

# USER GUIDE

**MITEL 200**

**SUPERSET 430**



## **TO ANSWER AN INCOMING CALL**

- ☎ Lift handset of ringing telephone
- or
- ☎ Press flashing line button

## **TO PLACE AN OUTGOING CALL**

- ☎ Dial *outside access code* [9]
- ☎ Dial number you wish to call

## **TO PLACE AN INTERNAL CALL**

- ☎ Dial *extension number*

## **TO PLACE A CALL ON HOLD**

- ☎ With a call on the line, press **HOLD**  
**To reconnect with caller:**
- ☎ Press the flashing line button

## **TO PICK UP A CALL ON HOLD AT ANOTHER EXTENSION**

- ☎ Lift handset or press **SPEAKER**
- ☎ Press **HOLD PICK UP**
- ☎ Dial *extension number* where caller is on hold

## **TO PICK UP A CALL RINGING AT ANOTHER EXTENSION**

- ☎ Lift handset or press **Speaker**
- ☎ Press **Ring Pickup**
- ☎ Dial *extension number* of ringing telephone

## **TO TRANSFER A CALL**

- ☎ With a call on the line, press **Trans/Conf**
  - ☎ Dial destination *extension number*
  - ☎ Announce call (if desired)
  - ☎ Press **Release me** to transfer call
- or**
- ☎ Press **Back to held** to cancel

## **TO PLACE YOUR PHONE IN DO-NOT-DISTURB**

- ☎ Press **Do Not Disturb** feature key  
(The line appearance for the key turns on)

## **TO CANCEL**

- ☎ Press **Do Not Disturb** feature key  
(The line appearance for the key turns off)

## **TO CONFERENCE CALL**

- ☎ With a call on the line, press **Trans/Conf**
- ☎ Dial second party (internal or external)
- ☎ Press **Trans/Conf** to bring all parties together

## **Use the following options during the conference:**

**Trans/Conf** to add callers

**Split** to split conference

**Trade** to switch between split callers

**Trans/Conf** to bring all callers back to conference

## **TO INITIATE A CALLBACK**

- ☎ If you dial an extension and receive a busy signal or no answer, press **Call me back**

(This will initiate a callback and the system will ring your extension when the busy extension is free or the non-answered extension has been used. After you pick up your ringing telephone, the system will call the extension you wanted to call back.)

## **TO PROGRAM SPEED DIAL**

- ☎ Press **SUPERKEY**
- ☎ Press **More**
- ☎ Press **Feature Key**
- ☎ Press **Speed Call**
- ☎ Select **PERSONAL KEY**
- ☎ Dial **[9]** and the telephone number  
or
- ☎ Dial extension number
- ☎ Press **Save**

## **TO FORWARD YOUR TELEPHONE**

- ☎ Without picking up the handset, press **SUPERKEY**
  - ☎ Press **More**
  - ☎ Press **Forwarding**
- Follow screen prompts:
- Busy**
  - No Answer**
  - I am here (remote)**
  - Always**
- ☎ Internal & External are separated

## **RING ADJUSTMENT**

- ☎ **SUPERKEY**
- ☎ **More**
- ☎ **Ring Adjust**  
Pitch or Volume  
(Use arrows to change)
- ☎ Press **SUPERKEY** to exit

**Repatee Voicemail**

## How to Activate Your New Mailbox

At your own phone dial the Voicemail extension number or press Vmail:

Your answer to the questions will be  
**1 for YES or 2 for NO**

The system will ask you to record or enter the following:

- Your Recorded Name (First and Last Name)  
Press \* key when you are finished recording
- Directory (1 for Yes)
- Standard Greeting (Main Mailbox Greeting)  
Press \* key when you are finished recording
- Security Code (3 - 10 digits)

**Wait until you hear your voicemail ask you. If you are satisfied with these settings, press 1 for yes?**

When the Voicemail says GREAT! Your voicemail is now setup. Hang up, your voicemail is now setup and ready to be used.

### **Sample Greetings:**

Hello. You have reached the voicemail box of \_\_\_\_\_. Please leave your name, number & short message and I will call you back as soon as possible. If you need immediate assistance you can press '0' now. To bypass this greeting in the future press the star key.

Hello. You have reached the desk of \_\_\_\_\_. Please leave your name, number & short message and I will call you back as soon as possible. If you need immediate assistance you can press (ext. #) now. To bypass this greeting in the future press the star key.

# Repartee Short Cuts

## Check New Messages 4

### *While Message is playing*

- 3 Skip to end of message
- 4 Slower playback
- 5 Soft/loud
- 6 Faster playback
- 7 Back up (by 4 seconds)
- 8 Pause
- 9 Forward (by 4 seconds)
- \* Save as new

### *After Message has played*

- 4 Reply
- 5 Check next message
- 6 Delete
- 7 Archive
- 8 Timestamp
- 9 Redirect
- 0 Save as New
- # Repeat the message

## Leave Messages

- Edit the message 4
- Special Delivery 5
- Address to others 6
- Send the message 7

## 5 + voicemail #

- Press ## to spell name or Group
- Record message then press \*

## Review Old Messages 6

Same options as new messages

## Setup Options 7

- Switch Greeting 45
- Edit Standard Greeting 46
- Edit Alternate Greeting 47
- Groups 5
- Change Security Code 74
- Change Recorded Name 75

