

USER GUIDE

MITEL 200

SUPERSET 401



TO ANSWER AN INCOMING CALL

- ☎ Lift handset of ringing telephone

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 HOLD/RETIEVE button

TO PICK UP A CALL ON HOLD AT ANOTHER EXTENSION

- ☎ Lift handset
- ☎ Press **HOLD PICKUP** or **52**
Dial *extension number* where caller is on hold

TO PICK UP A CALL RINGING AT ANOTHER EXTENSION

- ☎ Lift handset
- ☎ Press **RING PICKUP** or **67**
- ☎ Dial *extension number* of ringing telephone

TO TRANSFER A CALL

- ☎ With a call on the line, press **FLASH**
 - ☎ Dial destination *extension number*
 - ☎ Announce call (if desired)
 - ☎ Hang up to transfer call
- or**
- ☎ Press **HOLD/RETRIEVE** to return to caller

TO PLACE YOUR PHONE IN DO-NOT-DISTURB

- ☎ Press the **DO NOT DISTURB ON** button or **681**
(You will hear stuttering tone when active)

TO CANCEL

- ☎ Press the **DO NOT DISTURB OFF** button or **682**

TO CONFERENCE CALL

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

TO INITIATE A CALLBACK

- ☎ If you dial an extension and receive a busy signal
press **CALL BACK*** or **6**

(Your phone will ring you back when that extension becomes available.
After you pick up your ringing telephone, the system will call the extension
you wanted to call back.)

*Does not work when the phone is forward to VM

REDIAL LAST NUMBER

- ☎ Press **REDIAL** feature key or **42**

TO PROGRAM SPEED DIAL

- ☎ Press Program (behind label plate)
- ☎ Press a Personal Key
- ☎ Dial **9** and the telephone number
or
- ☎ Dial the extension number
- ☎ Press Program

TO FORWARD YOUR TELEPHONE

- ☎ Pick up the handset, press
Forward Always **access code + ext. #**
Forward No Answer Only **access code + ext. #**
Forward Busy Only **access code + ext. #**
No Answer/busy **access code + ext. #**
I am Here **#5 + ext. #**

TO CANCEL CALL FORWARDING

Forward Always **access code**
No Answer Only **access code**
Busy Only **access code**
No Answer/Busy **access code**
I am Here **#1**

Repartee 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