



## **Instruction manual for mitel 8528 telephone**

Mitel 8528 Digital Phone (50006122) MiVoice 8528 Telephone is part of the digital desktop portfolio for the MiVoice Office. Ergonomically designed, this phone features a two-line by 16-character display for productivity-enhancing information such as caller details and call feature activation. Sixteen programmable multi-function keys and 10 fixed function keys allow one-touch operation for the most commonly used telephony operations or settings. The phone also features a built-in speaker and microphone, allowing you to answer station and outside (PKM) 12 and the Mitel Programmable Key Module (PKM) 48 for additional programmable keys and DSS / BLF functionality. Support for the Mitel Unified Communicators tool for small and medium-sized businesses. Features Display: 2 Lines: 16-characters Programmable Keys: 16 Function Keys: 10 (with LED indicators) Support for optional PKM 48 modules Dedicated headset jack Speed Calling (Station / System) Call Logging: up to 20 entries Store up to 10 Station (personal) Speed Dial numbers Hearing-aid compatible handset Wall Mountable Includes Atlas 1-Year Warranty with Extended Warranty options available! We are looking forward to your visit with us. We understand that a video visit may be new to you, so we have prepared some instructions to help make it successful. In order to conduct a video visit, you will need your MyChart account and a smartphone, tablet or computer with a camera, and speakers or a headset with a microphone. To learn some tips and tricks to ensure you have a successful video visit, watch Welcome to Video Visits: A Guide for Patients.Before Your appointment.Complete eCheck-In can be completed up to seven days prior to your appointment.Log into MyChart.Scroll down and click on the ECHECK-IN button.Review and (if needed) update your insurance, medications and allergies.You may also be prompted to sign the Telemedicine Acknowledgment form. Please read the agreement, and, if you agree, e-sign by clicking the boxes that read "Click to Sign."You may need to re-enter your MyChart password when signing the form. Tell your care provider if you need professional language or sign language interpreters for your video or phone visit. Learn more about the language services we provide. Test Your Video and AudioWhile in MyChart click on the Test Your Video button. You will be guided through a series of steps to test your system. Please make sure that both the video (camera image) and audio (sound) are working. You may need to turn off "mute" or adjust the volume of your microphone and speakers. Begin this process at least fifteen minutes before your appointment. You must Visit' button.Log in fifteen minutes before your appointment time.Conduct the video visit in a well-lit room so your provider can see you.Make sure the space is private, so you can discuss personal medical information.Dress in a way that you are comfortable being seen by your provider.Write down any questions for your provider before the visit.Learn more about these video visit tips. Help Lines: If you have trouble preparing for your visit, you can call the Johns Hopkins Telemedicine technical support line at 667-208-6100. If you have trouble with your MyChart account or password, you can call 855-389-6928, Monday through Friday 8a.m. to 5 p.m. Additional ResourcesWe are looking forward to your visit with us. We understand that a telephone visit may be new to you, so we have prepared some instructions to help make it successful. If you do not have a device to use for a video visit, you and your provider will call you at your scheduled time. You may be asked to verify information, such as your insurance, allergies, and medication list, at the start of your call. Tips for a Successful Telephone VisitBe prepared fifteen minutes before you scheduled appointment time. If you are using a cell phone, make sure your phone is charged and that you have good cellular reception. You should be in a private space, where personal medical information can be freely discussed. Make a list of items you would like to discuss with your provider in advance of the visit. MITEL 5000 Communications Platform (CP) 8528 Telephone Title space available here. Title space available here. Title space available here. here. Title space available here. Mitel 8528 Telephone Quick Reference Guide This guide provides information for frequently used features. For more information, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system. Feature Buttons Commonly Used Feature Codes Contact your system administrator for more information about system features. Feature Code ACD Agent - Log In/Out 328 Most of the following feature codes work when your telephone is idle. Answering Calls Lift the handset, or press (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode. Placing Emergency Calls Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line. Placing Internal (Intercom) Calls With or without the handset lifted, dial the extension number. Notice This guide is released by Mitel Networks Corporation and provides information necessary to use the Mitel 8528 Telephone. The guide contents, which reflect current Mitel standards, are subject to availability and cost.Important Safety Instructions and Precautions Remember the following safety guidelines when using the telephone. Programming Emergency numbers and/or making test calls to emergency numbers. Remain on the line and briefly explain to the dispatcher the reason for the call. Perform tests during off-peak hours such as early morning or late evenings. Power Requirements CAUTION Telephone Damage Hazard. To avoid damaging the telephone or Programmable Key Module Interface Module (PKM IM), make sure the PKM IM is connected to the proper power supply before powering on. Contact your system administrator for more information. When a PKM IM is attached to the telephone, the telephone requires the Mitel Universal 24 VDC power adapter, part number 50005300. Telephone Usage This equipment is not for connection to the telephone network or public coin telephone service. It is only for use when connected to Mitel systems. WARNING When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following: Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool. Notice to Canadian Customers The Class B digital apparatus complies with Canadian ICES-003. Notice to U.S. Customers This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential 23 Answering Calls 24 Answering Calls 24 Answering Calls 24 Answering Calls 25 Answering Calls 26 Answering is an overview of frequently used features. Your telephone should be powered on and ready to use. If the display is blank, or if the display is blank, or if the display name, extension number, or time or date are incorrect, contact your system administrator for assistance. Getting Started About Your Telephone is equipped with a two-line display, a hearing aidcompatible handset, a Message Indicator lamp, an internal speaker and microphone, and three types of buttons. The 8528 Telephone Feature Descriptions" on page 3 for more information about the telephone features. Getting Started Telephone Feature Descriptions The following sections describe default configurations. Your telephone may be programmed differently. Contact your system administrator for more information. See "About Your Telephone feature locations. Handset The handset provided with this equipment is hearing aid compatible (HAC). If you are using a headset or if you are in Handsfree Mode, you do not need to use the handset. Getting Started Feature Buttons Feature buttons provide quick access to commonly used features. See the following table for descriptions. Button Action (Up) (Down) Provides volume control for the ringer, handset, and speaker. Scrolls through feature options. (Speaker) Activates Handsfree Mode (speakerphone). See "Using Handsfree Mode" on page 31. Activates features. (Mute) Temporarily turns off your microphone during a call. (Directory) Activates the contact and feature Directory.Getting Started Programmable Buttons. The top seven buttons on the telephone are programmed by the system administrator and cannot be reprogrammed. However, you can program the remaining buttons for quick access to features or speed-dial entries. See "Using Programmable Buttons" on page 16 for instructions. Button Action Call 1 Selects an outside line or answers a call. Cetting Started Telephone has several audio and visual signals to indicate feature activity. The following are a few helpful tips: Lit or blinking buttons indicate call or feature activity. All telephone is reset or powered on. The following actions may cause an error tone: o Pressing an invalid button combination o Selecting a restricted feature. o Dialing a restricted or invalid number. Getting Started Headset Instructions Your telephone is designed to work with a headset that has a 4-pin, RJ-type connector. User satisfaction for any particular headset can be quite subjective, so Mitel recommends that you try before buying so you are more likely to be satisfied with the fit, quality, and cost of the solution. This recommendation includes all wired and wireless headsets, including the integrated Plantronics & CS50 Headset. Personalizing Your Telephone Personalizing Your Telephone This chapter describes features you can use to personalize your telephone. Adjusting the Viewing Angle You can tilt the telephone stand for a better view of the buttons and display. Press tabs on both sides to release and detach unit. To adjust the viewing angle: 1. Turn the telephone so it faces away from you. 2. Hold the base firmly, and then press the tabs on the sides of the stand to release and detach the base unit. 3. Personalizing Your Telephone Installing Designation Cards If you program buttons on your telephone (see page 16), you can install a new paper designation card with the revised button labels. (Paper designation card out and replace it without removing the lens (if necessary, see the following instructions to remove the lens). Personalizing Your Telephone Changing Volume Levels You can change the following volume levels: Ringer (alerting tone) Handset Background music External speaker Turning the external speaker volume down to the lowest levels may prevent you from hearing the feature "warning tones" that notify you when errors occur (for example, when you enter an incorrect feature code). NOTE You must be using the feature to change the volume level. Personalizing Your Telephone Listening to Background Music If your system is equipped with a music source, you can listen to background music or system audio (for example, organizational conference calls) through the external speaker. To turn on or turn off background music: Dial 313 (on/off). BACKGROUND MUSIC ON (or OFF) appears.Personalizing Your Telephone Using the Dialpad Buttons to Enter Characters You can use the dialpad buttons to enter text or numbers for features such as Do-Not-Disturb (see page 69) and Station Speed Dial (see page 38). The following are guidelines when entering dialpad characters: Press (Message) to switch from Alpha Mode and is off in Numeric Mode. The button stays lit in Alpha Mode and is off in Numeric Mode. The button stays lit in Alpha Mode and is off in Numeric Mode. the Canadian French, Mexican Spanish, and Japanese languages. Dialpad Button is Pressed Button 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 1 : - /, .Personalizing Your Telephone Dialpad Characters — Japanese (Katakana) Number of Times Dialpad Button is Pressed Button 1 2 3 4 5 6 7 1 A I U E O a 1 2 KA KI KU KE KO i 2 3 SA SHI SU SE SO u 3 4 TA CHI TSU TE TO e 4 5 NA NI NU NE NO o 5 6 HA HI FU HE HO tsu 6 7 MA MI MU ME MO ya 7 8 YA YU YO yu 8 9 RA RI RU RE RO yo 9 0 WA WO N pa ba lg 0 Mitel® 8528 Telephone User Guide - Issue 3, February 2011 Page 15Personalizing Your Telephone Using Programmable Buttons For quick access, you can assign feature codes, extensions, speed-dial numbers, trunks, or other resources to your programmable buttons. You can then press the programmable buttons. You cannot reprogram the default button assignments. See "Programmable Buttons" on page 5. To program a button: 1. With the handset on-hook, dial 397. 2. Personalizing Your Telephone Default Access Codes. If your system uses different codes, record the codes in the "New Code" column for reference. Personalizing Your Telephone Feature Page 18 Page Code Answer Ringing Call 23 351 Automatic IC Call Access - On/Off 23 361 Automatic Trunk Call Access - On/Off 23 360 Automatic Trunk Call S 355 Call Forward - If Busy 35 357 Call Forward - If No Answer 35 356 Call Forward - No Answer/Busy 35 358 Call Logging 44 333 Change Language 12 301 Conference 39 5 Default Station 20 394 DirePersonalizing Your Telephone Feature Page Code Message - Leave Inter-station Message 55 367 Message - View Messages 56 365 Microphone Mute - On/Off 31 314 Page 59 7 Page Receive - On/Off 59 325 Program Buttons 16 397 Program Station Passcode 47 392 Programmable Buttons - Return to Default 20 395 Queue (Callback) Request 25 6 Record-A-Call 43 385 Redial 26 380 Redirect Call 24 331 Reminder MessagPersonalizing Your Telephone Viewing Button Assignments You can view programmable button (key) feature assignments. To view button assignments: 1. With the handset on-hook, dial 396. PRESS THE KEY TO REVIEW appears. 2. Press any of the feature buttons to display the assignment. 3. Press # or (Speaker) to exit. Resetting Programmable Buttons You can reset all buttons (keys) that you have programmed to the default assignments. Personalizing Your Telephone Activate Door Relay If the Activate Door Relay feature is enabled, you can unlock a door (i.e., "buzz" it open) through your telephone. You can enter the Activate Door Relay feature code while idle or while on a call. This allows you to activate the feature while talking to a communications device mounted at the door without first having to hang up. Answering and Placing Calls Answering and Placing Calls The following instructions describe how to use related features. NOTE By default, internal (intercom) calls are assigned to the IC button, and external calls are assigned to the Call buttons. Answering Calls Your telephone may be preset to automatically answer incoming internal calls in Handsfree Mode. To disable Handsfree Mode, see "Using Handsfree Mode, see "Using Handsfree Mode" on page 31. Answering and Placing Calls You can redirect calls to another extension or external number. To redirect calls in Handsfree Mode, see "Using Handsfree Mode" on page 31. Answering Calls You can redirect calls to another extension or external number. To redirect calls in Handsfree Mode, see "Using Handsfree Mode Do one of the following: Dial the extension number, or press the Outgoing button or the Outgoing Call access code (the default code is 8), and then dial the external number. Enter the DND code. See "Using Do-Not-Disturb (DND)" on page 57. Answering and Placing Calls Internal Calls Internal Calls Internal calls are calls placed to other extensions in the system. Internal calls are assigned to the Intercom (IC) button on your telephone. Contact your system administrator for a list of extension numbers. To place an internal call: With or without the handset lifted, dial the extension numbers. To place an internal call: With or without the handset lifted, dial the extension numbers. To place an internal call: With or without the handset lifted, dial the extension number. If you enter incorrect digits, you can press (Hold) to move the cursor backward, deleting the last digits entered. Answering and Placing Calls Placing External Calls The following sections describe features used when placing external call. 1. Press the Outgoing Call access code (8 is the default code). 2. Dial the number. NOTES If you cannot place an external call because all outgoing lines are busy, you can request a callback, which prompts the system to contact you when a line becomes available. Answering and Placing Calls Using Speed Dial You can use speed dial to quickly dial stored phone numbers. Speed-dial numbers are either stored in the system (System Speed Dial), or in your telephone (Station Speed Dial). Using System Speed Dial Your system administrator assigns Speed-Dial location numbers, which are available to anyone in the system. Contact your system administrator for more information. To view or dial System Speed-Dial numbers: 1. Dial 381. REVIEW SYS SPEED # appears. 2. Answering and Placing Calls Deleting Station Speed-Dial Entries To delete a Station Speed-Dial entry: 1. With the handset on-hook, dial 383. PROGRAM STN SPD (0-9) OR SCROLL appears. 2. Do one of the following: Press (Up) or (Down) to scroll through the speed-dial bins. Enter the speed-dial bins. Enter the speed-dial bins. Enter the speed-dial bins. continue. 5. Press (Hold) repeatedly until the number is erased, and then press #.Answering and Placing Calls Using the Directory You can use the Directory uses Intelligent Directory uses Intelligent Directory Search (IDS), which is similar to the "text on 9 keys" (T9) predictive search feature used for mobile phones. The Directory has the following three subdirectories: Intercom: Find and dial internal numbers. Outside: Find and dial external numbers. Outside: Find and dial external numbers. account codes when placing calls. Contact your system administrator for more information about using account codes: Entered before you can place a call. Forced account codes: Entered before you can place an outside call.Call Features of account codes: Automatically entered into the telephone record report whenever you place a call. Call Features The following sections describe call-related features. Using Handsfree Mode to activate the speakerphone. The Ring Intercom Always feature prevents calls from being answered in Handsfree Mode (see the following section). NOTES You cannot use Handsfree Mode if you are using a headset, or if you have more than one telephone assigned to an extension number. Call Features Placing Calls On Hold You can place calls on either Individual Hold: Places an internal or external call on hold at your telephone. System Hold: Places an external call on hold in the system. You can then pick up the call from any telephone that indicates a flashing Call button for the call, including the telephone that placed it on hold. To place a call on Individual Hold: 1. Press (Hold). ENTER EXTENSION NUMBER appears. 2. Call Features Transferring Calls You can transfer calls to other extensions or external numbers. You can also transfer conference calls. See "Transferring a Conference" on page 39 for more information. Transferring Calls to Other Extensions To transfer a call to another extension: 1. While on the call, press (Transfer), and then enter the extension number. 2. Do one of the following: Wait for an answer, announce the call, and then hang up.Call Features Viewing Your System Information If you are on a call, you can temporarily view your user information (your user name and your extension number) and the date and time. To display your user information If you are currently connected to an external caller with Caller ID, you can toggle between the caller's name and number. If the name is unavailable, CANNOT ACCESS FEATURE appears. Call Forwarding to forward Calls You can use Manual Call Forwarding to forward calls. Manual Call Forwarding or System Forwarding to forward All Calls All incoming calls are forwarded. 355 Call Forward if no Answer All incoming calls are forwarded if not answered. (The timer is set by the system administrator. Call Features Using Dynamic Extension Express When you enable Dynamic Extension Express (DEE) on your IP phone, your incoming calls are automatically routed to one or more preprogrammed associated destinations according to the routing steps programmed for you. Typically, your desk phone is configured to be your main extension. Call Features The following call types do not follow Dynamic Extension Express: Hunt group announcement/overflow calls. Hold recalls, Conference recalls, and Attendant recalls NOTE A recall occurs when a feature cannot be completed or the feature times out, and the call returns to the originating extension where it was placed on hold when the hold timer expires. Call Features Receiving Message Waiting Indications If your main extension receives a message waiting indication (MWI) from voice mail or the system's station messaging feature, the MWI is propagated (as applicable) to your other internal associated destinations responds to the MWI, then the MWI is cleared on all of them. Note that if any destination other than your main extension receives an MWI, it will not propagate to the other internal destinations. Call Features Placing Ad Hoc Conference calls You can place a Ad Hoc1 conference calls on hold. CALL NEXT PARTY TO CNF appears. 2. Place a call to the next conference party (for external calls, press the Outgoing Call access code [8 is the default code], and then dial the number). 3.Call Features Ending a Conference and Placing all Parties on Hold You can end a conference and place all conference parties on Individual Hold. allowing you to toggle between the held parties and speak to one party at a time. To end a conference and place all parties on Individual Hold: Press the Conf button, and then press HOLD appears. (Hold). CONFERENCE PARTIES ON To toggle between the held callers: Press parties.Call Features Using Meet-Me Conferencing The Meet-Me Conferencing feature allows up to eight internal and/or external callers to dial into a conferencing method. (See page 39 for details on using the traditional Ad Hoc Conferencing method. Call Features Joining a Meet-Me Conference You can join a conference with up to seven internal and/or external parties, including yourself). To join a Meet-Me Conference Assistant extension number. (See your administrator if you do not know the extension number.) You hear: "Welcome to the Conference Assistant. Enter an access code, and then press Pound (#). To cancel, press Star (\*)," 2.Call Features Using Record-A-Call to record an ongoing call as a mailbox message from your voice mailbox. The Record-A-Call feature stays active after the other party hangs up, so you can add to the recorded call with your own message. To use Record-A-Call: 1. While on a call, press CALL appears. (Special), and then dial 385. REQUESTING RECORD-A- 2. Enter the voice mailbox number where you want the recording to be saved. Call Features Using Call Logging Your call logs are records of your most recent missed, received, and dialed calls. A maximum of 20 entries are stored in each call log.3 You can use Call Logging to: View recent call activity. View caller ID information. Return or redial calls. To use Call Logging: 1. Dial 333. 2. Select one of the following options: Press 1 (MISS). Press 2 (RCV). Press 3 (DL). Press 4 (CLR). 3. Press (Up) or (Down) to scroll through the entries. Call Features Using Secondary Extension Buttons must be programmable buttons are assigned to other extensions in the system (primary extensions). Because Secondary Extension buttons are programmed by your system administrator. by the system administrator, you cannot change the buttons (for example, assign features to the buttons). Call Features using Hot Desking The Hot Desking The Hot Desking The Hot Desking features to the buttons. with a Hot Desking Profile, you can log on to any Hot Deskenabled base phone using the Hot Desk feature code (default is 348), your assigned Hot Desk Profile passcode.Call Features Using Configuration Assistant If Configuration Assistant is enabled for your assigned Hot Desk Profile passcode.Call Features Using Configuration Assistant If Configuration Assistant is enabled for your assigned Hot Desk Profile passcode.Call Features Using Configuration Assistant If Configuration Assistant is enabled for your assigned Hot Desk Profile passcode.Call Features Using Configuration Assistant If Configuration Assistant is enabled for your assigned Hot Desk Profile passcode.Call Features Using Configuration Assistant If Confi guided configuration portal that provides easy-to-use, remote access to the following phone configuration options: Dynamic Extension Express (see page 49) Meet-Me Conferencing (see page 49) Monual Call Forwarding (see page 49) Meet-Me Conferencing (see page 49) Monual Call Forwarding (see Accessing Configuration Assistant Follow the instructions below to access Configuration Assistant: 1. Access the Configuration Assistant extension number from inside or outside the system by: dialing it from any phone in the system by: dialing it from any phone by the system by the 2. Do one of the following: If calling from your main desktop phone, proceed to step 3. Call Features Changing the DND Settings See "Using Do-Not-Disturb (DND)" on page 69 for more information about using DND. To change the DND settings using Configuration Assistant: 1. Access Configuration Assistant as described in "Accessing Configuration Assistant" on page 48. 2. Follow the voice prompts to change your DND status (on or off). There is no option to provide a specific DND status message. Call Features Managing Meet-Me Conferencing Access Codes See "Using Record-A-Call" on page 43 for more information about Meet-Me Conferencing. NOTES This feature is available only if Meet-Me Conferencing is enabled on your phone system. While using Configuration Assistant options, you can press the Star button (\*) any time you wish to cancel the current operation and return to the main menu. To create a new Meet-Me Conference access code: 1.Call Features Using Remote Programming If the Configuration Assistant feature is enabled for your system, Mitel recommends that you use Configuration Assistant instead of the Remote Programming feature described in this section. Configuration portal that provides easy-to-use, remote access to the Call Forwarding, Dynamic Extension Express, and DND features. See page 47 for using Configuration Assistant.Call Features Changing the DND Settings See "Using Do-Not-Disturb (DND)" on page 57 for more information about using DND. To turn on DND using Remote Programming: 1. Do one of the following: Call your DISA number (provided by your system administrator). If necessary, enter your DISA security code. Use any phone on the system. 2. Dial 359. 3. Enter your extension number. 4. Enter your passcode followed by #. See page 47 for details on setting up a station passcode for your extension. 5. Dial 370. 6. Call Features Changing the Station Passcode for your extension. passcode using Remote Programming: 1. Do one of the following: Call your DISA number (provided by your system administrator). If necessary, enter your extension number. 4. Enter your passcode followed by #. 5. Dial 392. 6. Enter the new passcode followed by #. 7.Messages Messages This section describes the following system messages: Inter-station messages: Inter-station messages are alerts sent to your telephone by other internal parties, notifying you to contact the party who left the message. You can then either delete the message or reply to the message, which automatically places a call to the party who left the messages. NOTE If your handset or speakerphone is off-hook when you view an inter-station messages sent by other internal parties are indicated by the party's programmed user name. Messages Using Do-Not-Disturb (DND) You can use DND to stop calls and pages to your extension. When activated, internal calling parties see your selected DND messages. If your system administrator changes your DND messages, you can record the new messages in the "New Message" column for reference. Messages Using Reminder Messages You can use Reminder messages to alert you at a selected time, up to 24 hours in advance. At the selected time, up to 24 hours in advance. At the selected time, up to 24 hours in advance signals you with eight short tones and your display shows the message, even if you are on a call. The following table shows the 20 default Reminder messages. If your system administrator changes you can record the new messages in the "New Message" column for reference. Messages and use page announcements through telephone speakers (if applicable). Your system may use page zones to prevent announcements from transmitting through every telephone in the system. Each page zone contains a different combination. You can use the following table to save the page zone information for future reference. Hunt Groups Hunt Groups Hunt groups are groups of internal parties (agents) who share a common (hunt group) extension number). Hunt groups are programmed by the system administrator. Hunt groups are either "UCD" or "ACD." UCD Hunt Groups: Uniform Call Distribution (UCD) agents do not log in to the hunt group to receive calls. Hunt Groups at once or log out of each hunt groups at once or log out of ACD hunt groups at once or log out of all of your ACD hunt groups. The display shows AGENT LOGGED OUT OF ALL ACDS. Dial 327 to log out of one hunt group at a time. If you were logged in to only one hunt group at a time. If you were logged in to only one hunt group at a time. If you were logged in to only one hunt group at a time. Requesting Agent Help You can use Agent Help from a designated "Agent Help Extension" (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can join the call or reject the request. NOTE Agent Help is not supported on peer-to-peer (P2P) calls. Contact your system administrator for more information. To use Agent Help: 1. Hunt Groups Hunt Groups Hunt Groups Supervisors can accept or reject Agent Help calls. To accept an Agent Help calls. To accept an Agent Help calls Supervisors can accept or reject Agent Help calls. muted. To reject an Agent Help request: Dial 376. AGENT HELP REJECTED appears. Monitoring Calls You can use Station Monitor to connect to a hunt-group call, you can use Barge-In While monitoring Calls You can use Station Monitor to connect to a hunt-group call and hear both parties, but you can use Station Monitor to connect to a hunt-group call and hear both parties. in on a call: 1. To use the speakerphone: While on hook, dial 321. You hear a confirmation tone. ENTER EXT TO MONITOR appears. 2. Dial the extension number (or press the lit station speed-dial or PKM button) of the station to be monitored. Troubleshooting Troubleshooting Topics include: Contact Information: and methods to solve them. Contact Information Your system administrator can help you with items such as changing your settings or modifying telephone features. NOTE You can often correct problems that you may be experiencing by resetting the telephone to the default settings. See "Resetting the Telephone to the Default Settings" on page 20. Problem Possible Solution The telephone is not working properly. Contact your system administrator. I cannot use one or more of the features described in this guide. The feature may not be enabled. Troubleshooting Problem Possible Solution When I try to use the Dynamic Extension Express - Handoff feature (388), the display indicates that the call cannot be handed off because one of the following may have occurred: You tried to use the Handoff feature on a call that has not been routed by Dynamic Extension Express. You tried to use the Handoff feature on a call that the system has not yet recognized as a valid call.Index Index A C About Your Telephone 2 Call Forward Access Codes 41 manual 35 Account Codes, using 30 using 35 ACD Hunt Group Wrap-Up Timer, stopping 62 Call Logging, using 44 ACD Hunt Groups Call Logs, using 44 logging in 61 Callback (Queuing the Telephone), requesting 25 logging out 62 Callback, requesting 39 displaying 34 ending 40 viewing 34 placing 39 transferring 39 Index Configuration Assistant 47, 49 accessing 48 DND settings, changing 49 Dynamic Extension Express, using 48 E Emergency Calls, placing 24 Error messages 67 manual call forwarding, using 49 tones, telephone 6 meet-me conferencing access codes, managing 50 Error Messages 67 station passcode, changing 47 Extension Numbers 17 Contact Information 67 Contrast, changing 11 External Calls, placing 26 F D FeatIndex Hunt Groups Messages accepting 63 canceling 56 Agent Help, requesting 63 canceling 56 Agent Help, requesting 63 canceling 56 Agent Help 64 at other extensions, leaving 57 Barge-In, using 65 error 67 calls leaving 55 diverting 63 monitoring 64 stealing 56 leaving 56 replying to 56 types 61 responding 56 viewing and Index R deleting 56 leaving 55 replying to 56 Record-A-Call, using 43 Redialing, external numbers 26 Reminder Messages, using 58 Remote Programming 47, 51 DND settings , using 49 viewing 56 Station Monitor, using 64 Station Passcode, changing 57 DND, using 52 Dynamic Extension Express, using 51 forward calls, using 48, 49 passcode changing 53 entering 47 using 27 Station Speed Dial Numbers dialing 27 station passcode, changing 53 toIndex V W Voice Mail User Guides 55 Waiting Calls, answering 23 Voice Messages Welcome 1 deleting 56 Wrap-Up Timer, stopping 62 leaving 55 listening to 56 Volume Levels 11 Volume Levels 12 Voice Mail User Guides 55 Waiting Calls, answering 23 Voice Messages Welcome 1 deleting 56 Wrap-Up Timer, stopping 62 leaving 55 listening to 56 Volume Levels 11 Volume Lev 75Part No. 550.8032 Issue 3, February 2011 A661/9143A www.mitel.com Global Headquarters U.S. EMEA CALA Asia Pacific Tel: +1(613) 592-2122 Fax: +1(613) 592-2122 Fax: +1(613) 592-2122 Fax: +1(613) 592-7825 Tel: +61(0) 2 9023 9500 Fax: +1(480) 961-9000 Fax: +1(480) 961-9000 Fax: +1(480) 961-9000 Fax: +1(613) 592-2122 Fax: +1(613) 5 +61(0) 2 9023 9501 For more information on our worldwide office locations, visit our website at www.mitel.Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page iiiMitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page iiiMitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel 8528 Telephone Quick Reference Guide - Issue 3, February 2011 Page 2Mitel to the user guide. For voice mail information, refer to the voice mail user guide for your system. Feature ButtonsMost of the following feature codes work when your telephone is off-hook, you may need to press (Special) to activate the feature before you enter the feature code. If you make a mistake when entering numbers or characters, you can press (Hold) to move the cursor to the left and delete the characters entered, or you can press \* to cancel the feature. Commonly Used Feature CodesContact your system administrator for more information about system features. Button Action (Up) (Down)Provides volume control. Scrolls with the control of the left and delete the characters entered, or you can press \* to cancel the feature. through feature options. (Speaker)Activates Handsfree Mode.Activates features. (Mute) Mutes the microphone during a call.(Directory) Activates the contact and features. To cancel features, press the Star button (\*). (Redial) Calls the last external number dialed. You cannot redial internal numbers. (Hold) Places the current call on hold.Left/Backspace when entering dialpad characters. (Message) Connects to voice mailbox and notifies when you have messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters. Feature CodeACD Agent - Log In/Out 328Automatic IC Call Access - On/Off 361Automatic Trunk Call S55Call Logging 333Conference 5Default Station 394Directory 307Display Time And Date 300Do-Not-Disturb - On/Off 372Dynamic Extension Express - On/Off 364Dynamic Extension Express Handoff 388Handsfree - On/Off 319Headset - On/Off 365Microphone Mute - On/Off 314Page Receive - On/Off 325Program Buttons 397Program Buttons 397Program mable Buttons - Default 395Queue (Callback) Request 6Record-A-Call 385Reverse Transfer (Call Pick-Up) 4Ring Tone Selection 398Station Speed Dial - Programming 383Switch Keymap 399System Forward - On/Off 354System Speed Dial 381View Button Assignments 396Page 3Page 4Page iv Mitel 8 8528 Telephone User Guide - Issue 3, February 2011Answering CallsLift the handset, or press (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode. Placing Emergency CallsDial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line. Placing Internal (Intercom) CallsWith or without the handset lifted, dial the extension number. If you enter incorrect digits, you can press (Hold) to move the cursor backward, deleting the last digits entered. If you are using Handsfree Mode, listen for the double tone, and then begin to speak. Placing External CallsPress the Outgoing button, or enter the Outgoing External Number. Redialing External Numbers. Redialing External CallsPress the Outgoing Call access code (8 is the default code), and then dial the number. Redialing External Numbers. Redialing Externa selects a line and dials the number. Transferring Calls to Other Extensions1. While on the call, press (Transfer), and then hang up. If the extension is unavailable, press the flashing IC or Call button to return to the caller. Hang up to transfer the call and disconnect the call from your telephone. Forwarding Calls1. Press the Fwd button, and then enter the feature code, if applicable. ENTER FORWARD DEST appears. 2. Enter the extension number, or press the Outgoing button or enter the feature code, if applicable. Calls1. While on the first call, press the Conf button to place the call on hold. CALL NEXT PARTY TO CNF appears.2. Place a call to the next conference party. For external calls, press the Outgoing button or enter the Outgoing Call access code (8 is the default code), and then dial the number.3. After the party answers, announce the conference, and then press the Conf button to place the call on hold. If necessary, repeat this step to add the remaining conference party.4. Press the Conf button again to start the conference. CNF IN PROGRESS appears. Viewing and Responding to Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press (Message) to scroll through the messages. 2. When the desired message is displayed, press #, or lift the handset for privacy, and then press # to respond. (If your handset is off-hook and you press (Message), you automatically place a call to the party or message center who left the message.)Using Do-Not-Disturb1. Press the DND button, and then do one of the following: Press (Up) or (Down) to scroll through the message. Enter the additional text for the DND description, if applicable. 3. Press (Speaker) lift and replace the handset. Placing a Page Announcement1. Press 7.2. Enter the page-zone number (0 to 9).3. After the tone, make your announcement, and then hang up. Page 5Page vi Mitel 8 8528 Telephone User Guide - Issue 3, February 2011Important Safety Instructions and PrecautionsRemember the following safety guidelines when using the telephone. Programming Emergency NumbersMake sure to do the following when programming emergency numbers and/or making test calls to emergency numbers: Remain on the line and briefly explain to the dispatcher the reason for the call. Perform tests during off-peak hours such as early morning or late evenings. Safety Notices The following notices may appear on the product or in the technical documentation. Maintenance and RepairThere are no user serviceable parts inside the telephones. For repairs, return the telephone to an authorized Mitel provider. Notice DescriptionCaution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property. Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury. The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.NOTEChanges or modifications not expressly approved by Mitel may void the user's right to operate the equipment.Page 6Mitel 8528 Telephone User Guide - Issue 3, February 2011 Page vNoticeThis guide is released by Mitel Networks Corporation and provides information necessary to use the Mitel 8528 Telephone. The guide contents, which reflect current Mitel standards, are subject to revision or change without notice. Some features or applications mentioned may require a future release and are not available in the initial release. may require additional hardware, software, or system administrator assistance. For sales, service, or technical support, contact your local provider: If you do not know the contact information for your local authorized provider. If you have any questions or comments regarding this user guide or other technical documentation, contact the Technical Publications Department (USA) at: tech pubs@mitel.comMitel® is a registered trademark of Mitel Networks Corporation. All rights reserved. © 2009-2011 Mitel Networks CorporationPersonal use of this material is permitted. However, permission to reprint/republish this material for advertising or promotional purposes or for creating new collective works for resale or redistribution to servers or lists, or to reuse any copyrighted component of this work in other works must be obtained from Mitel. Enter provider information above. Page 7Mitel ® 8528 Telephone User Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone, the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2011 Page viiPower RequirementsWhen a PKM IM is attached to the telephone user Guide - Issue 3, February 2, Februa administrator for assistance before connecting the PKM IM is plugged into an uninterruptible power fails, it should remain powered on for about 10 minutes. If the PKM IM is not plugged into a UPS and the power fails, the current call is dropped and you will not be able to use the telephone until the power is restored. Software Updates The telephone may require occasional software updates automatically. Contact your system administrator for more information. Product Disposal InstructionsThis symbol indicates that the product is classified as electrical or electronic equipment and should not be disposed of with other commercial or household waste at the end of its working life. For appropriate disposal and recycling instructions, contact your local Mitel provider. The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) was established by the European Union to minimize negative impact on the environment, control hazardous substances, and curtail landfill expansion by using the best available recovery and recycling techniques. CAUTIONTelephone Damage Hazard. To avoid damaging the telephone or Programmable Key Module Interface Module (PKM IM), make sure the PKM IM is connected to the proper power supply before powering on. Contact your system administrator for more information. CAUTIONTelephone Damage Hazard. Do not use your telephone or disconnect it while it is updating software

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