure the twinning option for your phone.

If you answer the call on your desk phone, the twinning target phone will stop ringing.

If you answer the call on your twinning target phone, the Line Appearance key on your desk phone will remain lit. To pull back the call to your desk phone, simply press the corresponding Line Appearance key. The call will be disconnected from the twinning target phone and you will be connected on your desk phone.

Note that if neither your desk phone nor the twinning target phone answer an incoming call, your call coverage setting will determine what happens to the call (see Call Coverage (Busy/No Answer)). If the other phone has a voice message service associated with it, then your twinning target phone's voice message service may answer the call first. If you want to avoid this situation, then you should ensure that your call coverage is configured to answer calls before the twinning target phone's voice message service.

To toggle twinning on or off, you can use the web interface (see Twinning) or you can configure a memory key as **Twinning On/Off** (see Programmable Memory Key Features.

Once you have **Twinning On/Off** configured, press the key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when your twinning is active.

Voicemail

The voicemail system provides voice messaging capabilities and various features that you can control through the web interface.

If this capability is enabled and you have a voicemail box, you are presented with an extra web page, My Voicemail, on the web interface. When you log into the web interface and select this page, you are then presented with the various features that you can manage, including greetings. The Message Waiting Lamp on the phone lights up if messages are waiting.

You can access your voicemail system from your phone as well.

If your administrator has created an Auto Attendant with a voicemail retrieval option and associated it to an external number, you can access your mailbox from any phone by dialing the external number and then selecting the voicemail retrieval option. You are prompted for your extension, then connected to your voicemail box.

You can program a key to use this feature. Certain Special Characters (VVX) cannot be used to program the feature on VVX phones.

Other Features

Other features include

- Account Codes
- Call Pickup
- Company Speed Dial
- Forwarding Phones
- Handsfree Answerback
- Hold
- Hold Notification
- Intercom Calls
- Internal Phone Settings
- Line Appearance
- Mute
- One Touch Speed Dial
- Page
- Park and Retrieve
- Redial
- Volume Control

Account Codes

You can enter account codes against incoming and outgoing calls to associate those calls with a particular client or account. Once entered, account codes are logged in the call records kept by your Service Provider and can be provided to you on request. Your administrator can enable and disable the Account Code feature for your business and specify the minimum and maximum valid account code length.

> To use the Account Code feature, you must have a memory key programmed with the Account Code feature or be using a phone key profile that has been programmed with the Account Code feature.

> Account Codes are accepted on EST phones *only* during an active call.

Account Code Entry

Account codes can be entered against incoming and outgoing calls to associate those calls with a particular client or account. Account code entry is accepted before a call is placed or during a call.

To enter an account code before you place a call, follow these steps:

1. Select **Account Code**.
2. Enter the account number using the phone keypad.
3. Press **CALL** (**#** on 5212/5312 and 5304) to start your call. The next available line appearance is selected, dialtone is heard and your phone display updates.
4. Proceed with making your call.

To enter an account code during a call, follow these steps:

1. Select **Account Code**.
2. Enter the account number using the phone keypad. You hear a tone as you press the phone keys, but the person on the other end does not. The LCD shows the account code entered.
3. Press **ENTER** (**#** on 5212/5312 and 5304) when you have finished entering the account code.

> #   You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.
> #   To cancel the account code entry, press **QUIT**.
> #   If you enter an account code with an invalid length, the LCD briefly shows "Invalid Account Code". Contact your System Administrator to determine the valid account code length for your business.
> #   You cannot assign an account code to a call once it has been completed.

Account Code Speed Entry

Account code entry is accepted before a call is placed or during a call. To use this feature, it must be enabled for your business and you must have a memory key programmed with **Account Code** and a pre-programmed account code. See Programmable Memory Key Features.

To enter a pre-programmed account code before you place a call, follow these steps:

1. Select **Account Code**.

   The LCD briefly shows the account code that has been pre-programmed.

2. The next available line appearance is selected, dialtone is heard and the LCD updates.
3. Proceed with making your call. See Making Calls (MiNET).

To enter a pre-programmed account code during a call, select the **Account Code** key.

The LCD briefly shows the account code that has been pre-programmed.

	#	You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.
	#	To cancel account code entry before the call is placed, replace the handset (or, if using the speakerphone, press **Speaker**). Account code speed entry during a call cannot be cancelled.
	#	If the pre-programmed account code has an invalid length, the phone LCD briefly displays "Invalid Account Code". Contact your System Administrator to determine the valid account code length for your business.
	#	You cannot assign an account code to a call once it has been completed.

Call Pickup

Using the call pickup feature, you can answer incoming calls for other members of your call pickup group.

To use this feature, you must be a member of a call pickup group and have a memory key programmed as **Pickup**. See Programmable Memory Key Features.

When a call comes into any member of your call pickup group, their phone will ring and your **Pickup** key will flash. To answer the call, follow these steps:

1. Lift the handset.
2. Press **Pickup**.

or

Press **Pickup** to answer the call in speaker mode.

You can also join and leave your pickup group with a Join/Leave group key or via the web interface. When you leave the group, this disables other group members from picking up your calls; however, you can still pickup other members' calls. See Join and Leave Call Groups.

> You cannot pick up calls to a member of your call pickup group if the call does not result in the member phone ringing. For example, if the called member is either logged out or has no available Line Appearances, then you cannot pick up the call.

Company Speed Dial

Using Company Speed Dial, you can call a number from External Contacts by pressing a single memory key on your phone. To use this feature, you must have a phone key programmed with **Company Speed Dial**. See Programmable Memory Key Features. Certain Special Characters (VVX) cannot be used to program the feature on VVX phones.

To make a call using the company speed dial, choose one of the following:

- Press **Company Speed Dial** for the number you want to call.

  The system selects the next available **Line Appearance** for you and activates the speakerphone.

- Activate the speakerphone and press **Company Speed Dial**.
- Select an available **Line Appearance**, which activates the speakerphone; press **Company Speed Dial**.
- Lift the handset and press **Company Speed Dial** for the number you want to call.

Forwarding Phones

Using the following features, you can forward your phone:

- Forwarding Phones to Auto Attendant
- Forwarding Phones to Co-workers
- Forward Phones to Coverage
- Forward Phones to a Number
- Forward Phones to Prompts

Forwarding Phones to Auto Attendant

Using Forward to Auto Attendant, you can send all incoming calls to a selected Auto Attendant. Press the **Forward to AA** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Auto Attendant**. See Programmable Memory Key Features.

> If you have this feature turned on when you log out of your phone all your calls are forwarded to the Auto Attendant.

Forwarding Phones to Co-workers

Using Forward to Co-worker, you can send all incoming calls to a selected co-worker. Press **Forward to Co-worker** once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with Forward to Co-worker. See Programmable Memory Key Features.

> If you have this feature turned on when you log out of your phone all your calls are forwarded to your co-worker.

Forward Phones to Coverage

Using Forward to Coverage, you can send all incoming calls to the option you selected from My Call Coverage. Press **Forward to Coverage** once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Coverage**. See Programmable Memory Key Features.

> If you have this feature turned on when you log out of your phone all your calls will be forwarded to coverage.

Forward Phones to a Number

Using Forward to Number, you can send all incoming calls to a preset phone number. Press **Forward to Number** once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Number**. See Programmable Memory Key Features.

	#	If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See Permissions for instructions on how to view your call permissions.
	#	If you have this feature turned on when you log out of your phone, all your calls will be forwarded to the number defined.

Forward Phones to Prompts

Using Forward to Prompt, you can send all incoming calls to a phone number that you have entered via your phone. The LED on the programmed key indicates when the phone is being forwarded.

To forward to prompt, follow these steps:

1. Press **Forward to Prompt** on your phone.

   The system asks you to enter a phone number.

2. Enter the phone number on the phone keypad.
3. Press **ENTER** or **#**.

To change the phone number for the forward to prompt, repeat the above three steps.

To turn Forward to Prompt off, follow these steps:

1. Press **Forward to Prompt**.
2. Press **FWDOFF** or **#**.

	#	To use this feature, you must have a key programmed with **Forward to Prompt**. See Programmable Memory Key Features.
	#	The system stores internal extensions, therefore you do not need to press the **ENTER** softkey.
	#	If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See Permissions for instructions on how to view your call permissions.
	#	If you have this feature turned on when you log out of your phone all your calls will be forwarded to the prompt defined.

Handsfree Answerback

Using **Handsfree Answerback**, you can have intercom calls automatically answered so that you have a two-way speech connection. See Intercom to Co-worker.

Press **Handsfree Answerback** to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the **Handsfree Answerback** feature is turned on.

To be able to activate and deactivate this feature with a key, you must have a key programmed with **Handsfree Answerback**. See Programmable Memory Key Features.

You can also enable the feature without a key by checking the box for **Handsfree Answerback** on your Personal Details page (see Change User Details).

Hold

Using Hold, you can put an active call on hold, and make other calls. The LED of the Line Appearance key flashes to indicate the call is on hold.

To place a call on hold, follow these steps:

1. While on an active call, press **Hold** or another **Line Appearance**.
2. The indicator light next to the active **Line Appearance** changes from green to red and/or flashes slowly.
3. To remove the call from hold, press (the original) **Line Appearance**.

Hold Notification

Hold Notification provides both audible and visible reminders that you have a call on hold on MiNET phones. Reminders—audible "beep beeps" through the handset or speakerphone and **Call(s) on Hold** splashed on the phone display—are sent when you have one or more calls on hold.

The interval between reminders is configurable through the System Properties page.

To configure the Hold Notification Interval, follow these steps:

1. Click **System Properties** in the left menu.
2. Scroll down to **Hold Notification Interval** and enter a value in seconds.

   The default value is 30 seconds.

Intercom Calls

Using the intercom features, you can make a page to a selected co-worker that is broadcast through the speaker on your co-worker's phone. See Intercom to Co-worker and Intercom to Prompt.

Any intercom to the subscriber lands only on the intercom device selected in the My Phones page even if that device is offline. See List of Devices.

Intercom to Co-worker

Using Intercom to Co-worker, you can make a page to a selected co-worker that is broadcast through the speaker on your co-worker's phone. Pick up the handset or select a **Line Appearance**, then press **Intercom to Co-worker** to start the page to your co-worker. If you press **Intercom to Co-worker** with no active line, the next available **Line Appearance** is automatically be selected. Note that if your phone is active on a call or in a ringing state, you must select an available **Line Appearance** before pressing **Intercom to Co-worker**.

If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. See Handsfree Answerback.

To use this feature, you must have a key programmed with **Intercom to Co-worker**. See Programmable Memory Key Features. Certain Special Characters (VVX) cannot be used to program the feature on VVX phones.

> You cannot use a Polycom VVX phone to transfer an intercom call. No **Transfer** key is available.

Intercom to Prompt

Using Intercom to Prompt, you can make a page to any co-worker whose number you enter on the phone.

If your phone is already active on a call or ringing, you need to press an available Line Appearance key or put the current call on hold before you can use the Intercom to Prompt feature.

To make a call with **Intercom to Prompt**, follow these steps:

1. Lift the handset (5304 only).
2. Press **Intercom to Prompt** or ***51** on your phone.

   The system prompts you to enter a phone number.

3. Enter the phone number of your co-worker on the phone keypad.

You will then be connected to your co-worker and you can speak through their speaker. If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. (See Handsfree Answerback).

To use this feature, you must have a key programmed with **Intercom to Prompt**. See Programmable Memory Key Features. Certain Special Characters (VVX) cannot be used to program the feature on VVX phones.

> You cannot use a Polycom VVX phone to transfer an intercom call. No **Transfer** key is available.

Internal Phone Settings

To configure internal phone settings (such as display brightness and contrast), select the **Superkey** and follow the prompts.

Line Appearance

Line Appearance keys are required in order to receive incoming calls and to make outgoing calls. The LED on the programmed key indicates the status of the Line Appearance.

- Key is unlit: the **Line Appearance** is available for an incoming or outgoing call.
- Key is flashing green with a ring tone: an incoming call is available to be answered.
- Key is flashing red without a ring tone: a call is on hold.
- Key is solid: a call is active. If this is green, then a call is active. If this is red, then a twinned call is active on the twinned target phone.

When you have multiple **Line Appearance** keys, they are ordered from bottom to top, right to left. An incoming call appears on the first available **Line Appearance**.

Your phone will normally have two or three pre-programmed **Line Appearance** keys. To be able to handle more simultaneous calls, you must program additional keys with **Line Appearance**. See Programmable Memory Key Features.

> You can only program **Line Appearance** keys on page one of the three programmable pages.

Mute

Using Mute, you can silence any sound from the phone. This does not prevent incoming sound from being heard. Press during a call to activate Mute. The LED on the key indicates when Mute is active.

> Since the 5304 phone does not have a handsfree microphone, the phone is effectively muted (no sound is transmitted to the other party) whenever the handset is on-hook. This does not prevent incoming sound from being heard.

One Touch Speed Dial

Using One Touch Speed Dial, you can make a call to a pre-programmed number. To use this feature, a programmable key must be programmed as a One Touch Speed Dial. See Programmable Memory Key Features. Certain Special Characters (VVX) cannot be used to program the feature on VVX phones.

To use One Touch Speed Dial, choose one of the following:

- Lift the handset and press **One Touch Speed Dial**.
- Press an available **Line Appearance** to activate the speakerphone, and then press **One Touch Speed Dial**.
- Press **One Touch Speed Dial**, which will select an available **Line Appearance** and activate the speakerphone.

> On the 5304, the call is effectively muted until you pick up the handset.

Page

Using the page feature, you can send a page *to a maximum of 100* of the Mitel MiNet phones at your site. The page is broadcast through the speaker of each available phone. To use this feature, you must have a memory key programmed as a Page.

To page phones at your site, follow these steps:

1. Select the memory key programmed with the Page feature.

   The LCD shows "Calling: Site Page" while the system identifies the available phones at your site.

   When the system is ready for you to begin your page, you will hear an alert tone and the LCD displays x of y phones are being paged.

2. Speak into the handset or the speakerphone.
3. To end the page, you have the following options:

- Replace the handset if using the handset (5304).
- Select **Speaker**
- Press **END**.

\#   A page is not broadcast on phones that are busy.

\#   If you select Page while there is already a page in progress, the system waits until the page in progress is completed before your page is started. Your LCD shows "Calling: Site Page", you hear ringing while you are waiting, and the LCD displays x of y phones are being paged.

\#   On the phones receiving a page, the LCD screen displays the name of the user who originated the page (**Page from: <firstname, lastname>**) and an **END** softkey. The user receiving the page can stop the page to their phone by pressing **END** (Not applicable to 5212/5312 or 5304 phones).

Page Groups (MiNET)

Group Paging offers an extra level of granularity to paging so that subscribers can page a specific group of users who are located in the same site, without targeting the broadcast (IP multicast) to everyone within the site.

Using the page groups feature, you can send a page to a pre-determined group of the Mitel MiNet phones at your site. The page is broadcast through the speaker of each available phone. To use this feature, you must have a memory key programmed as a Page.

To page phones at your site, follow these steps:

1. Select the memory key programmed with the Page Group feature.

   The LCD shows "Calling: Group Page" while the system identifies the available phones of the group.

   When the system is ready for you to begin your page, it plays a tone on both the paging and paged phones as the group page is being established. During the group page, the paging phone displays "Paging : x of y", where x is an integer {1, 2, 3, …, y} and y is up to a maximum of 100. While the paged phones display "Page from: <Pager's First name + Last name>".

2. Speak into the handset or the speakerphone.
3. To end the page, you have the following options:
   - Replace the handset if using the handset (5304).
   - Select **Speaker**
   - Press **END**.

\#   A page is not broadcast on phones that are busy.

   #   If you select Page while there is already a page in progress, the system waits until the page in progress is completed before your page is started. Your LCD shows "Calling: Site Page", you hear ringing while you are waiting.

   #   On the phones receiving a page, the LCD screen displays the name of the user who originated the page ("Page from: <firstname, lastname>") and an **END** softkey. Users receiving the page can stop the page to their phone by pressing **END** (Not applicable to 5212/5312 or 5304 phones).

   #   Group paging does not work on the Mitel 5220 IP phone and 5485 Paging Unit. Site paging, however, does work.

Park and Retrieve

There are two methods for Park and Retrieve: Any and Location.

Any

Using Park and Retrieve, you can put a call on hold at a park location so that it can be retrieved from another phone at your business. To use this feature, you must program a memory key as a **Park/Retrieve** key.

To put a call on hold at a park location, follow these steps:

1. While on an active call, select a memory key programmed with the Park/Retrieve feature.

   The system places the call on hold at a *system-selected* park location.

   The park location is displayed on your LCD

   You are no longer connected with the caller and your phone returns to the idle state.

To retrieve a parked call, follow these steps:

1. From an idle phone, either
   - lift the handset
   - press the line key

   This selects the next available Line Appearance.

2. Select a memory key programmed with the Park/Retrieve feature.

   The LCD prompts you for the "Park Location:".

3. Enter the required park location using the phone keypad.

The system connects you with the caller who was on hold at the park location. The Information Area Display shows the caller's name (if known) or number.

\# To cancel the retrieval of the parked call, press **QUIT** or **Cancel** (5212/5312) or replace the handset (5304).

\# If you enter a park location where there is no caller on hold, the LCD briefly shows "No Parked Call".

\# There are nine park locations available (1 through 9). If all park locations are in use when you try to park a call, the LCD briefly shows "Park Locations Full" and the call will be placed on hold.

\# If the call is left parked for the Park Reminder Interval (the default is 30 seconds), the phone of the person who parked the call will beep and the LCD briefly shows "Call parked at: " with the park location number to remind you that a call that you parked has not been retrieved.

Location

Using Park on X key, you can put a call on hold at a specific park location (if that location is not busy) so that it can be retrieved from another phone at your business. When a call is parked at that location the key illuminates on all phones having a **Park on X** key for that location. See Programmable Memory Key Features.

To put a call on hold at a specific park location, follow these steps:

1. While on an active call, select a memory key programmed with the "Park on x" key .

   The system places the call on hold at that park location.

   The park location is displayed on your LCD

   You are no longer connected with the caller and your phone returns to the idle state.

To retrieve a parked call, follow these steps:

1. From an idle phone, either
   - lift the handset
   - press the line key
2. Press the Park on X key where X is the location of your parked call.

\# If you press the Park Location key while the LED is not lit, the LCD briefly shows "No Parked Call".

\# There are nine park locations available (1 through 9).

\#   If the call is left parked for the Park Reminder Interval (the default is 30 seconds), the phone of the person who parked the call will beep and the LCD briefly shows "Call parked at: " with the park location number to remind you that a call that you parked has not been retrieved.

Primary Phone

The Primary Phone key lets you designate which multi-desked phone is used for intercom and click-to-call (C2C) requests.

You activate the key by pressing it. However, you can only activate it through the My Phones page on WebAdmin by setting *both* Click to Call Originator and Intercom Recipient to the same phone. You must select both of these settings to the same phone or the phone is not the primary phone. Selecting separate phones as the Click to Call Originator and Intercom Recipient deactivates the key. When the key is active, the LED is solid green. Pressing the unlit (inactive) key on a phone deactivates it on the previously lit (active) phone. Selecting the same phone as the intercom recipient and C2C originator activates the key.

When you set the phone as the primary phone, the WebAdmin automatically updates.

Redial

Using Redial, you can view a list of calls that were made and also redial a number in that list without using the keypad. The maximum amount of numbers in your redial list is typically ten but is dependent on your Service Provider.

\#   Since softkeys are not available on 5212/5312 and 5304 phones, you must first have one of your programmable memory keys programmed as **Redial List/ Dial**. (See Programmable Memory Key Features.)

\#   The Post-call Duration Time feature is not supported on 5212/5312 and 5304 phones.

To use Redial, follow these steps:

1. Press **REDIAL**.

   The system displays the most recently dialed number.

2. Use **Scroll** to navigate the list (if required).
3. Press **TIME** to display the time and date of the call, as well as the call duration.
4. Press **NUMBER** to display the number and name of the caller. If the name is not known, this option is not available.
5. Once the required number is displayed, press **DIAL** or **Redial** to make the call.

The next available **Line Appearance** is selected and you will hear ringing once the number has been dialed.

   #   The asterisk [*] beside the position number means that the call was not answered.

   #   The position of the call in the call list is displayed in front of the phone number.

   #   Press **QUIT** or **Cancel** to exit from the call list.

Volume Control

You can use volume control to

- Change Ring Volume
- Change Handset Volume
- Change Speaker Volume on 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 Phones

---

The ring, handset, and speaker volumes return to their default settings if the phone loses power.

Change Ring Volume

To change the ring volume on your phone, follow these steps:

1. From another phone, make a call to your extension.
2. While your phone is ringing, repeatedly press the **Scroll/Arrow** keys until the ring volume is at the level you want.

Change Handset Volume

To change the volume of the sound you hear through the handset, follow these steps:

1. Lift the handset.
2. Repeatedly press the **Scroll/Arrow** keys until the volume is at the level you want.
3. Replace the handset.

Change Speaker Volume on 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 Phones

To change the volume of the sound you hear through the speaker, follow these steps:

1. Press the **Speaker** or idle **Line Appearance** key.

   You will hear dial tone.

---

2. Repeatedly press the **Scroll/Arrow** keys until the volume is at the level you want.

Call Continuity

Call Continuity allows you to switch your mobile device seamlessly between cellular and WiFi networks. You may have to configure your SIP device for this feature to work.

When configuring a SIP device, ensure that your UserID is configured as `EXTENSION.DEVICE` or that you enable `UUID`.

See your device documentation.

Other Phone Features

Other phone features include

- Account Codes
- Forwarding and Call Coverage
- DND
- SIP 302 Handling
- Reject Calls
- Corporate Directory
- Page Groups (VVX)
- Line Key Speed Dials
- BLF Features
    - Monitor Extension
    - Answer Extension
    - Attendant Monitor
    - Attendant Answer
    - Park Location
    - Pickup Groups
    - Twinning Pullback

Forwarding and Call Coverage

Forwarding and Call Coverage are embedded on VVX phones, including a **Forward** softkey and a Forward feature icon. You can toggle whether the softkey appears on the phone using the softkey in the Predefined Soft Keys section in WebAdmin; however, the feature key is disabled/removed when users log out from VVX phones.

Forwarding is either CFA (Call Forwarding Always) or CC (Call Coverage), which is a combination of

- CFNA—Call Forwarding No Answer
- CFB—Call Forwarding Busy
- CFU—Call Forwarding Unavailable

Call Forwarding Always takes precedence over DND, which takes precedence over Call Coverage.

To enable the features using the phone, follow these steps:

1. Press either the softkey or the feature icon.
2. Select the either 1 or 2 from the following choices:
    - Always
        a. Enter a number to forward calls to or *22, CC, or Coverage.
        b. Press **Enable**.

The phone displays the forward icon to indicate that Call Forwarding is enabled.

- Busy/NA (Call Coverage)
    a. Enter the **Contact** to cover calls to or *99, VM, or Voicemail.
    b. Enter a number from 1-20 in the **Forward After Rings** field.
    c. Press **Enable**.
- Future Use (Disabled)

You can use the feature to deflect a call while the phone is ringing. However, if you want to deflect an incoming call on a particular VVX phone only, use Reject Calls. If you want to silence an incoming call from ringing, use the default **Ignore** softkey on the phone.

Not all calls are diverted when the feature is active. For example, when your call group rings, it overrides the feature.

To enable Forwarding using WebAdmin, see Call Forwarding (Always).

Disable Forwarding

To disable Forwarding on VVX phones, select the active Forwarding mode and select **Disable**.

The Call Forward icon disappears from the phone.

To disable Forwarding on WebAdmin, unassign the PMK.

DND

Do Not Disturb (DND) is embedded on VVX phones, including a DND softkey and a DND feature icon. You can toggle whether the softkey appears on the phone using the softkey in the Predefined Soft Keys section in WebAdmin; however, the feature icon is disabled/removed when users are logged out of VVX phones. See Predefined Soft Keys.

To enable DND using the softkey, press either the DND soft key or the DND icon.

The phone displays the DND icon to indicate that the feature is enabled.

To enable DND using WebAdmin, see Do Not Disturb.

\# The default DND softkey is not available when the phone is in a ringing state.
\# Not all calls are diverted when the feature is active. For example, when your call group rings, it overrides the feature.

Line Key Speed Dials

You can provision Line Key Speed Dials using either

- WebAdmin
- Your Phone

WebAdmin

You can provision a line key for One Touch Speed Dial or Company Speed Dial from WebAdmin.

One Touch Speed Dial

To provision a line key as a One Touch Speed Dial, follow these steps:

1. From the My Phones page, provision an unused line key as One Touch Speed Dial.

   Within a few seconds, your phone display updates with a Speed Dial key. The icon is a small figure with a tie and includes the label you entered in the provisioning dialog.

Company Speed Dial

To provision a line key as a Company Speed Dial, follow these steps:

1. From the My Phones page, provision an unused line key as Company Speed Dial.

   Within a few seconds, your phone display updates with a Speed Dial key. The icon is a small figure with a tie and includes the label you entered in the provisioning dialog.

Your Phone

When you provision a Line Key Speed Dial from your phone, only the **First Name**, **Last Name**, and **Contact** fields are saved. All other fields are discarded. The phone rejects duplicate entries, as well as entries where the **Contact** field is the same as an existing Contact entry. The phone also rejects entries without a Contact value.

You can provision a line key for One Touch Speed Dial from your phone in one of the following ways:

Corporate Directory

To provision a line key by selecting a Corporate Directory entry and saving it to the phone's local contact directory, follow these steps:

1. On a logged-in VVX phone, navigate to the Corporate Directory.
2. Find the contact.

3. Save the contact as follows:

   On a VVX300/310 and VVX400/410:

   a. Press **More**.
   b. Press **View**.
   c. Press **Save**.
   d. Optionally modify **First Name**, **Last Name**, and **Contact**, and press **Save**. All other fields are discarded.

   On a VVX500/600:

   a. Press **View**.
   b. Press **Save**.
   c. Optionally modify **First Name**, **Last Name**, and **Contact**, and press **Save**. All other fields are discarded.

   The phone displays "Applying Configuration Changes". The contact is uploaded to *silhouette* and the first available (that is, the lowest numbered) line key on the phone is now provisioned as a Personal Speed Dial.

Calls List

To provision a line key by selecting a call list entry and saving it to the phone's local contact directory, follow these steps:

1. On a logged-in VVX phone, navigate to Recent Calls.
2. Find the contact.
3. Depending on your phone model, press **i** or **Info**.
4. Press **Save**.
5. Optionally modify **First Name**, **Last Name**, and **Contact**, and press **Save**. All other fields are discarded.

   The phone displays "Applying Configuration Changes". The contact is uploaded to *silhouette* and the first available (that is, the lowest numbered) line key on the phone is now provisioned as a Personal Speed Dial.

Contact List

To provision a line key for speed dial by adding a contact to the phone's local contact directory, follow these steps:

1. On a logged-in VVX phone, navigate to the Contact Directory.
2. Depending on your phone model, press **+** or **Add**.
3. Enter the required values and press **Save**.

The phone displays "Applying Configuration Changes". The contact is uploaded to *silhouette* and the first available (that is, the lowest numbered) line key on the phone is now provisioned as a Personal Speed Dial.

Notes
- When you provision a Line Key Speed Dial, it takes the first available slot on your phone.
- Unlocked entry elements First Name, Last Name and Contact Number can be updated on your phone and are uploaded to *silhouette*.
- Locked entries (External Contacts) cannot be updated on your phone.
- When you delete an unlocked entry from your phone, it is also deleted from WebAdmin and any multi-desked phones.
- Contact entries appearing on keys for higher phone models (VVX500, VVX600) are not carried to keys on lower phone models (VVX300, VVX400).
- When you provision a Company Speed Dial or One Touch Speed Dial from WebAdmin with the same address as an existing Company Speed Dial or One Touch Speed Dial, the feature activation code is used as the contact address (since duplicate contacts are not accepted by the phone). The speed dial occupying the lowest line key position uses the number as the contact address; the others use the feature activation code.
- Company Speed Dials are not editable from the phone and changes are discarded when saved.
- If you add a One Touch Speed Dial entry from the phone when no vacant line key position is available, it is discarded with no feedback to the user.
- When entering text in the fields
    - Only one double space permitted as the separator between the **First Name** and **Last Name**.
    - Only single and double spaces are permitted.
    - No tabs are permitted.
    - 100 character maximum (combined **First Name** and **Last Name** fields). If you exceed this limit on the phone, the last name is truncated.
    - **First Name** and **Last Name** fields may be separated by a double space. If you do not provide a double space, the last single space is used as the delimiter. If you do not provide any space, the names are rendered as the first name.
    - **First Name** and **Last Name** fields cannot exceed 64 characters or 98 characters in combination.

BLF Features

BLF features include

- Monitor Extension
- Answer Extension
- Attendant Monitor
- Attendant Answer

- Park Location
- Pickup Groups
- Twinning Pullback

Monitor Extension

Monitor Extension is available to secondaries with monitor permissions via Monitor Groups.

To program a Line/BLF Key as a Monitor Extension, follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the **My phones** page.

2. Select the phone name from the **Phone Name** drop-down list.

> When the phone model is known, an asterisk [*] beside the model indicates that you are logged into that device model. There is no asterisk when a logged-in phone model is unknown or when you are not logged in to any device.

3. Click a Line/BLF key.

   The **Program Memory Key Details** page appears.

4. Complete the following fields. See Programmable Memory Key Features.
   - **Feature**: Select **Monitor Extension**.
   - **Label**: (Optional) Type in a description. If no description is typed the system default is applied. The default label is **Monitor <extension>**.
   - **Details**: From the drop-down list, select the line that you want to monitor or answer. Only those lines that you have permissions to monitor appear.
5. Click **Save**.
6. Click **Close Window**.

The Monitor Extension key

- places an active call on hold and dials the primary when pressed
- acts as speed dial when idle
- does not show the off-hook state
- provides idle/confirmed states only
- does not provide CallerID info at any time

Answer Extension

Answer Extension is available to secondaries with answer permissions via Monitor Groups.

To program a Line/BLF Key as an Answer Extension, follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the **My phones** page.

2. Select the phone name from the **Phone Name** drop-down list.

When the phone model is known, an asterisk [*] beside the model indicates that you are logged into that device model. There is no asterisk when a logged-in phone model is unknown or when you are not logged in to any device.

3. Click a Line/BLF key.

   The **Program Memory Key Details** page appears.

4. Complete the following fields. See Programmable Memory Key Features.
   • **Feature**: Select **Answer Extension**.
   • **Label**: (Optional) Type in a description. If no description is typed the system default is applied. The default label is **Answer <extension>**.
   • **Details**: From the drop-down list, select the line that you want to monitor or answer. Only those lines that you have permissions to answer appear.
5. Click **Save**.
6. Click **Close Window**.

The Answer Extension key

• places an active call on hold and dials the primary when pressed
• does not show the off-hook state
• provides idle/early/confirmed states
• provides a screen pop in the early state
• picks up the ringing call in the early state when pressed
• always includes CallerID when available
• when the Answer Extension key rings, the tone is different from the regular ring; see Configure Ring Tones

Attendant Monitor

Attendant Monitor is available to secondaries with monitor permissions via Monitor Groups.

To program a Line/BLF Key as an Attendant Monitor, follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the **My phones** page.

2. Select the phone name from the **Phone Name** drop-down list.

When the phone model is known, an asterisk [*] beside the model indicates that you are logged into that device model. There is no asterisk when a logged-in phone model is unknown or when you are not logged in to any device.

3. Click a Line/BLF key.

   The **Program Memory Key Details** page appears.

4. Complete the following fields. See Programmable Memory Key Features.
   • **Feature**: Select **Attendant Monitor**.
   • **Label**: (Optional) Type in a description. If no description is typed the system default is applied. The default label is **Attendant(a) Monitor**.
   • **Details**: From the drop-down list, select the line that you want to monitor or answer. Only those lines that you have permissions to monitor appear.
5. Click **Save**.
6. Click **Close Window**.

The Attendant Monitor

• blind transfers an active call to the primary when pressed.
• does not show the off-hook state
• does not provide CallerID info at any time
• provides idle/confirmed states only
• returns an error when you press **Pickup** and select any confirmed dialog

Attendant Answer

Attendant Answer is available to secondaries with answer permissions via Monitor Groups.

To program a Line/BLF Key as an Attendant Answer, follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the **My phones** page.

2. Select the phone name from the **Phone Name** drop-down list.

When the phone model is known, an asterisk [*] beside the model indicates that you are logged into that device model. There is no asterisk when a logged-in phone model is unknown or when you are not logged in to any device.

3. Click a Line/BLF key.

The **Program Memory Key Details** page appears.

4. Complete the following fields. See Programmable Memory Key Features.
   - **Feature**: Select **Attendant Answer**.
   - **Label**: (Optional) Type in a description. If no description is typed the system default is applied. The default label is **Answer(a) <extension>**.
   - **Details**: From the drop-down list, select the line that you want to monitor or answer. Only those lines that you have permissions to answer appear.
5. Click **Save**.
6. Click **Close Window**.

The Attendant Answer key

- picks up the ringing call in the early state when pressed
- blind transfers an active call to the primary when pressed
- does not show the off-hook state
- provides idle/early/confirmed states
- suppresses screen pop in early state
- always includes CallerID when available
- returns an error when you press **Pickup** and select any confirmed dialog

Park Location

Park Location lets you monitor, park and retrieve calls on a parked location.

To program a key for a Parked Location, follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the My Phones page.

2. Select the phone name from the **Phone Name** drop-down list.
3. Click the Line/BLF key that you want to program.

   The system displays the Program Memory Key Details page.

4. Complete the following fields.
   - **Feature**: Select **Park Location**.
   - **Label**: (Optional) Type in a description. If no description is typed the system default (**Park on <location>**) is applied.
   - **Details**: Select the Park Location from the drop-down menu.
5. Click **Save**.
6. Click **Close Window**.

When a call is active, press the key to park it. When a call is parked, press the key to retrieve it.

Pickup Groups

Pickup Groups lets you monitor and answer pickup group calls. You must be a member of at least one Pickup Group for the feature to be available.

To program a key for Pickup Groups, follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the My Phones page.

2. Select the phone name from the **Phone Name** drop-down list.
3. Click the Line/BLF key.

   The system displays the **Program Memory Key Details** page.

4. Complete the following fields.
   - **Feature**: Select **Pickup**.
   - **Label**: (Optional) Type in a description. If no description is typed the system default (**Pickup <extension>**) is applied.
   - **Details**: Select the Pickup Group from the drop-down menu.
5. Click **Save**.
6. Click **Close Window**.

When a call comes into any member of your pickup group, the phone rings and your splashes a dialog from which you can Pickup or Ignore the call.

SIP devices can monitor a Pickup Group by subscribing to a BLF for the group. Additionally, users can pick up calls that are ringing the Pickup Group by dialing the directed call pickup (DCP) feature code and the Pickup Group number. In both cases, users must be a member of that group.

Twinning Pullback

Twinning Pullback lets you monitor and pick up active Twinned Calls on your twinned device. This feature is only available when Twinning is enabled.

To program a key for Twinning Pullback, follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the My Phones page.

2. Select the phone name from the **Phone Name** drop-down list.
3. Click the Line/BLF key that you want to program.

   The system displays the Program Memory Key Details page.

4. Complete the following fields.

- **Feature**: Select **Twinning Pullback**.
- **Label**: (Optional) Type in a description. If no description is typed the system default (Twin PB) is applied.
5. Click **Save**.
6. Click **Close Window**.
7. Activate Twinning on the My Call Handling web page.

When your twinned device answers the call, the Line/BLF key you programmed as **Twin PB** illuminates. Press **Twin PB** to pull back the twinned call.

> When the key is pressed in idle mode, a speed dial is executed to "twinning".

SIP 302 Handling

silhouette respects the local call forwarding settings on SIP phones—Always, No Answer, or Busy—distinct from *silhouette* settings. *silhouette* Call Handling settings always take priority over the local phone settings. The local phone settings only apply once the call has landed on the phone.

In multi-desking scenarios, only phones configured with call forwarding settings are relevant. Phones with the lowest number of rings configured before call forwarding, forward first.

Reject Calls

You can reject a call to stop your phone from ringing and end the call, regardless of whether you are already on a call. Rejected calls display in your Recent Calls list.

To reject a call, from the Incoming Call window, press **Reject**. You can also reject an incoming call from Lines and Calls view.

> \# Pressing **Reject** rejects the call to that phone only; that is, other devices will ring for multi-desked users.
> \# BLFs also continue to alert even when you are on the phone.

Corporate Directory

You can access the Corporate Directory regardless of whether you are logged into a phone. Searches behave as if a '*' wild card is appended to the end of the search term.

Quick Search

Quick Search only searches for last names and location names.

1. Press **Home**.

2. Press **Directories**.
3. Press **Corporate Directory**.
4. Enter your search criteria.
5. Press **Submit**.

The system returns results based on your search criteria.

6. Optionally, press **View** to see more information about the subscriber.
7. Press **Dial** to call the subscriber.

Advanced Find

Advanced Find searches based on Last Name, First Name, and Phone Number. If a subscriber in your search results has no first name, there is no first name line in the search results.

1. Press **Home**.
2. Press **Directories**.
3. Press **Corporate Directory**.
4. Press **AdvFind**.
5. Enter your search criteria.
6. Press **Submit**.

The system returns results based on your search criteria.

7. Optionally, press **View** to see more information about the subscriber.
8. Press **Dial** to call the subscriber.

> If you cannot connect to the Corporate Directory, contact Support.

Page Groups (VVX)

Paging is enabled by default for all logged in and logged out VVX phones. Page groups is enabled when page group members log in.

To page a group, follow these steps:

1. While the phone is idle, press **Paging**.
2. Select one of the following:
   • **1. Default: Site Page**
   • **2. Recent:**
   • **3. <Page Group>:**
3. Press **Page**.
4. When finished, press **End Page**.

Logged-in devices

• always receive a site page

- always receive pages for page groups of which the logged in user is a member
- can only initiate pages when default page softkey is provisioned
- can always initiate site page
- can only initiate pages for page groups of which the logged in user is a member

Logged-out devices

- cannot initiate a page
- can only receive a site page

Feature Interaction
- Polycom's page feature does not interwork with MiNET's page feature
- Polycom phones can initiate and receive pages to other Polycom phones
- MiNET phones can initiate and receive pages to other MiNET phones, according to page group permissions

Bluetooth Programmable Key for the Verge 9312-WE

The Bluetooth programmable key allows you to use Bluetooth technology to toggle calls between your mobile phone and the Verge 9312-WE.

Use the Bluetooth programmable key to perform any of the following actions:

- Press the key and dial to initiate a cell call.
- Press the key while on an active call to toggle the call between your mobile device and the Verge 9312-WE.
- Press the key during an active call to conference the mobile call with systems calls.

The phone must first be paired with a mobile device. Consult the documentation provided with the Verge 9312-WE for instructions on pairing mobile devices with your phone. The programmable key can only be provisioned from *silhouette* (not on the phone itself). For instructions, see Program Memory Keys.

Using Headsets

The Mitel 5212, 5224, 5312, 5324, 5330 and 5340 IP phones support the use of specially designed headsets made by Plantronics. The following headset types are available:

- Monaural over-the ear
- Binaural over-the head with voice tube
- Binaural over the head with noise canceling microphone

Some headsets are supplied with a control switch that can be used to mute the microphone.

Connect and Configure Headsets

To connect the headset to the Mitel 5330/5340/5360, 5224/5324, or 5212/5312 IP phone, follow these steps:

1. Plug the headset into the headset jack on the back of the phone.
2. Remove the handset from the cradle. You can hook it over the top of the set cradle.
3. If using a Mitel 5330/5340/5360, or 5224/5324 IP Phone, press **DIRECTORY**, then **QUIT** to take the phone to an onhook (or idle) state.

If using a Mitel 5212/5312 IP phone, press the key, then press the key to take the phone to an onhook (or idle) state.

Answer Call with Headset

To answer a call while using the headset, press **Line Appearance** or the **ANSWER** softkey.

End Calls with the Headset

To end a call while using the headset, press either **END** or **Cancel**.

Mute the Headset

To mute the microphone, press and hold the control switch if it has one.

Make Calls with the Headset

To make a call while using the headset, press a **Line Appearance** key and dial the number. You can also use dial, directory dial, and speed dial features. See Making Calls (MiNET).

Switch to the Handset

To switch a call back to the handset, either

- Disconnect the headset from the phones jack
- Use an external headset adapter box that has a dedicated headset/handset switch

Personalizing Phone Usage through the Web

Using Internet Explorer 6 or later or Mozilla Firefox 1.5.0.4 or later, individual phone users can personalize their phone systems using the web administration interface. With the exception of the Login page, all of the web pages share the same layout. On each web page, you will see a header, a footer, a left pane, and a right pane. The left pane shows the choices for navigating the pages. The right pane shows the details.

You should always use the appropriate left hand menu link or button or link on your screen to navigate through the web interface. You should never use the "Back" button on your browser since the information and actions from a previous page may no longer be valid.

Web Login

To log into the web administration interface, you need

- your extension
- your PIN,
- the Login URL
- a web browser (Internet Explorer 6 or later or Mozilla Firefox 1.5.0.4 or later)

All of the above are all available from the administrator.

To log into the web administration interface, follow these steps:

1. Type the Login URL in a web browser.
2. Type your **User ID** (your extension) in the Login screen. Check **Remember my User ID** to avoid entering this information each time you log in.
3. Type your PIN.
4. Click **Login**.

| | # | If you are logged in and attempt to log in again, the system will log you out of the first session and log you in to a new session. The message "System has detected older open session for this user, which has been invalidated upon current login" is displayed |
| | # | You will be logged out if your computer is idle for 30 minutes or more. |

Web Lockout

After 3 failed login attempts since the last successful login, you are locked out from the WebAdmin.

The system returns the following message:

Account Locked after 3 failed login attempts. Please contact your administrator.

Note that you can still log into the system through your phone.

Stopping Security Alert at Login

A Security Alert can appear when you log in if the security certificate that is being used has not been identified as a trusted source on your computer. If you trust the source and do not want to see the Security Alert each time you log in, follow these steps:

1. Click **View Certificate** on the Security Alert window.
2. Click **Install Certificate** on the Certificate window.
3. Follow the install certificate prompts.

4. Click **OK** on the Certificate window.
5. Click **Yes** on the Security Alert window.

Request a New PIN

If you forget your PIN, you can request that a new one be sent to you by email.

To request a new PIN, follow these steps on the login page:

1. Type your **User ID**.
2. Click **Forgot Your PIN?**.

   A new PIN will be sent to the email address specified on your My Personal Details page. If you do not receive an email with your PIN, contact the System Administrator.

> You will not receive a new PIN by email if you have not entered a valid email address on your Personal Details page or if your company has not been configured for email PIN notification. Contact your System Administrator to request a new PIN.

Change PIN

Your PIN is used for logging into your phone as well as logging into the web interface. To change your PIN, follow these steps:

1. Click **My Personal Details** in the Navigation pane.
2. Click **Save and Change PIN** at the bottom of the page.

   The system displays a Change PIN pop-up window.

3. Type your old PIN.
4. Type a new PIN.

   Your PIN strength depends on whether your Service Provider uses Restricted PINs or Unrestricted PINs.

5. Type the new PIN again.
6. Click **Save**.

   You are returned to the My Personal Details page where the message "Successfully Saved" is displayed confirming that your PIN has been changed.

Error Messages

With Unrestricted PINs, the Change PIN window will refresh, clear all fields, and display an error message in the following cases:

- You enter an invalid old PIN. The error message reads, "Invalid old PIN."
- You enter a new PIN that does not meet the criteria. The error message reads, "New PIN is not valid according to the specified rules."
- The new PIN you re-typed does not match the new PIN. The error message reads, "Please correctly re-type your PIN."

With Restricted PINs, the Change PIN window refreshes, clears all fields, and displays additional error messages in the following cases:

- PIN contains a digit that repeats more than once
- PIN has more than 3 consecutive numbers

> This PIN is not the same as the PIN used for voicemail. See Reset Voicemail PIN.

Restricted PINs

When choosing a PIN, please ensure it is difficult for others to guess and that it conforms to the following rules, in addition to the Unrestricted PINs rules:

- No single number can repeat more than once, for example, 1134 is OK, but 1112 and 1222 are not OK.
- No more than three consecutive numbers at any position in the PIN, for example, 12345, 98762, 09874, 01239 are not OK.

Unrestricted PINs

When choosing a PIN, please ensure it is difficult for others to guess and that it conforms to the following rules:

- Your PIN must contain numbers only.
- Your PIN must be between 4 and 10 numbers.
- The new PIN cannot be the same as the old PIN.

Web Logout

To log out of the web administration interface, click **Logout** in a Global Navigation menu bar from any screen in the application.

The system displays the Logout page with the message, "You are now successfully logged out of application name." A link to the Login page is provided.

NOTE Closing all browser windows will automatically log you out of the Web. You are logged out of the Web if your computer is idle for 30 minutes or more

Quick Set-up

You can quickly set up your phone service, including

- Record Auto Attendant Name Announcement
- Set up Call Coverage

Record Auto Attendant Name Announcement

To record Auto Attendant Name prompt, follow these steps:

1. Click the **My Personal Details** option in the navigation pane.
2. Click **Record Name Announcement** on the Personal Details page.

   A Record Prompt pop-up window is displayed. Confirm that the extension displayed matches that of the phone you will be using. If the extension does not match, type the appropriate extension.

3. Click **Call.**
4. When your phone rings, lift your handset to answer
5. Listen to a brief set of audio instructions, "Please record your message after the tone. When you are finished, press # for more options."
6. When you hear the tone, say your name into the handset to record your name announcement.
7. Press **#** when you are finished.
8. Choose from the following options:
   - To replay greeting press **1**.
   - To save greeting press **2**.
   - To re-record greeting press **3**.
   - To exit without saving press *****.
9. Press **2** to save the name announcement.
10. Replace the handset.
11. Click Close on the pop-up window.

Set up Call Coverage

To set-up Call Coverage, follow these steps:

1. Select **My Call Coverage** in the navigation pane.
2. Select one of the following options:
   - **My Voicemail**
   - **My Auto Attendant**
   - **My Co-worker**

- **Another Phone Number**
3. If you selected **My Auto Attendant**, choose an Auto Attendant from the drop-down list. If you selected **My Co-Worker**, choose a co-worker from the drop-down list. If you selected **Another Phone Number**, enter a phone number for call coverage.
4. Choose the number of rings.
5. Click **Save**.

External numbers entered as **Another Phone Number** for **Call Coverage** must include the appropriate prefix for external dialing. This prefix is usually the number "9". Contact the System Administrator for assistance.

Setting your Language

If your system has been set up for multiple languages, you can set the language for your access to the web interface as well as the phone's LCD display. See Setting your Language for the Web Interface, Setting your Language for the Phone Display, and Language for Voicemail.

Setting your Language for the Web Interface

To set your language for the web interface, you need

- your extension
- your PIN
- the Login URL
- access to the Internet using Internet Explorer 6.0 or later or Firefox 1.5.0.4 or later

These are all available from your administrator.

You first need to determine the Language Selection URL. Your administrator will provide you with a Login URL. The Login URL should be of the form:

```
https://<Name or IP Address>>/webadmin/login/<YourCompany>
```

Replace **login** with **select_language** to create the Select Language URL:

```
https://<Name or IP Address>>/webadmin/select_language/
<YourCompany>
```

To change your language for the web interface, follow these steps:

1. Start your web browser.
2. Enter the Select Language URL you determined above.
3. Choose your language by selecting the appropriate button.

The system displays the login page in your selected language.

4. Bookmark this page and use it for all future logins to the system.
5. Type your **User ID** (your extension).
6. Type your **PIN**.
7. Click **Login**.

The system displays the Home page (and all subsequent pages) in your selected language.

Setting your Language for the Phone Display

To change your language for the phone LCD display, follow these steps:

1. After logging in to the web interface, select **My Personal Details** in the Navigation pane.

The system displays the **Personal Details** page with your personal details in the Information pane.

2. Select your language from the pull down list in the **Language for Phone** field.
3. Click Save.

Language for Voicemail

If you have a voicemail box, the language used for your access to the voicemail box will be the same as the language that was originally set (by your administrator when creating your extension) in the **Language for Phone** field. Modifying the field does not change the voicemail language. If you want to change the language for your voicemail box, see Configure Language for Voicemail Retrieval language for voicemail retrieval.

My Settings

The My Settings page acts as your home page, and is the first page you see when you log in. You will find a number of quick links for common user actions:

- Change User Details
- Configure My Phones
- Configure My Call Handling
- Configure My Call Groups
- Configure My Dynamic Site
- Configure Contacts

My Personal Details

Using the My Settings page, you can perform the following tasks:

- View and edit your personal data—see My Information
- Record your name announcement—see Record Name Announcement
- View your call permissions—see Permissions
- Change your PIN—see Change PIN

My Information

To view your personal information, select **My Personal Details** in the Navigation pane.

The system returns the **My Personal Details page** with your personal information in the **My Information** section.

User details are used in the company directory and for logging in and out of the system. Details include

- **First Name**—your first name (optional)
- **Last Name**—your surname (mandatory)
- **Home Phone**—your home phone number (optional)
- **Language for Phone**—drop-down list with available languages (mandatory)
- **Click-To-Call Confirm before Dial**—toggles whether confirmation is the default on the Click to Call popup; see Click to Call
- **Email**—your email address (optional)
- **Extension**—read-only field, assigned by your administrator
- **Mobile Phone**—your mobile phone number (optional)
- **Handsfree Answerback**—toggles whether the feature is active; see Handsfree Answerback
- **Activate Outgoing Call Privacy**—toggles whether the feature is active; see Outgoing Call Privacy

Change User Details

All user details, except extensions and permissions, can be changed.

To change your personal user details, follow these steps:

1. Click **My Personal Details** in the Navigation pane.

   The system displays the **Personal Details** page with your personal details in the **My Information** section.

2. Make the changes of your choice in the following fields:
   - **First Name**
   - **Last Name**

- **Home Phone**
- **Language for Phone**
- **Click-To-Call: Confirm before dial**—When enabled plays a prompt to confirm that you would like to continue the call from your external originating device. Default value is "on" for all users upon upgrade and for new users; only applicable to users, not location.
- **Email**
- **Extension**—You cannot make changes to the **Extension** field.
- **Mobile Phone**
- **Handsfree Answerback**
- **Activate Outgoing Call Privacy**

3. Click **Save**.

Record Name Announcement

Callers will hear your recorded name announcement as confirmation when they use the Auto Attendant name directory to contact you.

> This records the name announcement for the Auto Attendant. This does not record your voicemail greeting.

To record, or re-record your name announcement, follow these steps:

1. Click **Personal Details** in the left menu.
2. Click **Record Name Announcement** in the **Automated Attendant Prompt** section.

   The system displays a Record Prompt pop-up window.

3. Confirm that the extension displayed matches phone you want to use. If the extension is not the same, enter an alternate extension.
4. Click **Call**.
5. When your phone rings, lift the handset to answer.
6. Listen to a brief set of audio instructions, "Please record your message after the tone. When you are finished, press "#" for more options".
7. When you hear the tone, record your name into the handset.
8. When you are finished, press the # key.
9. The system plays the following set of options.
   - To listen to the recording, press **1**.
   - To save the recording, press **2**.
   - To re-record, press **3**.
   - To exit without saving changes, press *****.
10. Press **2 to** save the name announcement.
11. Replace the handset.
12. Click **Close** in the pop-up window.

Permissions

Permissions control what types of calls you can make at different times.

To view your permissions, follow these steps:

1. Click **My Personal Details** in the navigation pane.

   The **Personal Details** page is displayed.

2. Look for your permissions in the **My Permissions** section of the page.

Permissions types are displayed in a table on the vertical axis, and Business Hours on the horizontal.

Only the System Administrator can change permissions and business hours.

Permission Types

Permission types are listed below:

Call Type	Definition
Emergency (911)	Calls to the number used to report an emergency. In North America, this number is 911. This permission is active for all users at all times.
Internal	Calls to another extension within the same business.
International	International calls to which long distance charges apply.
Local (external)	Calls within the local calling area of your business. No long distance charges apply.
Long Distance	Calls outside the local calling area of your business and outside of your region. Long-distance charges apply.
Operator Assisted	Calls in which the operator is involved, typically resulting in long distance charges.
Regional	Calls outside the local calling area of your business and within your region. Long-distance charges apply.
Toll Free (1-800)	Long-distance calls to which no charges apply. Typically, these numbers begin with 1-800.
Toll Premium	Calls to a toll number to which charges apply. Typically, these numbers begin with 1-900.
Other	
Redirect inbound call to external number	Allow call coverage, n-way calls, transfer or forward of external calls to an external phone number. Prerequisite: permission to make the external call itself.

Call Type	Definition
Select Long Distance Provider	Include a long distance provider code as part of the dialed digits for a long-distance call. Prerequisite: permission for Long-distance and/or International calls.
Select Regional Provider	Include a long distance provider code as part of the dialed digits for a long-distance call within your region. Prerequisite: permission for Regional calls.

My Phones

Using the My Phones page, you can perform the following tasks:

- View the Maximum Allowed Logged In Devices
- Check that calls are displayed in E.164 format—see E.164 Call Display
- View the devices that you are logged into—see List of Devices
- View and change the settings of your phone keys—depending on your phone type, see either Program Memory Keys, Program Memory Keys on VVX Phones, or Program Memory Keys on Verge Phones
- Select a default profile—see Select Key Mapping Profile
- Print phone key labels—see Print Labels
- Reset Keys—see Reset Keys
- Configure Ring Tones—see Configure Ring Tones

When the phone model is known, an asterisk [*] beside the model indicates that you are logged into that device model. There is no asterisk when a logged-in phone model is unknown or when you are not logged in to any device.

When it is a known model, the layout of your first logged-in device is shown in the phone keys layout image. If the first logged-in device is an unknown model or if you are not logged into any device, the image of a Mitel 5224 phone is shown.

E.164 Call Display

Given permissions by your Service Provider, you can check this box to see numbers in the International Public Telecommunication Numbering Plan format (E.164) format on your phone's Call Display and Calls List.

E.164 is an ITU-T recommendation that defines a numbering plan for the world-wide public switched telephone network (PSTN) and some other data networks. The E.164 format presents all numbers in a consistent format with the + sign indicating the number contains all digits, including the country code. For example, with this option enabled, a call from the United Kingdom displays as +442012345678, where:

UK Country code: +44
London Geographical area code: 20
Subscriber number: 12345678

All numbers beginning with (+) can be dialed from the calls list and directly from your phone provided that you have the class of service call type permission. The checkbox does not appear when you do not have permissions.

Incoming Calls

The following table shows the difference in how numbers are displayed for an outgoing call from the US.

E.164 Display	US VVX	US MiNET	UK VVX	UK MiNET
Enabled	+13334445555	+13334445555	+13334445555	+13334445555
Disabled	13334445555	1 (333) 444-5555	0013334445555	0013334445555

Outgoing Calls

The following table shows the difference in how numbers are displayed for an incoming call from the UK.

E.164 Display	US VVX	US MiNET	UK VVX	UK MiNET
Enabled	+666077701234	+666077701234	+666077701234	+666077701234
Disabled	011666077701234	011666077701234	02077701234	02077701234

Polycom VVX Call Lists

All received calls are displayed as per the phone's site. Dialed numbers display as entered, since dashes, spaces and brackets do not show on VVX phones.

List of Devices

The My Phones page shows a list of devices that you are logged into, including

- **Label**–an editable field for the name of the device
- **Phone Name**–a drop-down list of available phone names
- **Identifier**–MAC or SIP URI

> NOTE Do not use the same device ID for different devices. If you do, they will clash and overwrite one another.

- **Intercom Recipient**–click to designate this device as your intercom recipient. Both MiNet and Enhanced SIP devices can be selected as an Intercom Recipient; however, intercom to a generic SIP device is not supported and the system displays n/a in this column.
- **Click to Call Originator**–click to designate this device as your click to call originator
- **Logout Device**–check to log out from the device.

To save any changes, click **Save Device Changes**.

The system returns **Saved Successfully**.

Select Key Mapping Profile

To help with the programming of your phone keys, choose a key mapping profile with a number of pre-programmed keys. Selecting a Key Mapping Profile will remove any programming you may have done to the keys.

To select a Key Mapping Profile, follow these steps:

1. Click **My Phones** in the Navigation pane.
2. Select a **Key Profile** from the **Current Key Profile** drop-down list.

> **NOTE** User-customized key mappings remain the same when changing from one key profile to another. However, when you change to a profile where the administrator has locked the same key, the mapping is overwritten. Once overwritten, changing back to the previous key profile does not restore the customized key mapping.

Program Memory Keys

You can Program Memory Keys on Mitel Phones, Program Memory Keys on VVX Phones and Program Memory Keys on Verge Phones.

When you are multi-desked and activate DND, any VVX phones are also be considered to have DND active as it is an account/extension feature, not a phone feature. The same applies to other toggle features, such as Call Forwarding (Always), Twinning, and so forth.

Program Memory Keys on Mitel Phones

Any features that you assign to the memory keys remain associated with your extension regardless of which model phone you log into, which means that if you program memory keys when selecting a model with a large number of programmable memory keys (such as the Mitel 5224 IP phone), and then log into a model that has fewer programmable memory keys (such as the Mitel 5212 IP Phone), some of the keys (the left hand column) are not visible to you (although any of the programmed memory keys could be active).

Supported phone models include the following:

- Mitel 5020
- Mitel 5212
- Mitel 5220/5220e
- Mitel 5224
- Mitel 5304
- Mitel 5312
- Mitel 5320/5320e

- Mitel 5324
- Mitel 5330/5330e
- Mitel 5340/5340e
- Mitel 5360
- Mitel 6920
- Mitel 6930
- Mitel 6940

Polycom and Verge phones are also supported with limited features. See Polycom VVX Phones or Verge Phones.

To program features to memory keys, follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the **My phones** page.

2. Select the phone name from the **Phone Name** drop-down list.

   When the phone model is known, an asterisk [*] beside the model indicates that you are logged into that device model. There is no asterisk when a logged-in phone model is unknown or when you are not logged in to any device.

3. For Mitel 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 phones, select the appropriate Page number.
4. Select the memory key that you want to program by selecting the appropriate button icon.

   The **Program Memory Key Details** page appears.

5. Complete the following fields. See Programmable Memory Key Features.
   - **Feature**: Select the feature to be programmed.
   - **Label**: (Optional) Type in a description. If no description is typed the system default will be applied.
   - **Details**: Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.
   - **Status**: (Only appears with the Forward features). Select Active or Inactive. You will be able to Activate or deactivate the feature by pressing this memory key on the phone once it is programmed.
6. Click **Save**.
7. Click **Close Window**.

   Your phone key profile is updated.

8. Repeat steps 3-7 for each memory key to be programmed.

   To cancel your changes, click **Close Window** instead of **Save** in step 6.

Program Memory Keys on VVX Phones

Any features that you assign to the memory keys remain associated with your extension regardless of which model phone you log into, which means that if you program memory keys when selecting a model with a large number of programmable memory keys, and then log into a model that has fewer programmable memory keys, some of the keys (the left hand column) are not visible to you (although any of the programmed memory keys could be active).

Supported phone models include the following:

- Polycom VVX 3xx
- Polycom VVX 4xx
- Polycom VVX 5xx
- Polycom VVX 6xx
- Polycom Colour Expansion Module

Line/BLF Keys

Each VVX phone has two predefined Line Appearance keys and a model-specific number of Line/BLF keys that you can configure as

- Default
- Line Appearance
- Answer Extension
- Attendant Answer
- Attendant Monitor
- Monitor Extension
- Park Location
- Line Key Speed Dials
- Pickup
- Twinning Pullback
- Unassigned

Predefined Soft Keys

Each Polycom VVX phone has four default keys that can be toggled to enable and display features on your phone, including

- Redial
- Paging
- Forward
- DND

None of these keys allow the feature type to be modified. However, with the exception of the **Redial** key, you can unassign features. When Unassigned, the default key is deselected (shown with) and the key does not display on phone. When assigned, the key shows and the key displays on the phone.

You can re-position Predefined Soft Keys in relation to the Programmable Soft Keys on your phone:

1. Click **Change Position**.

   The system returns a popup window with a dropdown list indicating the position of the keys.

2. Select a new value from the drop-down list.
3. Click **Save**

Programmable Soft Keys

By default, VVX phones come with the **Log out** key pre-programmed on the bottom-right (tenth) key.

To program features to memory keys, follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the **My phones** page.

2. Select the phone name from the **Phone Name** drop-down list.

> When the phone model is known, an asterisk [*] beside the model indicates that you are logged into that device model. There is no asterisk when a logged-in phone model is unknown or when you are not logged into any device.

3. Select the memory key that you want to program by selecting the appropriate button icon.

   The **Program Memory Key Details** page appears.

4. Complete the following fields. See Programmable Memory Key Features.
   - **Feature**: Select the feature to be programmed.
   - **Label**: (Optional) Type in a description. If no description is typed the system default will be applied.
   - **Details**: Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.
   - **Status**: (Only appears with the Forward features). Select Active or Inactive. You will be able to Activate or deactivate the feature by pressing this memory key on the phone once it is programmed.
5. Click **Save**.
6. Click **Close Window**.

   Your phone key profile is updated.

7. Repeat steps 3-6 for each memory key to be programmed.

> To cancel your changes, click **Close Window** instead of **Save**.

Program Memory Keys on Verge Phones

Any features that you assign to the memory keys remain associated with your extension regardless of which model phone you log into, which means that if you program memory keys when selecting a model with a large number of programmable memory keys, and then log into a model that has fewer programmable memory keys, some of the keys (the left hand column) are not visible to you (although any of the programmed memory keys could be active).

Supported phone models include the following:

- Verge 9308-WE
- Verge 9312-WE
- Verge 9318Ex-WE Expander

Programmable Keys

Each Verge phone has a model-specific number of programmable keys that you can configure to support the following *silhouette* features:

- Bluetooth
- Forwarding Phones to Co-workers
- Forward Phones to Coverage
- Forward Phones to a Number
- Forward Phones to Prompts
- Handsfree Answerback
- Intercom to Co-worker
- Intercom to Prompt
- Line Appearance
- Logout
- Line Key Speed Dials
- Outgoing Call Privacy
- Page
- Park Location
- Primary Phone
- Unassigned

> Monitor BLF functionality is supported using Monitor Extension.

You can also program a key to any of the following:

- Bluetooth - to allow Bluetooth integration on a Verge 9312-WE phone.
- Logout - to log out of the phone.
- Default - to return the phone key to its default value.
- Unassigned - to disable the phone key.

Soft Keys

Each Verge phone has three soft keys that can be toggled to enable and display features on your phone. The soft key names and behaviors are dependent on the current phone state. If more soft keys actions are available, the right most soft key displays the **More** icon. Press the

function button to see the additional keys. These include:

- When the phone is idle:
  - Retrieve
  - Calls

- • Redial
  - • Settings - access various administrative features
  - • Sleep - access the sleep screen
- • When placing a call:
  - • Contacts
  - • Calls
  - • Redial
- • When the phone is ringing (Incoming call):
  - • Park Active (only when on a call)
  - • To VM
  - • Ignore (silences ringing
  - • Answer
- • When in an active call:
  - • Park
  - • Conference

Programmable Soft Keys

By default, Verge phones come with the **Log out** key pre-programmed on the bottom-right (tenth) key.

To program features to memory keys, follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the **My phones** page.

2. Select the phone name from the **Phone Name** drop-down list.

When the phone model is known, an asterisk [*] beside the model indicates that you are logged into that device model. There is no asterisk when a logged-in phone model is unknown or when you are not logged into any device.

3. Select the memory key that you want to program by selecting the appropriate button icon.

   The **Program Memory Key Details** page appears.

4. Complete the following fields. See Programmable Memory Key Features.
   - • **Feature**: Select the feature to be programmed.
   - • **Label**: (Optional) Type in a description. If no description is typed the system default will be applied.
   - • **Details**: Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.
   - • **Status**: (Only appears with the Forward features). Select Active or Inactive. You will be able to Activate or deactivate the feature by pressing this memory key on the phone once it is programmed.

5. Click **Save**.
6. Click **Close Window**.

   Your phone key profile is updated.

7. Repeat steps 3-6 for each memory key to be programmed.

📝 To cancel your changes, click **Close Window** instead of **Save**.

Program Memory Keys on PKM

To program the memory keys on a Programmable Key Module (PKM), follow these steps:

1. Click **My Phones** in the left menu.

   The system displays the My phones page.

2. Select the PKM model from the **Phone Model** drop-down list.

   Your options are Mitel 5412 PKM, Mitel 5448 PKM-1, or Mitel 5448 PKM-2. Only choose the Mitel 5448 PKM -2 if this is the second PKM unit to be attached to the phone. You should not combine a 5412 PKM with a 5448 PKM as this is not a supported configuration.

3. If you are programming a Mitel 5448 PKM, select the section of keys that you want to program. The choice is Left Bank or Right Bank.
4. Click the memory key that you want to program.

   The system displays the Program Memory Key Details page.

5. Complete the following fields. See Programmable Memory Key Features.
   • **Feature**: Select the feature to be programmed.
   • **Label**: (Optional) Type in a description. If no description is typed the system default will be applied.
   • **Details**: Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.
   • **Status**: (Only appears with the Forward features). Select Active or Inactive. You will be able to Activate or deactivate the feature by pressing this memory key on the phone once it is programmed.
6. Click **Save**.
7. Click **Close Window**.

   Your phone key profile is updated.

8. Repeat steps 3-7 for each memory key to be programmed.

📝 # To cancel your changes, click **Close Window** instead of **Save** in step 6.

\#   The LEDs on the PKM are the same as on the phone except that they are always red.

Program Memory Keys on VVX Colour Expansion Module

To program the memory keys on a VVX Colour Expansion Module, follow these steps:

1. Click **My Phones** in the left menu.

    The system displays the My phones page.

2. Select the PKM model from the **Phone Model** drop-down list.

    Your options are Polycom PKM-1, Polycom PKM-2, or Polycom PKM-3. Only choose the Polycom PKM-2 when this is the second PKM unit, and Polycom PKM-3 when this is the third PKM unit, to be attached to the phone.

3. Select the page of keys that you want to program.
4. Click the memory key that you want to program.

    The system displays the Program Memory Key Details page.

5. Complete the following fields. See Programmable Memory Key Features.
    *   **Feature**: Select the feature to be programmed.
    *   **Label**: (Optional) Type in a description. If no description is typed the system default will be applied.
    *   **Details**: Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.
6. Click **Save**.
7. Click **Close Window**.

    Your phone key profile is updated.

8. Repeat steps 3-7 for each memory key to be programmed.

To cancel your changes, click **Close Window** instead of **Save** in step 6.

Program Memory Keys on Verge 9318Ex-WE Expander

To program the memory keys on a Verge 9318-EX Expander, follow these steps:

1. Click **My Phones** in the left menu.

    The system displays the My phones page.

2. Select the Verge 9318-EX model from the **Phone Model** drop-down list.

Your options are Verge 9318EX1-WE, Verge 9318EX2-WE, or Verge 9318EX3-WE. Only choose the Verge 9318EX2-WE when this is the second Expander unit, and Verge 9318EX3-WE when this is the third Expander unit, to be attached to the phone.

3. Select the page of keys that you want to program.
4. Click the memory key that you want to program.

The system displays the Program Memory Key Details page.

5. Complete the following fields. See Programmable Memory Key Features.
   - **Feature**: Select the feature to be programmed.
   - **Label**: (Optional) Type in a description. If no description is typed the system default will be applied.
   - **Details**: Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.
6. Click **Save**.
7. Click **Close Window**.

Your phone key profile is updated.

8. Repeat steps 3-7 for each memory key to be programmed.

To cancel your changes, click **Close Window** instead of **Save** in step 6.

Programmable Memory Key Features

The table below shows the features available to program on a memory key by the user and a description of fields required. Only the memory keys on your phone can be custom configured. Options that require an LED memory key are labeled LED.

Feature	Description	Label	Details	Status
Default	Assign the Default option if you have customized a preset key configuration and want to return a previously customized key back to its default value.	Unassigned	N/A	N/A
Account Code	Assign the Account Code option to a memory key to associate an Account Code to a	Account Code	1) Leave the details box blank if you want to be prompted for an Account Code	N/A

Feature	Description	Label	Details	Status
	call before or during the call. **Note:** The Account Code option is not displayed if the Account Codes feature is not enabled for your business.		after selecting the Account Code key. 2) Type an Account Code in the details box if you want the Account Code key to behave like an Account Code Speed Dial key. In this case when you select the Account Code key, the Account Code that you entered will automatically be assigned to the call. **Note:** Account Codes are accepted on EST phones *only* during an active call.	
ACD SignIn/ SignOut	Use the SignIn/ SignOut feature to toggle ACD SignIn/SignOut. Activate this feature by pressing the programmed key on the phone. The default is SignIn.		This feature only affects ACD.	N/A
Company Speed Dial	Assign the Company Speed Dial option to a memory key to dial one of the phone numbers in your External Contacts by pressing the memory key. **Note:** This option is displayed if the administrator has		Select one of the names from this list to enable the Company Speed Dial option.	This function does not apply to Verge phones.

Feature	Description	Label	Details	Status
	configured the system with speed dials.			
Conference Unit (LED)	Assign the Conference Unit option to a memory key to provide control of the conference unit if connected to a Mitel 5320-5320e/ 5330-5330e/ 5340-5340e/ 5360 IP phone.	Conference Unit	N/A	This function does not apply to Mitel 6900 phones.
Directed Call Pickup	Use the Directed Call Pickup (DCP) feature to pick up calls to other users' phones. After pressing the key, you are prompted for the extension of the ringing phone you want to pick up.	Directed Pickup	N/A	DCP keys are not available for users who do not have answer privileges in any Monitor Group.
Directory	Assign the Directory option to a memory key to access internal contacts. This is only appropriate for Mitel 5304 IP phones.	Directory	Not available for SIP phones. For Mitel 6900 phones, use the ⊡ (Contacts) button on the phone.	N/A
Do Not Disturb	Assign the Do Not Disturb (DND) option to a memory key to stop calls from going to any device you are logged into. **Note:** This memory key assignment is also used for Deflect Call.	DND	Not available for SIP phones.	Select Active or Inactive

Feature	Description	Label	Details	Status
Forward to AA (LED)	Assign the Forward to AA (Auto Attendant) option to a memory key to forward all incoming calls to the Auto Attendant. To turn the Forward to AA feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled. **Note:** The Forward to AA option is displayed if the administrator has configured the system with Auto Attendants.	Forward to ***(AA Number)	Select the Auto Attendant to forward your calls to.	Select Active or Inactive
Forward to Co-worker (LED)	Assign the Forward to Co-worker option to a memory key to forward all incoming calls to a co-worker. To turn the Forward to Co-worker feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.	Forward to ***(extension number)	Select a user from this list to enable the Forward to Co-worker option.	Select Active or Inactive
Forward to Coverage (LED)	Assign the Forward to Coverage option to a memory key to forward all incoming calls directly to the call coverage you have set up. To turn the Forward to Coverage feature on	Forward to Call Coverage	N/A	Select Active or Inactive

Feature	Description	Label	Details	Status
	and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.			
Forward to Number (LED)	Assign the Forward to Number option to a memory key to forward all incoming calls to a user defined phone number. To turn the Forward to Number feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.	Forward to ******* (number entered in the details field)	Type the phone number that you want to have your calls forwarded to into the details box. **Note:** If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See Permissions for instructions on how to view your call permissions.	Select Active or Inactive
Forward to Prompt (LED)	Assign the Forward to Prompt option to a memory key to forward all incoming calls to a user defined phone number. To turn the Forward to Prompt feature on, select the associated memory key and, using the phone keypad, type in the number to which you would like to have your calls forwarded. When the memory key LED is lit, the	Forward	Type in the number you would like to have your calls forwarded to. **Note:** If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See Permissions for	Select Active or Inactive

Feature	Description	Label	Details	Status
	feature is enabled. To turn the Forward to Prompt feature off, select the associated memory key and then the FWDOFF softkey or the # key on the telephone keypad.		instructions on how to view your call permissions.	
Group Twinning	Assign the Group Twinning option to a memory key so that your phone rings Group calls to your twinned device. **Note:** This option is displayed if the administrator has made it available to you.	Group Twinning On/Off	N/A	N/A
Handsfree Answerback (LED)	Assign the Handsfree Answerback option to a memory key so that your phone can automatically answer an intercom call and set up a two-way speech path. **Note:** This option is displayed if the administrator has made it available to you.	Handsfree Answerback	N/A	Select Active or Inactive
Headset	Assign the Headset option to a memory key so that you can toggle the feature. To turn the Headset feature on and off, select the	Headset	Supported models include • MN5312 • MN5320(e) • MN5324 • MN5330(e) • MN5340(e)	Select Active or Inactive

Feature	Description	Label	Details	Status
	associated memory key. When the memory key LED is lit, the feature is enabled. When the feature is enabled, an icon appears on the phone.		• MN5360	
Incoming Calls List	Assign the Incoming Calls List option to a memory key to allow you to see the list of recently received incoming calls to your extension. This has the same function as the CALLS softkey.	Incoming Calls List	Not available for SIP phones. For Mitel 6900 phones, use the ⟨ 𝄢 ⟩ (Call History) button on the phone.	N/A
Intercom to Co-Worker (LED)	Assign the Intercom to Co-worker option to a memory key to allow you to make a page directly to a co-worker's phone.	Intercom to *** (Co-worker's extension)	Select a user from this list to enable the Intercom to Co-Worker option.	N/A
Intercom to Prompt (LED)	Assign the Intercom to Prompt option to a memory key to allow you to make a page to a co-worker's number that you enter from your phone's keypad after pressing the key.	Intercom to Prompt	N/A	N/A
Join/Leave Group (LED)	Assign the Join/ Leave Group option to a memory key to join and leave the selected Call Group by selecting the programmed memory key. The memory key LED is lit when you have		Select a Call Group from this list to enable the Join/ Leave Group option. **Note:** The Join/ Leave Group option is not displayed if you are not a member of a call group.	N/A

Feature	Description	Label	Details	Status
	joined the selected Call Group.			
Line Appearance (LED)	Assign the Line Appearance option to a memory key to have a phone line from which you can receive calls, place calls and keep calls on hold. **Note:** Line Appearances on a Mitel phone (other than 6900 devices) are ordered bottom to top, right to left. On Mitel 6900 devices, the keys are ordered top to bottom, left to right. Incoming calls will be presented on the first available Line Appearance.	Line Appearance	**Note:** You cannot program a Line Appearance on a PKM. You can only program a Line Appearance on key pages that display on the Mitel phone itself.	N/A
Log out	Assign the Informative Log out option to a memory key so that you can log out from your VVX phone.	Log out	Logs the phone out.	Only available for VVX and Verge phones.
Mobile Line	Assign the Mobile Line option to answer calls directed a mobile phone on a Mitel 6930 or 6940 phone, and to move active calls on the mobile phone to a 6930 or 6940 unit.	Mobile Line	The phone has to be connected via Bluetooth to the mobile phone. This option can be configured on a Mitel 6920 phone, but, as this model does not support Bluetooth, it will only function when the user logs into a bluetooth-supported device.	Not supported on Mitel 53xx phones and displays "Function not available" if it is assigned to a memory key (to support

Feature	Description	Label	Details	Status
				users logging into different phone models).
Monitor Call (LED)	Assign the Monitor Call option to a memory key to monitor and answer calls occurring on another user's phone. See Monitor Calls. Note that a Monitor Call Silent option is also available. **Note:** Program the same number of Monitor Call keys as the number of simultaneous calls that you want to monitor on the other user's phone. The maximum number of simultaneous calls that can be monitored equals the number of Line Appearances the other user has programmed on their phone. When you program multiple Monitor Call keys for the same Monitor Group, they are ordered bottom to top, right to left. The first Monitor Call key will monitor the first call placed or received by the other user (not	Monitor Call *** (extension number of user monitored)	Select the name of the user this key will be monitoring. If the list is empty you cannot program this feature to a key. **Note:** Monitor Call is only shown to Profile members who have answer permissions for the specified subscriber.	N/A

Feature	Description	Label	Details	Status
	necessarily the first Line Appearance) and so on.			
	Example:			
	Number of Line Appearances programmed on the "monitored" user's phone: 4			
	Monitor Call keys programmed: 2			
	1. The "monitored" user selects his fourth Line Appearance to make a call when none of his other Line Appearances are in use. The first Monitor Call key is used to monitor this call.			
	2. An incoming call is received on the "monitored" user's first Line Appearance while the fourth Line Appearance is still in use. The second Monitor Call key is used to monitor this call.			
	3. A second incoming call is received on the "monitored" user's second Line Appearance while the first and fourth Line Appearances are still in use. This			

Feature	Description	Label	Details	Status
	call is not monitored as there are only two Monitor Call keys programmed and they are both in use.			
Monitor Call Silent (LED)	Assign the Monitor Call Silent option to a memory key to monitor and answer calls occurring on another user's phone. See Monitor Calls. Note that a Monitor Call option is also available. **Note:** Monitor Call Silent behaves the same as Monitor Call with the exception that ringing is not used to indicate an incoming call. The Monitor Call Silent option can be used together with or independent of the Monitor Call option. Refer to the Monitor Call entry in this table for details related to programming this option.	Monitor Call Silent *** (extension number of user monitored)	Select the name of the user this key will be monitoring. If the list is empty you cannot program this feature to a key. **Note:** The Monitor Call Silent option is only shown to Profile members who have answer permissions for the specified subscriber and is not displayed if you are not a member of a Monitor Group.	N/A
Monitor Phone (LED)	Assign the Monitor Phone option to a memory key to monitor another user's phone to see when their phone is active. Any key that is assigned to	Monitor phone *** (extension number of user)	Select the name of the user this key will be monitoring. **Note:** The Monitor Phone option is only shown to Profile members who have	N/A

Feature	Description	Label	Details	Status
	monitor another phone also acts as a speed-dial to that phone. **Note:** Monitor Phone does not allow you to pick-up calls on another user's line.		answer permissions for the specified subscriber and is not displayed if you are not a member of a Monitor Group.	
One Touch Speed Dial	Assign the One Touch Speed Dial option to a memory key to dial a user defined phone number by pressing the associated memory key.		Type the phone number that you want to dial to enable the One Touch Speed Dial option.	N/A
On Demand Call Recording	Use the On Demand Call Recording feature to record portions of your calls.	Unassigned	N/A	N/A
Outgoing Call Privacy	Use the Outgoing Call Privacy feature to block your caller ID on outgoing calls.	Unassigned	N/A	Select Active or Inactive
Page	Use the Page feature to send a page to the selected Page Group or all of the phones at your site. The page is broadcast through the speaker of each available phone.	Unassigned	Group paging is not available for SIP phones.	Select Active or Inactive
Park and Retrieve	Use the Park and Retrieve feature to place a call on hold at a location where another user can retrieve it. When you associate the Park key with a specific location, activating	Park/ Retrieve (if Any is chosen), Park on X (if specific location is chosen)	Any; Location 1 to Location 9 for Standard locations; Location 10 to Location 99 for Extended locations. Locations are defined on the	N/A

Feature	Description	Label	Details	Status
	it parks the call at that location; when you associate the Park key with Any, the system automatically selects the location and tells you the location when the call is parked. Press Park/Retrieve or Park on X to retrieve the call.		**Tenant Details** page.	
Primary Phone	The Primary Phone designates which multi-desked phone originates click-to-call requests and receives intercom requests. The key can only be active on one phone: pressing it on one phone deactivates it on another.	Primary Phone	N/A	Select Active or Inactive
Pickup	Assign the Pickup option to a memory key to allow you to answer an incoming call to any member of the call pickup group.	Pickup	Selecting Pickup displays the available pickup groups in the Details list. Select a pickup group from the list to enable the Pickup option **Note:** The Pickup option is not displayed if you are not a member of a call pickup group. Directed Pickup and Group Pickup are not available for SIP phones.	N/A
Redial List / Dial	Assign the Redial List / Dial option to a	Redial List / Dial	Not available for SIP phones. For Mitel	N/A

Feature	Description	Label	Details	Status
	phone to display the list of recently dialed calls. The key can also be used to Dial a number displayed on the LCD display (Call lists, Redial lists, and Directory displays). This is only appropriate for Mitel 5304 IP phones.		6900 phones, use the (Call History) button on the phone.	
Transfer / Conference	Assign the Transfer / Conference key to a phone to allow transferring and conferencing of calls. Press once to transfer a call and twice to make an n-way call. This is only appropriate for Mitel 5304 IP phones.	Transfer / Conference	N/A	N/A
Twinning on/off (LED)	Assign the Twinning on/off option to a memory key to allow you to activate or deactivate your twinning feature.	Twinning on/off	N/A	Select Active or Inactive
Unassigned	An Unassigned memory key has no action associated with it.	Unassigned	N/A	N/A
Voicemail	Assign the Voice Mail option to a memory key to allow access to the Voice Mail system. This is only appropriate for Mitel 5304 IP phones.	Voicemail	N/A	N/A

Print Labels

Using Print Phone Labels, you can customize and print labels for the programmable buttons on the phone.

1. Click **My Phones** in the Navigation pane.
2. Click **Print Key Labels** at the bottom of the Information pane.

   The system opens a new window. A PDF Template file will open with templates and instructions for the phone labels.

> **NOTE** Each box has a limited space. If the label for that key exceeds the size available, a + sign will appear next to the key. Reduce the number of characters in the label to eliminate the + sign.

3. Customize the labels and click **Print**.
4. You can cut out the labels and insert them under the plastic covers on your phone.
5. You can save the file to your local drive for future use.
6. Close the browser window.

Reset Keys

To clear your key assignments for a given profile, click **Reset Keys**.

Configure Ring Tones

Distinctive Ringing gives subscribers the ability to choose between pre-defined ring tones. Distinctive Ringing lets users set the ringing tone on their phone to differentiate it from other near-by stations (Distinctive Ringing by Station), differentiate based on whether the call originated from internal or external (Internal/External Distinctive Ringing), and differentiate between calls targeted directly at their extension versus group calls (Call Type Distinctive Ringing).

The originator of the call is used to determine the Internal/External ringing type at the terminating device. Group ringing is only used when the phone is ringing as a result of a group call directly; for example, forwarded group calls do not cause group ringing. A call gets External treatment only if the originator of the call is at the Telco level.

If the ring tone is not configured at the Subscriber level, it defaults to the Tenant level; if the ring tone is not configured at the Tenant level, it defaults to the Telco level.

To configure Ring Tones, follow these steps:

1. Click **My Phones** in the Navigation pane.
2. Click **Configure Ring Tones**.

   The system returns the Configuring Ring Tones dialog.

3. Choose the Extension for test. (Tenant Administrator only.)
4. From the Internal call direct drop-list, select the ring tone you want to use.
5. From the Internal call via group drop-list, select the ring tone you want to use.
6. From the External call direct drop-list, select the ring tone you want to use.
7. From the External call via group drop-list, select the ring tone you want to use.
8. Click **Save**.

You can click **Test** to listen to the sound of the ring tone you have chosen.

Polycom Ring Tones

To select the ring tone for Polycom VVX phones that applies only to Monitor Extension and Pickup Group keys, follow these steps:

1. Select the ring tone from the drop-down list.
2. Click **Save**.

My Call Handling

Using Call Handling, you can decide how your calls should be handled when you cannot answer them including when you are logged out of your phone. To view your Call Handling options select the My Call Handling option in the Navigation pane.

Using My Call Handling, you can perform the following tasks:

- View and change your Call Forwarding (Always) settings.
- Toggle Do Not Disturb.
- Toggle Call Waiting Tone.
- View and change your Call Coverage (Busy/No Answer) settings.
- If allowed for your account, you can view and edit your Selective Call Routing Configuration options.
- If allowed for your account, you can also view and edit your Twinning options.
- View and edit your Call Coverage (Busy/No Answer) options.

Calls are processed in order of Call Handling settings, that is

1. Call Forwarding (Always)
2. Do Not Disturb
3. Call Waiting Tone
4. Selective Call Routing Configuration
5. Twinning (if applicable)
6. Call Coverage (Busy/No Answer)

Depending on your dial plan, you may need to prefix 9 + 1 + area code for long distance calls.

Call Forwarding (Always)

Call forwarding lets you immediately forward calls to the selected destination.

You can program a telephone key (see Program Memory Keys) or use WebAdmin to toggle Call Forwarding.

To configure call forwarding using WebAdmin, follow these steps:

1. In the left-hand menu, select **My Call Handling**.
2. From the **Call Forwarding** section, select from one of the following options:
   - None
   - Call Coverage (Busy/No Answer), and select Call Coverage (Busy/No Answer).
   - **Auto Attendant**, and select an Auto Attendant from the drop-down list.
   - **My Co-worker**, and select a **Co-worker** from the drop-down list.
   - **Another Phone Number**, and either enter a phone number (including "9" if it is an outside call) or, if programmed, select a phone number from the drop-down list.

     The list contains a set of forward to key values and active forward to prompt values. When you input a new number, it is treated as forward to prompt.

3. Click **Save**.

Do Not Disturb

Do Not Disturb (DND) immediately redirects all incoming calls to the active call coverage option, and blocks incoming page/intercom requests. Calls do not go to any logged-in device (except group calls where members are not allowed to leave group), rather they go to the active call coverage option. DND overrides twinning: calls do not simultaneously ring a twinned device while DND is active. When DND is deactivated, all user features return to their state prior to DND activation.

You can program a telephone key (see Program Memory Keys) or use the WebAdmin to toggle DND (all phones other than Verge phones, see below).

To enable DND using WebAdmin, follow these steps:

1. In the left-hand menu, select **My Call Handling**.
2. In the **Do Not Disturb** section, check the box.
3. Click **Save**.

Activating DND/Presence on Verge phones

For Verge phones, DND is enabled using a function button on the phone using the following steps:

1. Press

.
2. Select the presence/DND option from the drop-down list.

The option you select is displayed in a yellow status bar at the top of the phone display.

To de-activate the setting, toggle the DND/Presence function button.

Call Group Interaction

The following interactions apply to Call Groups. When users

- cannot leave the group, group calls (Hunt, Broadcast, and Rollover) are still presented even when DND is active.
- are primaries of a pickup group, the call is immediately deflected and the other members are unable to pick up the call.
- are secondaries of a pickup group, the call is immediately deflected.
- are primaries of a monitor group, the call is immediately deflected and the other members are unable to pick up the call.
- are secondaries of a monitor group, there is no audible alert.

Exceptions

The following exceptions apply:

- Parked Call Reminder overrides DND—Phone rings when a call is parked by the user when DND is active.
- Call Hold Reminder overrides DND—Hold reminder in effect when user places a call on hold while DND is active.
- Call Forwarding takes precedence over DND—Call redirects to active CF destination before Call Coverage is invoked.

To activate the feature, press the key that you programmed for DND.

The LED on the keys lights to indicate that the feature is active.

The screen flashes **Do Not Disturb ON**.

Call Waiting Tone

While you are on an active call, Call Waiting Tone (CWT) provides an audible notification tone alerting you that another call is waiting to be answered on another line appearance. CWT is only supported for MiNET phones. SIP phones may implement a local variant of this feature.

To enable CWT, follow these steps:

1. In the left-hand menu, select **My Call Handling**.
2. In the **Call Waiting Tone** section, check the box.
3. Click **Save**.

When left unchecked, the default behavior for phones is Splash Ring.

Selective Call Routing

When your administrator enables Selective Call Routing (SCR), you can define a series of rules to determine how incoming calls are handled. You can have all calls, or calls from specific numbers, routed to your phone, to a group of phones, directly to voicemail, or rejected. You can also define intermediate and final destinations for each type of call. For example, you can initially route a call to a co-worker's phone and, after a defined number of rings, route it to the Auto Attendant.

See the following topics:

- Selective Call Routing Guidelines
- Selective Call Routing Configuration
- Selective Call Routing Configuration Examples

Selective Call Routing Guidelines

Review the following guidelines before configuring Selective Call Routing (SCR).

- All features defined for an extension function when SCR sends a call to that extension. For example, if an account is part of a Pickup group, and you set up an SCR rule routing certain calls to that extension, those calls are sent to all extensions in the Pickup group.

  > NOTE When an SCR rule routes calls away from an account, any settings for Twinning or Monitor groups defined for that account are not applied.

- The number of times a call rings is determined by whatever destination (your account, all intermediate destinations and the final destination) has the least number of rings. For example, if one of your intermediate destinations sends the call to My Voicemail after two rings, the call goes to voicemail after only two rings, even if you set SCR to ring your intermediate destinations five times.
- Every extension is autonomous. Once a call is sent to one of your intermediate destinations, the configuration for that extension takes over. If that extension sends the call immediately to voicemail, the call goes directly to the extension's voicemail, even if you set SCR to ring all your other intermediate destinations five times. In this example, the other intermediate destinations may not ring at all.
- SCR prevents calls from looping. If your SCR setting sends a call to an intermediate destination, and that intermediate destination includes your extension as part of its SCR settings, the call is not sent back to you.
- SCR rules do not apply to calls that are received as part of a Broadcast group, Hunt group, or Rollover group (see Call Groups for more information about group call options).

- Calls routed by SCR rules to accounts (your account and all intermediate and final destination accounts) that are the primary account for Twinning or Monitor groups, or are part of a Pickup group, are processed according to the normal rules for those features. For example, if you are member of a Pickup group and an SCR rule sends a call to your extension, all other members of the group receive a notification.
- When a subscriber's SCR rule sends a call to a Call Group, the normal rules for that Call Group apply—the first phone to pick up answers the call and stops the other phones ringing or being notified.
- When your intermediate destination activates DND—either when it is active or pressed during ringing (Deflect Call)—the call leg is dropped and DND is not invoked.
- SCR rules are applied based on their priority. If you want a rule applied, make sure it is not superseded by a higher priority rule. For example, if the highest priority rule rejects all calls, then no other SCR rules are applied.
- A rule must be active to be applied. Inactive rules are ignored even if they have a higher priority than active rules.
- When a subscriber has Twinning activated and adds an SCR rule with an intermediate target that is the same as the twinning target, an inbound call that is routed by the SCR rule *may* reach the subscriber's twinning target's coverage, for example, mobile voicemail.

Selective Call Routing Configuration

To use SCR, define one or more rules and activate the ones you want to use. The list order indicates the priority in which rules are applied. You can change the priority of a rule by selecting the rule and dragging it up or down in the priority list. You can configure up to five rules.

> When setting rule priorities, be aware of how the rules interact. For example, if the rule with the highest priority specifies "All Callers", none of the subsequent rules are followed.

To apply a rule to incoming calls, check the **Active** box. To edit a rule, click on the rule name to access the **Edit Selective Call Routing Rule** screen. To delete a rule, highlight the rule and click **Delete**.

For a list of guidelines to configuring Selective Call Routing rules, see Selective Call Routing Guidelines.

For examples of possible **Selective Call Routing** configurations, such as VIP/Follow Me or White List/Black list, see Selective Call Routing Configuration Examples.

To add an SCR rule, follow these steps:

1. Click **My Call Handling** in the left menu.
2. In the **Selective Call Routing** section, click **Add A Rule**.

The system returns the **Selective Call Routing Rule** page.

3. In the **Rule Name** field, enter a name for the rule.
4. Use the **Caller ID List** to define up to 50 incoming callers. You can apply the rule to all incoming calls or to calls from specific callers.
    - To apply the rule to all incoming calls:
        a. Select **All Callers**.
    - To apply the rule to specific calls:
        a. Select **Specific Callers**, and select one of the following options to add caller IDs to the list:
            - **Extension**—routes all incoming calls from a specific extension.
            - **Exactly Matches**—routes calls from a specific phone number.
            - **Starts with**—routes all calls starting with a specific number or group of numbers (for example 18 for all 1-800 calls).
            - **Unavailable**—for all calls with a number the system cannot identify.
        b. Click **Add** to add the ID to the list.

> Since the numbers or partial numbers you are entering are for incoming caller IDs, do not include any of the digits used for outbound calls (such as 9).

You can edit the name of any caller ID by clicking on the **Label** field. For example, you can change **Starts with 18** to **All 1-800 calls**.

5. Use **Routing Options** to define how the calls identified in the **Caller ID List** are routed:
    - **Reject Call**—rejects all calls in the **Caller ID List**.
    - **Destinations**—indicates where the call is routed. You can select both an **Intermediate** and a **Final** destination.

> While an intermediate destination is optional, all rules must have a final destination when you select **Destinations**.

    a. To define an **Intermediate** destination:
        i. Enter a label and phone number.
        ii. Click **Add**.
        iii. Enter a value for the **Number of rings before Final Destination is invoked**. The default is 5.

    You can define up to five intermediate destinations.

    b. To define a **Final** destination, select from one of the following options:
        - **Call Coverage (Busy/No Answer)**
        - **My Voicemail**
        - **Auto Attendant**—select an **Auto Attendant** from the drop-down list.
        - **My Co-worker**—select a **Co-worker** from the drop-down list.

- **Another Phone Number**—enter a phone number (include all numbers you would normally dial. For example, 9 when it is an outside call)

> The following rules apply when configuring your final destination:
> # Do *not* use your own extension as a final destination.
> # *Only* use your own DID when your outgoing Caller ID dos not match your rule criteria. For example, your rule uses a Specific Callers list that does not include any of your company's external numbers, including your own calling line ID or switchboard number.

6. Click **Save**.

Selective Call Routing Configuration Examples

The following examples show you how to configure:

- VIP Find/Follow Me
- White/Black List
- Anonymous Call Rejection
- Selective Call Acceptance

> To configure any of the examples listed above, your administrator must enable Selective Call Routing Configuration as one of your **Services**.

Example 1: Configuring VIP Find/Follow Me

This example shows you how to configure your phone to recognize the number of an important caller, and route it to several locations simultaneously. After a defined number of rings, the call is sent to your voice mail.

To configure VIP Find/Follow Me, follow these steps:

> In this example, Call Coverage (Busy/No Answer) is set to **My Voice Mail** and Twinning is enabled.

1. Click **My Call Handling** in the left menu.
2. In the **Selective Call Routing** section, click **Add A Rule.**

   The system returns the **Selective Call Routing Rule** page.

3. In the **Rule Name** field, enter the name or title of the VIP.
4. In **Caller ID List**, click **Specific Callers**.
5. Select **Exactly Matches** from the drop-down list and enter the number of the VIP caller.
6. Click **Add**.
7. In **Routing Options**, click **Destinations**.

8. Under **Intermediate**, enter the name and number of one of the locations to route the call. For example, enter **My Office**, and the number of your office phone.
9. Click **Add**.
10. Repeat for up to five intermediate destinations.
11. Enter the number of rings each phone number on your list receives before the call is sent to the final destination.
12. Under **Final**, click **Call Coverage**.
13. Click **Save**.

    The system returns the **My Call Handling** page.

14. In the **Selective Call Routing** section, check the **Active** box to enable the rule.
15. Check the priority of the rule to make sure it is not superseded by a rule with a higher priority. Drag-and-drop the rule to the correct location.

Example 2: Configuring a White/Black List

This example shows you how to set up a list of caller IDs to accept, and a list of caller IDs to block.

To configure a white/black list, you need to define two rules, one for the white list and a separate one for the black list. The white list rule must have a higher priority than the black list rule. Follow these steps to configure the white list of caller IDs (these are calls you want allowed):

1. Click **My Call Handling** in the left menu.
2. In the **Selective Call Routing** section, click **Add A Rule.**

    The system returns the **Selective Call Routing Rule** page.

3. In the **Rule Name** field, enter a name for the white list rule.
4. In **Caller ID List**, click **Specific Callers**, and select one of
    • **Exactly Matches**, to enter the number of a specific caller.
    • **Extension**, to allow all calls from a specific extension.
    • **Starts With**, to allow all calls starting with a specific set of numbers.
5. Click **Add**.
6. Repeat to add all the caller IDs or types of caller IDs you want to allow.
7. In **Routing Options**, click **Destinations**.
8. If you want an intermediate destination for all the caller IDs on your white list, click **Intermediate** and enter the name and number of one of the locations to route your white list.
9. Click **Add**.
10. Repeat for up to five intermediate destinations.
11. Under **Final**, select the final destination for all the caller IDs on your white list.
12. Click **Save**.

    The system returns the **My Call Handling** page.

13. In the **Selective Call Routing** section, check the **Active** box to enable the rule.

Follow these steps to configure the black list of caller IDs to block:

1. Click **My Call Handling** in the left menu.
2. In the **Selective Call Routing** section, click **Add A Rule**.

   The system returns the **Selective Call Routing Rule** page.

3. In the **Rule Name** field, enter a name for the black list rule.
4. In **Caller ID List**, click **Specific Callers** and select one of
   - **Exactly Matches**, to enter the number of a specific caller.
   - **Extension**, to allow all calls from a specific extension.
   - **Starts With**, to allow all calls starting with a specific set of numbers.
5. Click **Add**.
6. Repeat until you have added all the caller IDs or types of caller IDs to block.
7. In **Routing Options**, click **Reject Call (send busy signal)**.
8. Click **Save**.

   The system returns the **My Call Handling** page.

9. In the **Selective Call Routing** section, check the **Active** box to enable the rule.
10. Verify that the white list rule has a higher priority than the black list rule. If the white list rule is lower than the black list, callers on the white list may accidentally be blacklisted. Drag-and-drop the rules to change the order of the rules.

Example 3: Configuring Anonymous Call Rejection

This example shows you how to configure your phone to reject all calls coming from a caller ID the system cannot identify.

To configure Anonymous Call Rejection, follow these steps:

1. Click **My Call Handling** in the left menu.
2. In the **Selective Call Routing** section, click **Add A Rule.**

   The system returns the **Selective Call Routing Rule** page.

3. In the **Rule Name** field, enter a name for the rule.
4. In **Caller ID List**, click **Specific Callers**.
5. Select **Unavailable** from the drop-down list.
6. Click **Add**.
7. In **Routing Options**, click **Reject Call (send busy signal)**.
8. Click **Save**.

   The system returns the **My Call Handling** page.

9. In the **Selective Call Routing** section, check the **Active** box to enable the rule.
10. Check the priority of the rule to make sure it is not canceled by a rule with a higher priority. Drag-and-drop the rule to the correct location.

Example 4: Configuring Selective Call Acceptance

This example shows you how to configure your phone to accept only certain caller IDs and to reject all other calls.

To configure Selective Call Acceptance, you need to configure two rules, one identifying the calls to accept and a separate rule blocking all other calls. Follow these steps to configure the list of caller IDs to accept:

1. Click **My Call Handling** in the left menu.
2. In the **Selective Call Routing** section, click **Add A Rule.**

   The system returns the **Selective Call Routing Rule** page.

3. In the **Rule Name** field, enter a name for the acceptance rule.
4. In **Caller ID List**, click **Specific Callers** and select one of
   • **Exactly Matches**, to enter the number of a specific caller.
   • **Extension**, to allow all calls from a specific extension.
   • **Starts With**, to allow all calls starting with a specific set of numbers.
5. Click **Add**.
6. Repeat until you have added all the caller IDs or types of caller IDs you want to accept.
7. In **Routing Options**, click **Destinations**.
8. If you want an intermediate destination for all the caller IDs on your list, click **Intermediate** and enter the destination.
9. Click **Add**.
10. Repeat for up to five intermediate destinations, for example, your cell phone, remote office, home phone, etc.
11. Under **Final**, select the final destination for all the caller IDs.
12. Click **Save**.

    The system returns the **My Call Handling** page.

13. In the **Selective Call Routing** section, click the **Active** box to enable the rule.

Follow these steps to configure a rule blocking all other caller IDs:

1. Click **My Call Handling** in the left menu.
2. In the **Selective Call Routing** section, click **Add A Rule**.

   The system returns the **Selective Call Routing Rule** page.

3. In the **Rule Name** field, enter a name for the blocked calls rule.
4. In **Caller ID List**, click **All Callers**.
5. Click **Add**.
6. In **Routing Options**, click **Reject Call (send busy signal)**.
7. Click **Save**.

The system returns the **My Call Handling** page.

8. In the **Selective Call Routing** section, check the **Active** box to enable the rule.
9. Check the priority of the rules to make sure the rule for acceptable callers IDs has a higher priority than the rule rejecting all calls. Drag-and-drop the rules to place them in the correct order.

Call Coverage (Busy/No Answer)

Using Call Coverage, you can decide how your calls are handled when you are busy, unavailable to answer, or logged out of your phone. To view your Call Coverage options select the My Call Coverage option in the Navigation pane. If allowed for your phone, this page also allows you to set the twinning option which allows you to ring another phone (such as your cell phone) simultaneously with your desk phone. See Twinning.

To set up or change Call Coverage, follow these steps:

1. Select one of the following options:
   * **None**
   * **Auto Attendant**, and select an Auto Attendant from the drop-down list
   * **My Co-worker**, and select a **Co-worker** from the drop-down list
   * **Another Phone Number**, and enter a phone number (including "9" if it is an outside call).
2. Select how many times you want the phone to ring before going to the coverage option.
3. Click **Save**.

To disable Call Coverage, check **None** and click **Save**.

If you log out of your phone the call coverage option that you last set up will apply unless you had call forwarding turned on.
If you configure your call coverage to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See Permissions for instructions on how to view your call permissions.
If the Call Coverage option of your choice no longer exists (an Auto Attendant or Co-worker), your call coverage will default to No Call Coverage.
If you cannot select **My Voicemail**, it is because your phone has not been configured for voicemail. See the system administrator.

Twinning

If the option is allowed by your administrator, you can configure twinning, which allows you to ring another external phone (such as your cell phone) simultaneously with your desk phone. To view your Twinning options select the **My Call Handling** option in the Navigation pane.

Follow these steps to set your twinning parameters:

1. Check **Activate Personal Twinning**.
2. Check **Activate Group Twinning**.
3. In the **Twinning Target** field, enter the phone number of the phone you want to ring in addition to your desk phone. Enter the number as you would normally dial it from your desk phone including prefix digits.
4. Select the maximum number of simultaneous calls you want sent to your twinning target from the **Maximum #of simultaneous calls to Target** drop-down list. Note that your desk phone can receive as many simultaneous calls as its number of Line Appearance keys.
5. Click **Save.**

⚠ Do not configure your Twinning Target to be your own company phone number.

My Call Groups

Using the My Call Groups page, you can perform the following tasks:

- View all Call Groups to which you belong. See Call Groups.
- View the members of Call Groups to which you belong. See Call Groups.
- Join and leave Call Groups. See Join and Leave Call Groups.
- Twin Group calls. See Twin Call Group Calls.

My Calls

The My Calls page displays all your inbound and outbound call history in a tabular format. The system displays calls in a reverse chronological order (from most recent to past) using your company's time zone setting.

The table comprises the following columns:

- Date—the date of the start of the call.
- Time—the time of the start of the call (based on call related site time zone).
- From—the calling ID of the incoming call.
- Dialed—the dialed digits of the call.
- Target—the terminating extension of the call.
- Answer—the number answering the call.
- Length—the length of the call.
- Account Code—the account code of the call, if used. (Must be enabled.)
- Status—the status of the call. One of
  - 📞 Dialed
  - 📞 Answered

- Missed
- Redirected

To optionally view your calls for a specific period, follow these steps:

1. Select a time range based on your company's default timezone.
2. Click **Refresh**.

   The system filters the list based on your criteria.

Once you have the call history you want, click **Export Options: CSV** to export it in CSV (comma-separated values) format.

My Voicemail

If the voicemail capability is enabled and you have a voicemail box, you will be presented with an extra web page - **My Voice Mail** on the web interface. By logging in to the web interface and selecting this new page, you will then be presented with the various features that you can control.

You can configure the following:

- Listen to Your Voicemail messages (MWI)—see Listen to Voicemail Messages.
- Your Message Waiting Indicator (MWI)—see Enable Message Waiting Indicator.
- Email notification of voice message—see Configure Email Notification of Voice Messages.
- Email forwarding of voice messages—see Configure Email Forwarding of Voicemail Messages.
- Your dial-0 destination—see Configure Dial-0 Destination.
- The language used for voice mail retrieval—see Configure Language for Voicemail Retrieval.
- The timezone used for playback of voice message information—see Configure Voicemail Timezone.
- Reset your voicemail PIN—see Reset Voicemail PIN.

Listen to Voicemail Messages

You can listen to your voicemail messages from the My Voice Mail page.

To listen to your messages, follow these steps:

1. Click **My Voice Mail** in the left-hand menu.
2. In the **List to your voicemail messages** section, click **Listen**

The system returns the visual voicemail portal.

Enable Message Waiting Indicator

To enable the Message Waiting Indicator lamp on your phone, follow these steps:

1. Click **My Voice Mail** in the left menu.
2. In the **Receiving Voice Mail** section, check **Use phone Message Waiting Indicator**.
3. Click **Save**.

If this is enabled, your phone's Message Waiting lamp will be on whenever you have a phone message waiting for you.

Configure Email Notification of Voice Messages

To configure the system to send you an email whenever a voice message is deposited in your voicemail box, follow these steps:

1. Click **My Voice Mail** in the left menu.
2. In the **Receiving Voicemail** section, check **Send email notification(s) to:**
3. Enter the email address(es) that you want the notifications sent to. You can enter multiple email addresses delimited by semi-colons [;], commas [,], or spaces [ ].
4. Click **Save**.

> This only sends a notification to your email address. It does not send the voice message. To configure the sending of the voice message, see Configure Email Forwarding of Voicemail Messages.

Configure Email Forwarding of Voicemail Messages

To configure the system to send you an email containing the voice message when it is deposited in your voicemail box, follow these steps:

1. Click **My Voicemail** in the left menu.
2. In the **Receiving Voice Mail section**, check **Send copies of the voicemail as an email attachment to:**
3. Enter the email address(es) that you want the notifications sent to. You can enter multiple email addresses delimited by semi-colons [;], commas [,], or spaces [ ].
4. From the pull-down list, select whether to **delete** or **keep** a copy on the Voicemail system.
5. Click **Save**.

If you configure your voicemails to be emailed and deleted from the voicemail system, then you must also disable the Message Waiting Indicator. See Enable Message Waiting Indicator.

Configure Dial-0 Destination

To configure the system so that callers to your voicemail box can press "0" to be redirected to a specific number, follow these steps:

1. Click **My Voicemail** in the left menu.
2. In the **Dial-0 destination** section, check **Enable dial-0**.
3. Select one of the following:
   - **The default configured by my administrator**
   - **My Co-worker**, and select a **Co-worker** from the drop-down list
   - **Call Group**, and select a **Call Group** from the drop-down list
   - **Auto Attendant**, and select an **Auto Attendant** from the drop-down list
4. Click **Save**.

Configure Language for Voicemail Retrieval

To configure the language that is used when you retrieve your messages, follow these steps:

1. Select **My Voicemail** in the left menu.
2. In the **Language** section, select the appropriate language from the pulldown list.
3. Click **Save**.

Note that this does not affect the language that is used for callers to your voicemail box. Callers to your voicemail box will hear system prompts in the language or languages specified for your company. Contact your Service Provider if you want to change this.

For other language settings, see Setting your Language

Configure Voicemail Timezone

When retrieving and playing back your voice messages, the system may indicate the date and time when the messages were deposited. To configure the timezone that the system uses for playback of your voice messages, follow these steps:

1. Click **My Voicemail** in the left menu.
2. In the **Time Zone** section, select the appropriate timezone from the pull-down list.
3. Click **Save**.

Reset Voicemail PIN

To reset your voicemail PIN, follow these steps:

1. Click **My Voicemail** in the left menu.
2. In the **Voicemail PIN** section, enter your new PIN in each of the two boxes.
3. Click **Save**.

Your voicemail PIN must be between four and ten digits.

> # This is not the same as the PIN which is used for logging into your phone and the web interface. See Change PIN.
> # If your browser is configured to auto-fill the fields for resetting the PIN, it may fill in the other PIN which is used for logging into the web interface. To avoid this, clear the field and fill in the correct voicemail PIN value.

My Dynamic Site

The Dynamic Site Support feature allows telephone users to create their own dynamic site from any location with an IP connection to the Service Provider. The Service Provider can provision this capability for any telephone user. Your company administrator cannot provision this capability. Once you create a dynamic site, you can log into your phone at that site as if you were in the office.

When this feature is enabled, you are presented with an extra web page—**My Dynamic Site**—on the web interface. By logging into the web interface and selecting this new page, you are presented with the option to create a dynamic site or to release one. This capability requires that you have a specially configured phone provided by your Service Provider.

When you select the button to create a dynamic site, the system automatically detects the router your PC is connected to and then provisions a site using that router address. You then re-boot your phone (disconnect and reconnect the power). It obtains an IP address locally and then registers with the phone service using the newly created dynamic site.

When a dynamic site is released, either automatically (by default one hour after the last phone disconnects) or explicitly through WebAdmin, the system

- deletes that site and disables any phones at that site; you are unable to use any phones at that site until you re-create it
- preserves the currently logged-in user; when a phone reconnects from any site, the account reflects the current reality of the system, that is, whether the user is logged-in or logged-out

For information purposes, the **My Dynamic Site** page displays the IP address of your computer. It also displays the IP address of the dynamic site (the router address) if you have created one.

If you have the dynamic site capability enabled for you, you can use the My Dynamic Site page to perform the following tasks:

* Create a dynamic site. See Create a Dynamic Site.
* Release a dynamic site. See Release a Dynamic Site.
* View current dynamic site information. See View Dynamic Site Information.

Create a Dynamic Site

To create a dynamic site, follow these steps:

1. Click **My Dynamic Site** in the left menu.
2. Click **Create Dynamic Site**.

   The system creates a dynamic site based on the current location of your PC. If you already have a site associated with a different location, it will be released before any new site is created.

Release a Dynamic Site

To release a dynamic site, follow these steps:

1. Click **My Dynamic Site** in the left menu.
2. Click **Release Dynamic Site**.

   The system releases your dynamic site regardless of the site from which you are currently connected. It will also log you out from your phone.

View Dynamic Site Information

To view your current dynamic site information, click **My Dynamic Site** in the left menu.

At the bottom of the page, you can see a line that specifies the address you are currently connected from, which indicates the IP address of the computer you are currently logged into. This could be at your dynamic site or at a regular static site of your company.

At the bottom of the page, you will also see a line which specifies the dynamic site IP address. This will display the address of your dynamic site (the address of the router to which your PC is connected) or blank if you do not currently have a dynamic site.

Connect your Phone to a Dynamic Site

Follow the normal steps to connect your phone on the network defined as your dynamic site.

If you connect your phone to a network that is not the one defined for your dynamic site, your phone will display "Not a Valid Site".

Once your phone is connected, follow the normal steps to log in.

Contact Lists

The phone system has the following three contact lists:

- Personal Contacts
- Internal Contacts
- External Contacts

Personal Contacts

You can manage your own (and *only* your own) personal contacts, including

- Add Personal Contacts
- Add Personal Contact Field
- Import Personal Contacts

To view Personal Contacts, click **Personal Contacts** in the Navigation pane.

For Mitel MN6900 phones, see Mitel MN6900 Contacts.

When logged in as Tenant Administrator, you only see your own personal contacts.

Add Personal Contacts

To add a personal contact, follow these steps:

1. Click **Personal Contacts** in the left-hand menu.
2. Click **Add**.
3. Enter the Contact.
4. Click **Save**.
5. From the list of Personal Contacts, click the contact that you added.

   The system returns the Add Personal Contact Field page.

6. Add Personal Contact Field

To delete a personal contact, check the box beside the Identifier and click **Delete**.

To delete all contacts at once, click **Delete All**. Note that this operation might take several minutes to complete.

Limitations

See Import Contacts Limitations and Restrictions.

Add Personal Contact Field

To add a personal contact field, follow these steps:

1. From the Personal Contacts page, click the **Identifier** of the contact.

   The system returns the Personal Contact page for that contact.

2. Click **Add**.

   The system returns the Personal Contract Field page.

3. Enter a value for **Label**, for example, business email address or phone number.
4. Enter a value for **Value**, for example, an email address or a phone number.

NOTE   When adding an external phone number, ensure you do *not* include the out digit.

---

5. Click **Save**.

To delete a personal contact field, check the box beside the Label and click **Delete**.

Import Personal Contacts

You can import contacts in two ways:

- Import Personal Contacts through CSV Files
- Google Import

See Import Contacts Limitations and Restrictions.

Import Personal Contacts through CSV Files

You can import CSV files containing contacts.

NOTE   You have to be logged in as a subscriber for this feature to work.

To import a personal contact list, follow these steps:

1. Click **Personal Contacts** in the left-hand menu.

2. Click **Browse...** and browse to the file location.
3. Select the file and click **Open**.
4. Click **Import**.

    Note that it may take several minutes to complete.

When you import a CSV file:

- column headers in the file become the Contact **Label**
- column data becomes the Contact **Value**

Example 1

For example, the following format

	A	B	C	D	E	F
1	Identifier	Home	Mobile	Office	Cottage	Other
2	Bill Jones	212-555-1212	212-555-2222	212-555-3333	212-555-4444	212-555-5555
3	Jane Smith	973-555-1212	973-555-2222	973-555-3333	973-555-4444	973-555-5555
4						

renders as

2 items found, displaying all items.

☐	**Contact**	▲
☐	Bill Jones	
☐	Jane Smith	

2 items found, displaying all items.

Add	Delete	Delete All

Clicking **Contact** Bill Jones expands the contact and display the list of phone numbers.

Example 2

The following format

displays as

Clicking **Contact** Bill Jones expands the contact and display the list of phone numbers.

You can see that the Outlook Format also includes the First and Last name as contact fields.

> Importing a CSV record where the Identifier is not taken to be one of the following will use the first non-empty column value or the contact will not be imported:
> # the Identifier column value
> # the concatenation of the <First Name>>:" "::<Last Name>
> # the <First Name>
> # the <Company Name>

See Import Contacts Limitations and Restrictions.

Google Import

You can import contacts from your Google account.

> You have to be logged in as a subscriber for this feature to work.

To import contacts from your Google account, follow these steps:

1. Click **Personal Contacts** in the left-hand menu.
2. Click **Google Import**.

   If you are not already signed in, the Google Sign in page is returned. If the following error is returned, contact your Telco.

```
400. That's an error.

Error: invalid_request

Missing required parameter: client_id
```

3. Enter your Google account credentials.

   Google asks you to let *silhouette* manage your contacts.

4. Click **Accept**.

   silhouette imports your Google contacts.

Import Contacts Limitations and Restrictions
Limitations

The following limitations apply. When the maximum is exceeded, the system returns the associated error messages:

1. 100 maximum fields per contact—Maximum allowed fields in a single contact limit reached. Extras ignored. Imported <0> fields of Contact <1>,
   where
   <0> is the number of fields that were imported/total in the contact
   <1> is the contact identifier that is now missing fields.
2. 70000 maximum fields total—Maximum allowed contact fields limit reached. Extras ignored. Imported <0> Contacts, where <0> is the number of contacts that were imported/total in the file
3. 3200 contacts—Maximum allowed contacts limit reached. Extras ignored. Imported <0> Contacts, where <0> is the number of contacts that were imported/total in the file

> **NOTE** Contacts can be excluded when the contact limit and field limit have been reached, in which case the system returns both errors 2 and 3. It is also possible that exclusions in 1 result in no exclusions from 2.

Restrictions

The following restrictions apply:

- Importing a CSV file with any field Label length greater than 256 chars will abort the entire file.
- Importing a CSV file with any field value length greater than 256 chars will truncate that one value only.
- Importing a CSV record where the Identifier is taken to be the concatenation of the <First Name>::" "::<Last Name> will have those values concatenated before they are truncated and then truncated if it exceeds 513 characters.

Internal Contacts

To view Internal Contacts, select **Internal Contacts** in the Navigation pane.

For Mitel MN6900 phones, see Mitel MN6900 Contacts.

External Contacts

Your administrator manages external contacts. You can configure external contacts as speed-dial options. See Company Speed Dial.

To view external contacts, click **External Contacts** in the Navigation pane.

Sort Contact List

You can sort a list from either contact page. See Internal Contacts and External Contacts.

To sort a list, select the column header of the field that you want to sort on. To reverse the sorting order, select the column header a second time.

Find a Person in Internal Contacts

To find a person, follow these steps:

1. Click **Internal Contacts** in the Navigation pane.
2. Type a First Name or Last Name in the **For** field.

   The system filters the list as you type your criteria. If there are multiple results, you can sort the results. See Sort Contact List.

NOTE To restore the entire directory list, click **Refresh**.

To make a phone call or send an email message, select the appropriate extension or email link from the list.

Find an Entry in External Contacts

To find a person, follow these steps:

1. Click **External Contacts** in the Navigation pane.
2. Type a Name or Phone Number in the **For** field.

The system filters the list as you type your criteria. If there are multiple results, you can sort the results. See Sort Contact List.

To restore the entire directory list, click **Refresh**.

To make a phone call or send an email message, select the appropriate extension or email link from the list.

Click to Call

You can only click to call from your own account.

To call a person or entry using click to call, follow these steps:

1. Click **Personal Contacts**, **Internal Contacts**, or **External Contacts** in the Navigation pane.
   - For **Personal Contacts**,
      a. Click the **Contact**.

         The system returns the **Personal Contact** page.

      b. Click the **Value**.
         For **Internal Contacts**, click the **Extension**.
         For **External Contacts**, click the **Phone Number**.

   The system displays a Calling pop-up window, which includes the following fields:

   - **Originating Extension**—the extension the call originates from.
   - **Originating Phone**—select a device to originate your call from in the **Originating Phone** drop-down list. Possible values are
      - **Default Device**—the device that you have designated as **Click to Call Originator** on the **My Phones** page
      - **Custom #**—an editable field in which you can enter a valid PSTN number, including the out-digit
      - **Twinning #**—the number you selected in Twinning, if active
   - **Destination Number**—if the number is not dialable as is, the system includes a message telling you to provide additional digits to make it dialable. Edit the number to make it dialable.
   - **Confirm Before Dialing**—Available only when you select **Custom #** or **Twinning #**. Automatically checked, if you checked the box in My Information. When checked, the system plays a voice prompt to the custom or twinning originating device (not other devices), which requires you to press 1 before dialing the call. Only appears when you select **Custom #** or **Twinning #**.
2. Click **Call**.

If **Custom #** or **Twinning #** is selected, your twinned target rings and you have to select a line or pick up the receiver to initiate the call. If **Confirm Before Dialing** is enabled, press **1** to continue the call to its destination.

3. When the party you are calling answers the call you can continue the call in speaker mode or you can lift the handset.

If your call is not answered, you have to terminate the call on your phone by lifting and replacing the handset or by pressing **Speaker**.

Cutting Through

You can cut through to various WebAdmin pages to make changes.

To log in, use the proper URL as follows:

```
https://<TOWS WebAdmin IP or Hostname>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?
tenantWebName=<Tenant Web URL>&UserID=<User Extension>&Password=<User PIN>&Target=<Target>
```

where

- `<TOWS WebAdmin IP or Hostname>`—TOWS WebAdmin IP address or the hostname
- `<tenantWebName>`—tenant name; must begin with forward slash [/]
- `<UserID>`—User ID
- `<Password>`—PIN
- `<Target>`—is one of the targets from the table below
- `<extensionTarget>`—User extension

Target	URL

My Personal Details	`https://<IP_address>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?`
	`tenantWebName=/<tenantWebName>&UserID=<UserID>&Password=`
	`<Password>&Target=basic/usr_personal`

My Phones	`https://<IP_address>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?`
	`tenantWebName=/<tenantWebName>&UserID=<UserID>&Password=`
	`<Password>&Target=basic/MyPhone.do`

My Voicemail	`https://<IP_address>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?`
	`tenantWebName=/<tenantWebName>&UserID=<UserID>&Password=`
	`<Password>&Target=basic/MyVoiceMail.do`

My Call Handling	`https://<IP_address>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?`
	`tenantWebName=/<tenantWebName>&UserID=<UserID>&Password=`
	`<Password>&Target=basic/MyCallHandling.do`

Selective Call Routing	`https://<IP_address>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?`
	`tenantWebName=/<tenantWebName>&UserID=<UserID>&Password=`
	`<Password>&Target=basic/MySCR.do`

My Call Groups	`https://<IP_address>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?`
	`tenantWebName=/<tenantWebName>&UserID=<UserID>&Password=`
	`<Password>&Target=basic/usr_call_groups`

Target	URL

My Dynamic Site	`https://<IP_address>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?`
	`tenantWebName=/<tenantWebName>&UserID=<UserID>&Password=`
	`<Password>&Target=basic/DynamicSite.do`

My Calls	`https://<IP_address>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?`
	`tenantWebName=/<tenantWebName>&UserID=<UserID>&Password=`
	`<Password>&Target=basic/MyCallList.do`

Internal Contacts	`https://<IP_address>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?`
	`tenantWebName=/<tenantWebName>&UserID=<UserID>&Password=`
	`<Password>&Target=basic/Search.do?`
	`area=searchitem.internaldirectory.lastName`

External Contacts	`https://<IP_address>/webadmin/en/user/jsp/ProcessBasicLogin.jsp?`
	`tenantWebName=/<tenantWebName>&UserID=<UserID>&Password=`
	`<Password>&Target=basic/Search.do?`
	`area=searchitem.externaldirectory.name`

Error Handling

The system returns errors in the following circumstances:

Error	Error Code
Incorrect login credentials.	Error 401
Not an admin user. Cut through is not allowed.	Error 403
Cut through target is invalid.	Error 400
Cut through target does not have this feature. (Applies to My Voicemail and My Dynamic Site only.)	Error 503

Appendix A: Star Codes

The following table shows available star codes (short cuts) that you can use on your phone.

Star Code	Feature	MiNET	VVX	Verge	SIP
*51	Intercom	Intercom PMK Dial *51, phone prompts for extension	Intercom Softkey Dial *51EXT then send	Dial *51EXT then send	Dial *51EXT then send
*67	Outgoing Call Privacy (OCP) (feature must be enabled)	OCP PMK Dial *67, then dial external number	OCP Softkey Dial *67XXXXX then send	Dial *67XXXXX then send	Dial *67XXXXX then send
*94	Directed Call Pickup (DCP) (must be monitor secondary with answer permission)	DCP PMK Dial *94, phone prompts for extension	DCP Softkey Dial *94EXT then send	Dial *94EXT then send	Dial *94EXT then send
*95	Park Call	Park/Retrieve PMK *95 not supported	Park softkey Blind transfer (REFER) to *95X where X=park location	*95X where X=park location, then send (supported for blind transfer REFER only)	Polycom SPIP: use park softkey, enter park location Blind transfer (REFER) to *95X where X=park location
*96	Retrieve Call	Park/Retrieve PMK *96 not supported	During off-hook, press "Pickup" softkey, then "Retrieve" and	Dial *96X where X=park location, then send	Polycom SPIP: During off-hook, press "Pickup" softkey, then

Star Code	Feature	MiNET	VVX	Verge	SIP
			enter park location Dial *96X where X=park location		"Retrieve" and enter park location Dial *96X where X=park location
*97	Site Page	Page PMK Dial *97	Page Softkey *97 not supported	*97 not supported	Page Softkey *97 not supported
*98	Voicemail Retrieval	Voicemail hardkey Voicemail PMK Dial *98	Voicemail soft/ hardkey Dial *98 SIP URI="voicemail"	Dial *98,	Polycom SPIP: Voicemail soft/ hardkey Dial *98 SIP URI="voicemail"
*99	Transfer to VM	Transfer softkey, follow prompts	Transfer to *99EXT	Transfer to *99EXT, then send	Transfer to *99EXT
*00	Logout	Dial *00 follow prompts	Log out only.	Logs out current user	n/a

Glossary of Terms

Auto Attendant
An automated system that directs incoming calls to the appropriate extensions.

ATM
Asynchronous Transfer Mode. This is a protocol used for high speed data connections

BLF
Busy Lamp Field

CallP Server
Call Processing Server. This is a piece of software that provides much of the intelligence for the *silhouette* system

Class of Service
An identifier that indicates a type of telephone call. Examples of Class of Service include "Emergency (911)", "Internal", and "Long Distance".

Click-to-Call
A web-based communication, where a user clicks a button to call a device

Conference Server
A device on the network used to provide conferencing services such as n-way calling. This is also called the Bridge Server.

Customer
From the Service Provider's perspective, this is often used to mean tenant

DHCP
Dynamic Host Control Protocol. This allows devices on an IP network to be dynamically allocated their IP Addresses and other information

DHCP Server
The machine on an IP network which allocates IP addresses and other information to devices on the network.

Dial Plan
A set of entries, which describe what action, the system should take based on the initial digits dialed (such as external call for "9")

DID
Direct Inward Dialing number

DSL
Digital Subscriber Loop. This is a digital connection to a subscriber (usually high speed).

DSLAM
Digital Subscriber Loop Access Multiplexor. This is the device that multiplexes a set of DSL lines together.

EFK
Enhanced Feature Key. The VVX equivalent of the MiNET PMK.

FTP
File Transfer Protocol. This is a protocol to allow transfer of files (such as the software loads for IP phones) over a network.

Gateway
The device connecting the IP LAN to the public telephone network. The gateway contains slots that contain ports that connect to the public telephone network over PRI groups.

ICMP
Internet Control Messaging Protocol. This is a protocol that allows the Ping command.

Media server
A device used to store and play Auto Attendant greetings, announcements and prompts for users of the *silhouette* system.

MIB
Management Information Base. This is a logical database made up of configuration, status and statistical information. It is transmitted using the SNMP protocol.

NMS
Network Management System (or Station). This is a system used to remotely monitor all components of a network. The most common protocol used by an NMS to communicate with its network components is SNMP.

NOC
Network Operations Center. This is typically a location where the Service Provider's NMS is running.

NPA

Numbering Plan Area. This is a 3-digit code also known as the Area Code

PRI
Primary Rate ISDN. This is a service that provides 23 digital voice channels plus 1 signaling channel on a standard T1 interface in a telephone network.

PMK
Programmable Memory Key

PRI Group
A grouping of PRI channels used for routing information.

Product DHCP Server
The DHCP Server provided as part of the *silhouette* product

PSAP
Public Safety Answering Point. A facility equipped and staffed to receive 911 calls

PSTN
Public Switched Telephone Network.

PVC
Private Virtual Circuit. This is a reserved part of an ATM connection.

RFC
Request For Comments. This is actually used to describe specifications for protocols and computer industry related issues that are now considered standard. For example, the standard definition of SNMP is referred to as RFC1157

Route
A logical entity used to describe the type of calls based on dial plan (such as Internal, Long Distance, and so forth)

Route Entry
An entity that describes to which PRI group a call should be routed

RTCP
Real Time Protocol. This is a protocol used for sending messages to and from the IP Telephones.

Service Provider
This is a company that purchases the *silhouette* solution and sells voice over IP telephone service to tenants; aka Telco

Slot (on a gateway)
A single interface on a gateway. The slot contains ports that connect to PRI groups.

SMDI

Simplified Message Desk Interface. This is a protocol used to communicate with a voicemail system.

SMDI Port
A number indicating a characteristic of IP messages for the voice mail system.

SME
Small and Medium Business Enterprises

SMTP
Simple Mail Transfer Protocol. This is a protocol for sending e mail messages.

SNMP
Simple Network Management Protocol

T1
A standard North American physical wiring interface which provides twenty four 64 kilobit/second channels for telephone calls.

TCP
Transmission Control Protocol. This is a layer added onto the IP protocol (shown as TCP/IP) to provide reliable communication.

Telco
Telephone Company. This is a company that purchases the *silhouette* solution and sells voice over IP telephone service to tenants; aka Service Provider

Tenant
A customer of the Service Provider.

Tenant Administrator
A user id that has the access rights required to perform administrative functions for a given tenant.

TFTP
Trivial File Transfer Protocol. This is the protocol used by the *silhouette* TFTP Server that sends the software load files to IP phones.

UBR
Unspecified Bit Rate. This is a characteristic of a PVC in an ATM connection. In the *silhouette* system, it would be used for PC data traffic.

UDP
User Datagram Protocol. This is a layer added onto the IP protocol (shown as UDP/IP) to provide a simple way to deliver information.

User

An individual with access to the web interface of the *silhouette* product. A user has an associated user id and password/PIN number. From the perspective of a tenant, a user also has an associated telephone extension

VBR rt
Variable Bit Rate Real Time. This is a characteristic of a PVC in an ATM connection. In the *silhouette* system, it would be used for telephony traffic

VCI
Virtual Circuit Identifier. This is part of the definition of a PVC in an ATM connection. A PVC is uniquely identified by its VCI and VPI (usually written in the form ccc.ppp where ccc is the VCI and ppp is the VPI).

VPI
Virtual Path Identifier. This is part of the definition of a PVC in an ATM connection. A PVC is uniquely identified by its VCI and VPI (usually written in the form ccc.ppp where ccc is the VCI and ppp is the VPI).

Voicemail system

A device used for storage and retrieval of subscriber's voicemail.

Zone

A logical entity that associates sites with dial plans and CallP servers. Zones contain route entries that determine the physical routing of outgoing calls from the system.

Index

Index

Index

Index

Index