

**MITEL 4015
TELEPHONE
OPERATING
GUIDE**

Internal Calls:

Dial 4-digit extension, i.e. 8456.

External Calls:

Dial 9, 1, area code, and outside number, i.e. 9 1/815-455-3700.

Answering Calls:

Lift the handset or press the “Speaker” key.

Call Hold:

- To place a call on hold, press the “Hold” key.
- To retrieve the call on hold, lift the handset and press the key that is flashing.

Transfer Calls:

- Press the “Trans/Conf” key on the phone.
- Dial the extension you wish to transfer the call to.
- You have two options at this point:
 - Stay on the line and announce the call when the person answers.
 - Hang up right away.
- To get the person back, press the “Cancel” key on the phone.

Conference Calls:

- Dial the number of the first party, either internal or external.
- After you have the person on the line, announce that you want to bring someone else into conversation.
- Press the “Trans/Conf” key on the phone.

- Dial the number of the second party, either internal or external.
- When this person answers, announce you have another person who is going to join in on the conversation.
- Press the “Trans/Conf” key again—you now have a three-way conversation.

NOTE: Our system allows up to six people in a conference call setting.

Redial Last Call:

- Press the “Redial” key.
- The system will only redial external calls. A word of caution—make sure you remember who you called.

Using the SuperKey (Blue Key):

Use this key to program or access features on your telephone.

- **Program a Personal Speed Dial Number on Your Phone:**
 - Press the “SuperKey” and keep the handset in the cradle.
 - Press the # (pound) key repeatedly until “Personal Keys” appears.
 - Press the * (asterisk) key.
 - Select a choice from the personal keys’ menu. If nothing is programmed, it will say “unused key” on the screen.
 - On screen it will say change—press *.
 - Follow the screen prompts to change.
 - Press the “SuperKey” to exit.
- **Advisory Messages (Activate):**
 - Press the “SuperKey” and keep the handset in the cradle.
 - Press the # (pound) key repeatedly until “Advisory Msgs” appears.
 - Press the * (asterisk) key.

- Press the # until the desired message appears, i.e. “On Vacation.”
- Press the * after you find your advisory message you want to display.
- Your advisory message will appear on screen. ONLY INTERNAL CALLERS CAN SEE IT, NOT EXTERNAL CALLERS.
- Press the “SuperKey” to exit.
- **Advisory Messages (Cancel):**
 - Press the “SuperKey.”
 - Press the # (pound) key repeatedly until the “Advisory Msgs” appears.
 - Press the * (asterisk) key.
 - Press the * again to turn off the advisory message.
 - Press the “SuperKey” to exit.
- **Changing the Ringer Pitch and Volume:**
 - Change Pitch
 - With the phone set idle, press the “SuperKey.”
 - Press the # (pound) key repeatedly until “Ringer Adjust” appears.
 - Press the * (asterisk) key twice.
 - Press the arrow keys (located above the key pad) up or down until you hear the pitch you want to change to.
 - Press the * to save the setting.
 - Press the “SuperKey” to exit.
 - Change Volume
 - With the phone set idle, press the “SuperKey.”
 - Press the # (pound) key repeatedly until “Ringer Adjust” appears.
 - Press the * (asterisk) key then press the # key.
 - Press the * when asked to adjust volume.
 - Press the arrow keys (located above the key pad) up or down until you hear the volume you want to change to.
 - Press the * to save the setting.
 - Press the “SuperKey” to exit.