

**MITEL 4025
TELEPHONE
OPERATING
GUIDE**

Internal Calls:

Dial the four-digit extension, i.e. 8456.

External Calls:

Dial 9, 1, area code, and the 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 the 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 Speaker Phone Feature:

- Keep the phone handset in the cradle.
- Press the “Speaker” key on the phone. (This will answer a call for you and also allow you to make a call.)
- Press the “Speaker” key to end a conversation and hang up.
- You can pick up your phone handset at any time during your conversation.
- To go back to speaker phone mode, press the “Speaker” key before you place handset in the cradle.
- The “Microphone” key will go on automatically after you have dialed your number or answered your call.
- Pressing the “Microphone” key will toggle the microphone on and off providing a mute function.

NOTE: Only one person can talk at a time with our speaker phones (half duplex).

Using the Phonebook Feature:

- Press the key under “Phonebook” (on the display).
- Enter at least three letters of the person’s last name.
- Press the key under “Lookup.”
- Press the key under “Call”, “Next”, or “Retry”, as appropriate.

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 “No” key (on right, under screen) until “Personal Keys appears.
 - Press the “Yes” key (on left, under screen).
 - Select a personal key. If nothing is programmed, it will say “unused key” on screen.
 - On screen it will say “change.” Press the key under change. This will be the key on the left under the screen.
 - You will see “Speed Dial.” Press the key under “Yes.”
 - Enter the phone number, either internal or external. (Remember to use 9 for an external number.)
 - Press the key under “Save.”
 - Press the “SuperKey.”
- **Advisory Messages (Activate):**
 - Press “SuperKey” and keep handset in the cradle.
 - Press the “No” key (on right, under screen) until “Advisory Msgs” appears.
 - Press the “Yes” key (on left, under screen).
 - Press the “Next” key (on right, under screen) until desired message appears.
 - Press the “Turn On” key (on left, under screen) 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.”
- **Advisory Messages (Cancel):**
 - Press the “SuperKey”
 - Press the “No” key (on right, under screen) until “Advisory Msgs” appears.
 - Press the “Yes” key (on left, under screen).
 - Press the “Turn Off” key (on left, under screen).
 - Press the “SuperKey.”
- **Changing Ringer pitch and volume:**
 - Change pitch
 - With the phone set idle, press the “SuperKey.”
 - Press the “No” key (on right, under screen) repeatedly until “Ringer Adjust” appears.
 - Press the “Yes” key (on left, under screen) twice.
 - Press the arrow keys (located above key pad) up or down until you hear the pitch you want to change to.
 - Press the “Next” key (on right, under screen) to save the setting.
 - Change volume
 - With the phone set idle, press the “SuperKey.”
 - Press the “No” key (on right, under screen) repeatedly until “Ringer Adjust” appears.
 - Press the “Yes” key then press “No.”
 - Press “Yes” when asked to adjust volume.
 - Press the arrow keys (located above key pad) up or down until you hear the volume you want to change to.
 - Press the “Next” key (on right, under screen) to save the setting.
 - Press the “SuperKey” to exit.