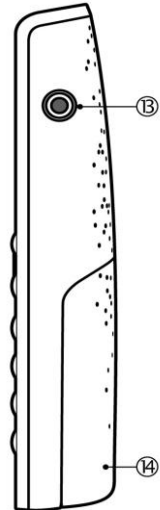
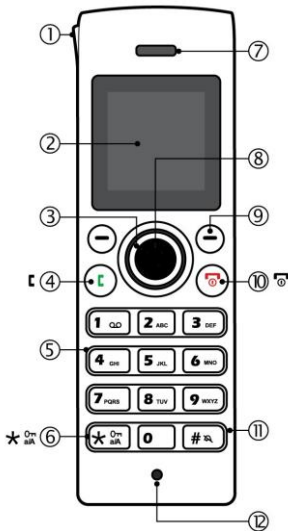


Mitel 112 DECT Handset Guide

Your Mitel handset quick reference guide booklet.



Phone Diagram



1. Ringer Lamp
2. Colour Display
3. D-PAD
4. Call Answer Key
5. Dial Pad
6. Lock/alpha switch
7. Speaker

8. Select Key
9. Softkey Select
10. End Call Key
11. Hash Key
12. Microphone
13. Headset Jack
14. Battery Cover

Basic Handset Use

Making a call

- Dial the number with the dial pad and press the **[]** **Call Key**.

Ending calls

- Press the **End Call** softkey or press the **[]** key.

Answering a call and using Speaker function.

- Press the **[]** key to answer a call. To activate the **Speaker** function, press the **[]** key while the call is active.
- To turn the **Speaker** function off, press the **[]** key again.

Adjust Volume

- From the main menu, select **Audio Settings**.
- Select **Ring Volume**.
- Press **Select**.
- Press **[]** to set the volume.
- Press **Ok**.

Mute the Microphone

- During a call, press **[]**.
- To reactivate press **[]** again.

Redialling

- Press the **[]** key, select the number from the list, press the **[]** key again.

Holding and resuming

- While on a call, press the **Hold** softkey.
- To retrieve a call from hold, press **Retrieve** softkey.

Transferring a call – Unsupervised

- While on a call, press **Transfer** softkey. The current call is placed on hold.
- Dial the extension of the transfer destination.
- Press **Transfer** softkey again.

Transferring a call – Supervised

- While on a call, press **Transfer** softkey. The current call is placed on hold.
- Dial the extension of the transfer destination.
- Press **[**
- Wait until the called party answers, announce the transfer.
- Press **Transfer**.

Form a Conference

To form a three-party Conference when a two-party call is already in place:

- Press **Hold** softkey. The current call is placed on hold.
- Enter the number of the second party and press **[**
- After the second party answers, press **Conf** softkey.


Call Swap

Call swap lets you alternate between the two calls. Each call is private; neither person can overhear your conversation with the other.





- While in a call, press **Hold**.
- Enter the number of the second party that you want to call and press **[**

After speaking with the second party, press **[↔]** to switch between the two parties.


Check Calls

- From idle mode, press 
- Select **Calls**.
- Select the call (missed, incoming, and outgoing calls are listed).
- Select **View** to see call details.

Add a Contact




- From the main menu, select **Contacts**.
- Press **More**.
- Select **Add Contact**.
- Press **Edit**.
- Enter a **Name** using the keypad as a text editor. Press * to switch between uppercase letters, lowercase letter, and numbers when working the text editor.
- Press 
- Press  to select **Work**.
- Press **Edit** and enter a number.
- Press **Save**.
- Press  to select **Ringtone**.
- Press **Edit**.
- Press  to highlight a melody.
- Press **Select**.
- Press **Save**.
- Press **Yes**.

Call a Contact


- Select **Contacts**.
- Select the contact that you want to call.
- Press 

Handset Settings


Selecting Menu Options

- Press the outer ring  to select an item from the display or menu list.
- Press  to select a softkey.
- Press  to exit a menu.

Change the Ringer Melody


- Press  to enter the main menu.
- Select **Audio Settings**.
- Press **Select**.
- Select **Ring Melody**.
- Press **Select**.
- Select a **Melody**.
- Press **Play** to hear the **Melody**.
- Press **Select**.

Change Handset Language

- Press  to enter the main menu.
- Select **Settings**.
- Press **Select**.
- Select **Language**.
- Select the desired language and press **Select**.

Do Not Disturb

Do Not Disturb (DND) stops calls from ringing your handset. DND returns busy tone to the caller. DND does not affect your ability to make calls.



- Press  to enter the main menu.
- Select **Settings**.
- Press **Select**.
- Select **Do Not Disturb**.
- Press **Select**.
- Select **Enable** or **Disable**.
- Press **Select**.

About Feature Access Codes

You can dial codes to activate Call Forwarding features and Do Not Disturb. The feature access codes provided in this guide are the default system codes. Your system may be programmed with different codes. Contact your NT Connect Installer to obtain the codes assigned for your system.

Note that when your handset is programmed in a personal ring group (that is, twinned to your desktop phone) Call Forwarding Feature Access codes are not supported from your handset.

Not that when call forwarding is active, there is nothing on the handset that indicates it is enabled. To program and activate Call Forwarding:

- Press 
- Dial the appropriate Call Forward Feature Access code followed by the destination number.
 - Always: *64
 - Busy: *61
 - No Answer: *68
- Press 

To cancel Call Forwarding:

- Press 
- Dial the Cancel All Forwarding code (Default *70)
- Press 

Troubleshooting

Please see below for some common troubleshooting solutions:

Symptom	Possible Cause	Corrective Action
Handset display is black	Handset is in power saving mode.	Press any key.
	Batteries drained.	Put handset in charging cradle to re-charge.
Handset does not charge.	Power to handset charging cradle is not connected.	Ensure that power cable is connected to wall outlet.
	Batteries are not inserted correctly.	Check that the batteries are inserted correctly.
	Battery life is exceeded and they no longer accept charge	Obtain replacement batteries and replace.
Cannot enable features using Feature Access Codes	Feature is not enabled for your handset	Contact your NT Connect Installer and ask to have the feature codes enabled for your handset
	System does not use default Feature Access Codes	Contact your NT Connect for a list of the supported Feature Access Codes for your system.
Calls are not ringing the handset.	A feature code such as Call Forwarding Always is enabled that prevents your handset from receiving calls.	Enter the Clear All Feature Access Code (Default is *77)

