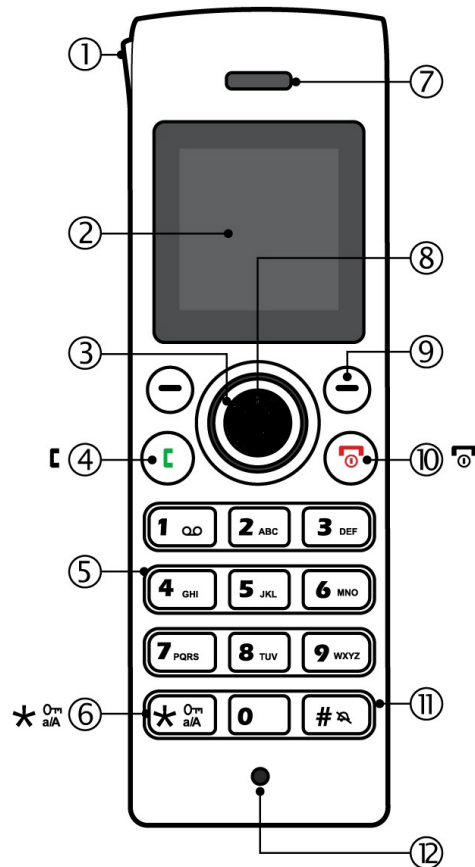Mitel

112 DECT PHONE (UNIVERSAL)

The Mitel® 112 DECT Phone (Universal) and the RFP 12 Single Cell Base Station provide MiVoice Business SIP call processing features on a cordless handset. The base station also provides conferencing, call transfer, and other basic features between handsets.
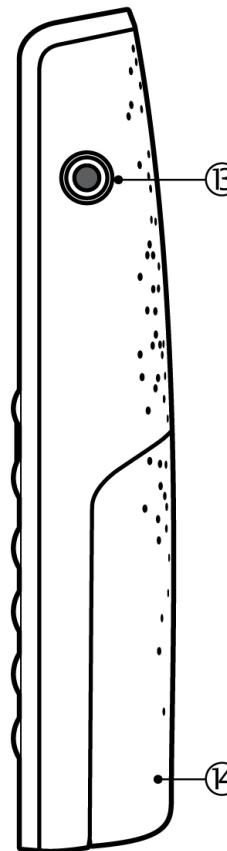
## Handset - Front View

Turn Handset On or Off

Press and hold [key icon] key.

Handset - Side View

Signal Range

The cordless handset has an indoor signal range of up to 50 meters (150 feet) from the IP DECT stand. This range can be limited by concrete or metal barriers. If you go out of range, the handset will display "Searching".

#	Front View - Description
①	Ringer lamp indicator
②	Color display
③	Press [navigation icon] to select items
④	Press [icon] to answer calls. Press while in idle mode to display a history of your calls.
⑤	Use keypad to enter numbers and letters
⑥	Press ✱ in the name editor to switch between capital letters, lowercase letters, and numbers.
⑦	Speaker
⑧	Press [icon] to enter main menu and select and confirm options
⑨	Press [icon] to select a softkey or item.
⑩	To hang up, exit a menu, or turn the handset on or off, press [icon] .
⑪	Press # to send a flash signal before entering a Feature Access Code
⑫	Microphone
⑬	Headset jack connector (2.5 mm)
⑭	Battery cover

[Mitel logo]

Handset Display - Idle Mode
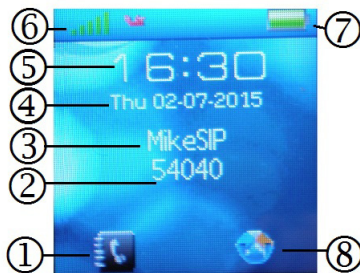
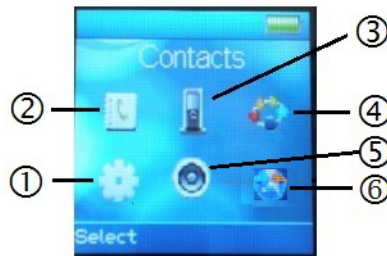| #	Idle Mode - Description
①	Contacts
②	Handset Extension
③	Name
④	Day and Date
⑤	Time
⑥	Signal Strength
⑦	Battery Life
⑧	Central Directory of contacts. The directory is shared among the handsets that are configured on a base station.

Handset Display Main Menu

#	Main Menu - Description
①	Settings
②	Contacts
③	Calls
④	Connectivity
⑤	Audio Settings
⑥	Central Directory

Note: Optional features may not be available on your handset.

Make a Call

- From Idle mode, enter phone number.
- Press [call] .

Answer a Call

- Press [call] .

End a Call

- Press [end] .

Reject a Call

- Press [end] or REJECT.

Enter Main Menu

- From Idle mode, press the center button [center].

Selecting Menu Options

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

Adjust Volume

- From the main menu, select AUDIO SETTINGS.
- Select RING VOLUME.
- Press SELECT.
- Press [ring] to set the volume.
- Press OK.

Mute the Microphone

- During a call, press [ring].

- To reactivate press [ring] again.

Use Speakerphone

- During a call, press [call] to activate the speaker.
- Press [call] to turn speakerphone off.

Redial a Call

- Press [call]
- Select the number from the list.
- Press [call] .

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 letters, and numbers when working the text editor.
- Press [center] .
- Press [center] to select WORK.
- Press EDIT and enter a number.

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- Press SAVE.

- Press. to select RINGTONE.

- Press EDIT.

- Press. to highlight a Melody

- Press SELECT

- Press SAVE

- Press YES.

Call a Contact (Optional)

- Select CONTACTS.

- Select the contact that you want to call.

- Press .

Call Hold

- While on a call, press HOLD.

- To retrieve a call from hold, press RETRIEVE.

Form a Conference

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

- Press HOLD. The current call is placed on hold.

- Enter the number of the second party and press .

- After the second party answers, press CONF.

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.

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.

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Transfer a Call - Unsupervised

• While on a call, press TRANSFER. The current call is placed on hold.

• Dial the extension of the transfer destination.

• Press TRANSFER.

Transfer a Call - Supervised

• While on a call, press TRANSFER. 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.

Check Calls

• From idle mode, press   .

• Select CALLS.

• Select the call (missed, incoming, and outgoing calls are listed).

• Select VIEW to see call details.

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 ENABLED or DISABLED

• 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 System Administrator 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.Forward a Call

Note that when call forwarding active, there is nothing on the handset that indicates it is enabled. To program and activate Call Forward:

• Press   .

• Dial the appropriate Call Forward Feature Access code followed by the destination number. Note that the following are default codes. Your system may use different codes. Contact your System Administrator for a list.

  - Always: ∗64

  - Busy: ∗61

  - No Answer: ∗68

• Press   .

To cancel Call Forwarding:

• Press   .

• Dial the Cancel All Forwarding code (Default ∗70)

• Press   .

Call Handoff

If your handset is twinned to your desktop phone via a personal ring group, you can use the call handoff feature. This feature allows you to "push" an active call from your desktop phone to your handset, or "pull" an active call from your handset to your desktop phone. You active call handoff by pressing a Handoff feature key on your desktop phone. To program a Handoff feature key, refer to your phone's user guide for instructions.

To push a call to your handset

- While on a call at your desktop phone, press the **Handoff** key. The call is transferred to your handset.

- Press   to continue the call on your handset.

To pull a call to your desktop phone

- While on a call on your handset, press the **Handoff** key on your desktop phone.
- The call is presented on your desktop phone in handsfree mode. Lift the desktop phone handset to continue the call using your desktop phone.

Troubleshooting

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 recharge.
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 System Administrator and ask to have the feature enabled for your handset.
	System does not use default Feature Access Codes.	Contact your System Administrator for a list of the supported Feature Access Codes for your system.
Calls are not ringing the handset.	A feature such as Call Forwarding Always is enabled that prevents your handset from receiving calls.	Enter the Clear All Features Access Code (Default Code is ∗77)

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