

MITEL

3300 | Integrated
Communications Platform

NETLINK e340 USERS GUIDE

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NETLINK e340 User's Guide

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About your Phone

Wireless Telephone Line Select Key Mapping

The SpectraLink NetLink i640 Wireless Telephone supports 14 line select keys. The line select keys appear in the menu display of the handsets as shortcut keys.

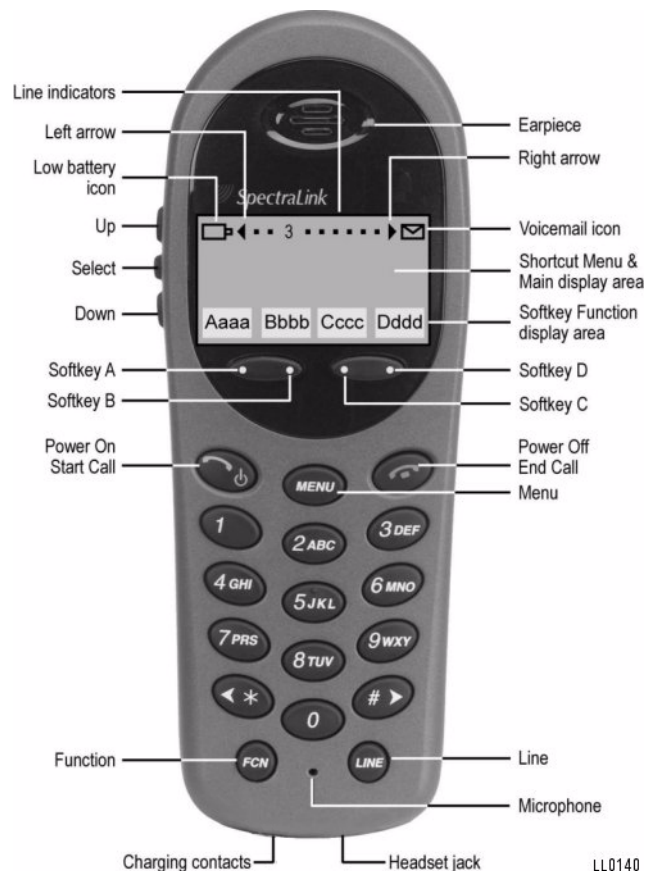


Figure 1: SpectraLink NetLink e340

Line Select key 1 is pre-assigned to the Prime Line. The other 13 line select keys need to be programmed in the 3300 ICP as line appearances or features.

Adjusting Handset Receiver Volume

To adjust the receiver volume:

- While in a call, press the **Up** or **Down** button on the side of the handset (see Figure 1: “SpectraLink NetLink e340” on page 5).

For Users on Resilient 3300 ICP Systems

If during a call, you hear two beeps repeated every 20 seconds it means that your phone is switching to a secondary 3300 ICP system. The call continues but the keys and features on your phone stop working. The keys and most features begin working again after you go on-hook. Normal operation resumes when your phone switches back to the primary system. If your phone is idle and switched to the secondary system, you'll see a flashing square on the display.


Feature Keys

To activate or deactivate a feature:

1. Press **FCN**. The screen lists the first four fixed features (Trans/Conf, Cancel, Message, Redial).
2. Press **FCN** repeatedly to step through the displays of programmed features.
3. To activate or deactivate a feature, press the shortcut key of the desired feature. When a feature is activated, a plus sign (+) appears in the display after the shortcut.




Note: You can also use the **Up**, **Select**, and **Down** buttons located on the left side of the handset to scroll through the displays and activate the features on the list.

4. Press  to exit the list of line appearances.



Note: Line appearances must be programmed by your system administrator.


To access a line appearance

1. Press  to go off-hook.
2. While off-hook, press the **LINE** key to view the shortcut keys and the assigned extensions for the line appearances.


There are nine possible line appearances which correspond to the nine line indicators across the top of the handset display. When a line is in use, the indicator changes to the line number and a plus sign (+) appears after the shortcut key on the list (emulating a lit LED).

3. Press the **LINE** key again to display the second screen of the list if more than four line appearances have been assigned to the handset.
4. To select a line, press the corresponding shortcut key.


You can also use the **Up**, **Select**, and **Down** buttons located on the left side of the handset to scroll through the displays and activate the line appearances on the list.

5. Press  to exit the list of line appearances.

To activate a feature on the handset:

1. Press .
2. Press the **FCN** (Function) key. A menu of features is displayed.
3. Press the shortcut key or use the **Up** and **Down** buttons to highlight the feature, then press the **Select** button.


To access a line:

1. Press .
2. Press the **LINE** key then use the **Up** and **Down** buttons to highlight the line.
3. Press **Select**.


Making and Answering Calls


Make a Call

To make a call:

1. Press and hold .
2. Press **LINE** and the number key corresponding to the required line.
or
3. Dial the number.

Answer a Call

To answer a call, press .

Tip: You can mute the ringing of an incoming call by pressing **MENU**, , **FCN**, **LINE**, or any of the softkeys.

Headset Operation

To answer call when a headset is connected:

- Press any key (other than , , or a softkey)


To end a call:

- Press .

Phonebook

To use Phonebook:

1. Press **MENU**.
2. Press **Supr**.
3. Press **Yes**.
4. Enter the name of the desired party.
5. Press **Lkup**.
6. If no match exists, edit the original entry.
7. If the name is not unique, press **Next** (if required).

8. Do one of the following:
 - To make the call, press **Call**.
 - To exit, press .

Redial

To redial the last number that you manually dialed:

1. Press .
2. Press **FCN** then press **4**.


Speed Call - System

To dial a System Speed Call number:

1. Press .
2. Dial the Speed Call number.



Speed Call Keys

To dial a Speed Call number:

1. Press .
2. Press **FCN** then press the shortcut key of the desired speed call number.


To store a Speed Call number:

1. Press **MENU**.
2. Press **Supr**.
3. Press **No** until "Personal Keys?" appears.
4. Press **Yes**.
5. Press **FCN**.
6. Press the Down button on the left side of the handset to highlight an UNUSED KEY.
7. Press the Select button (left side of the set, middle button) to select the key.
8. Press **Chng**.
9. Press **Yes**.



10. Do one of the following:
 - To enter a new number, dial the number.
 - To enter the last number dialed, press **FCN** and then press **4**.
 - To clear the existing number, do nothing.
11. If you want the number to be private, press **Priv**.
12. Press **Save**.
13. Press and hold  to power off the phone. Then press  to power it back on. by power-cycling the phone, you cause it to update the phone menu with the correct speed-call labels.

Speed Call - Personal

To dial a Speed Call number:

1. Press .
2. Dial the Personal Speed Call-Invoke feature access code.
3. Enter a personal speed call index number.

To store a Speed Call number:

1. Press .
2. Dial the Personal Speed Call-Store feature access code.
3. Enter a two-digit personal speed call index number (from 00 to a maximum of 99). For numbers 0 to 9, add a leading zero. (For example, 00, 01, 02, 03 and so on.)
4. Dial the number to be stored.
5. Press .

Call Handling

Hold


To place a call on Hold:

- Press **Hold**.

To retrieve a call from **Hold**:


1. Press **LINE**. The Line number of the call on hold is shown at the top of the display.
2. Dial the line number (shortcut key) of the line appearance.

To retrieve a call from Hold at another station:


1. Press .
2. Dial the Call Hold Remote Retrieve feature access code and the number of the station that placed the call on Hold.

Transfer

To Transfer an active call:

1. Press **FCN** then press **1**.
2. Dial the number of the third party.
3. Do one of the following:
 - To complete the Transfer, press .
 - To announce the Transfer, wait for an answer, consult, and press **RelS**.
 - You can talk to individual parties by pressing **Trad**.
 - To retrieve the call, press **FCN** then press Cancel.

To Transfer an active call during headset operation:


1. Press **FCN** then press **1**.
2. Dial the number of the third party.
3. Press .

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **FCN** then press **1**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **FCN** then press **1**.

To leave a Conference:

- Press 

Conference Split

To split a Conference and speak privately with the original party:

- Press **Spli**.

Add Held

To move a call on Hold to another line appearance:

1. Press **LINE** then press the shortcut key of the available line appearance.
2. Press **Addh**.
3. Press **LINE** then press the shortcut key of the flashing line appearance.

To add a call on Hold to an existing conversation or Conference:

1. Press **Addh**.
2. Press **LINE** then press the shortcut key of the flashing line appearance.

Swap

To call another party when you are in an established two-party call:


1. Press **FCN** then press **1**.
2. Dial the number.

To alternate between the two parties:


- Press **Trad**.

Call Forward

To program Call Forward:



1. Press **MENU**.
2. Press **Supr.**
3. Press **No** until "Call Forwarding?" appears.
4. Press **Yes**.
5. Press **Next** until the desired type of Call Forward appears.
6. Press **Revw.**
7. If a number is already programmed, press **Chng.**
8. Press **Pgm.**
9. Do one of the following:
 - Dial the destination number.
 - For Call Forward I Am Here, dial your extension number.
10. Press **Save**.
11. Press .

To turn Call Forward on or off (once it has been set up):

1. Press **MENU**.
2. Press **Supr.**
3. Press **No** until "Call Forwarding?" appears.
4. Press **Yes**.
5. Press **Next** until the type of Call Forward appears.
6. Press **Revw.**
7. Press **Chng.**
8. Do one of the following:
 - To turn Call Forward on, press **TnOn**.
 - To turn Call Forward off, press **TnOf**.
9. Press .



Call Forward - Cancel All

To cancel all Call Forward types:



1. Press .
2. Dial the Cancel All Forwarding feature access code.
3. Press .

Call Forward - Follow Me - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Press .
2. Dial the Call Forwarding - End Chaining feature access code.
3. Press .

To cancel Call Forward - Follow Me - End Chaining:

1. Press .
2. Dial the Cancel Call Forwarding - End Chaining feature access code.
3. Press .


Call Forward - Forced

To use Call Forward Forced when the set is ringing:

- Press **Fwd**.


Call Forward - Override

To use Call Forward Override:

1. Press .
2. Dial the Call Forward - Override feature access code.
3. Dial the number.

Messaging - Advisory

To turn Messaging Advisory on:

1. Press **MENU**.
2. Press **Supr.**
3. Press **No** until Advisory Msgs? appears.
4. Press **Yes**.
5. Press **Next** until the message appears.
6. Press **TnOn**.
7. Press .

To turn Messaging Advisory off:


1. Press **MENU**.
2. Press **Supr.**
3. Press **No** until Advisory Msgs? appears.
4. Press **Yes**.
5. Press **TnOf**.

Messaging - Callback

To leave a message waiting indication on a telephone when you hear busy or ringback tone:

- Press **FCN** then press **3**.

To respond to a message waiting condition on your telephone:


1. Press .
2. Press **FCN** then press **3**.
3. If a password is required, enter your password and press **Entr**.
4. Do one of the following:
 - To call the message sender, press **Call**.
 - To delete the message, press **Eras**.
 - To view the next message, press **Msg**.

To check for messages from a remote station:

1. Press **MENU**.
2. Press **Supr**.

3. Press **No** until Remote Msging? appears.
4. Press **Yes**.
5. Dial your extension.
6. Press **Entr**.
7. If a password is required, enter your password and press **Entr**.
8. Press **Yes**.


To set, change, or clear a password (up to 7 digits not 0):

1. Press **MENU**.
2. Press **Supr**.
3. Press **No** until Set Password? appears.
4. Press **Yes**.
5. Do one of the following:
 - To set a password, enter the password.
 - To change or clear your password, enter your current password.
6. Press **Entr**.
7. If you are changing or clearing your password, do one of the following:
 - To change your password, enter your new password and press **Entr**.
 - To clear your password, enter 0.
8. Enter your new password again. If you are clearing your password, enter 0.
9. If you are setting or changing a password, press **Entr**.
10. Press  .


Using Advanced Features

Account Codes

To use Forced Account Codes:


1. Press .
2. Dial the Account Code digits.
3. If required, do one of the following:
 - To submit the Account Code, press #.
 - To cancel, press *.

To enter an Account Code during a call:

1. Press .
2. Dial the Account Code Feature Access code.
3. Dial the Account Code digits.
4. If required, do one of the following:
 - To submit the Account Code, press #.
 - To cancel, press *.
5. Press **FCN** then press **1**.


Attendant Call Hold - Remote Retrieve

To retrieve a call on Hold by the attendant:

1. Press .
2. Dial the Attendant Call Hold - Remote Retrieve feature access code.
3. Dial the Console ID and the Hold Slot number.

Call Tagging

To program a Tag Call feature key:

1. Press .
2. Press **Supr**, then press **No** until **Personal Keys** is displayed.
3. Press **FCN** until an unused feature key is displayed.
4. Select the unused feature key.
5. Press **Chng**.

6. Press **No** until **Tag Call** is displayed.
7. Press the **Yes** softkey.

To tag a call as malicious:

1. During an active two-party call, press **FCN** until the Tag Call feature key is displayed.
2. Select the Tag Call feature key.

- or -


1. Press **FCN** during an active two-party call.
2. Select Trans/Conf.
3. Enter the Tag Call feature Access Code.

Call Park

To park an active call:

1. Press FCN, then press 1.
2. Dial the Call Park feature access code.
3. Dial the directory number on which to park the call.
4. To inform a user that a parked call is waiting, do one of the following:
 - If automatic paging is enabled, announce the call and the park retrieve digits shown on the display.
 - If automatic paging is disabled, dial the required paging access code, and then, announce the call and the park retrieve digits shown on the display..

To retrieve a parked call:

1. Press .
2. Dial the Call Park - Retrieve feature access code followed by the directory number the call is parked on. If there are multiple calls parked on the DN, dial the two-digit index number to retrieve a specific call, or # to retrieve the longest parked call.

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. Press .
2. Press **PkUp**.

To answer a call that is ringing another station not in your Pickup Group:

1. Press .

2. Dial the Directed Call Pickup feature access code.
3. Dial the number of the ringing station.

Camp-On

To campon to a busy station:

1. Press **Wait**.

To retrieve a call when you hear Campon tone:

1. Press **Trad**.

Callback



To request a Callback when you reach a busy or unanswered station:

1. Press **FCN**.
2. Press the **Cibk**.
3. Press **Select**.
-or-
- Dial the Callback - Setup feature access code.



To answer a Callback when you hear three short ring bursts:

- Press .

To cancel a Callback:

1. Press .
2. Dial the Callback Cancel Individual feature access code.
3. Dial the number of the called station.
4. Press .

To cancel all Callbacks:

1. Press .
2. Dial the Callback Cancel feature access code.
3. Press .

Flash Trunk

To flash a trunk:



1. Press **FCN** then press **1**.
2. Dial the Trunk Single Flash or Trunk Double Flash Feature Access code.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

Do Not Disturb



To activate or deactivate Do Not Disturb:

1. Press **MENU**.
2. Press **Supr.**
3. Press **No** until Do Not Disturb? appears.
4. Press **TnOn** or **TnOf**.

To activate Do Not Disturb from a remote station:

1. Press .
2. Dial the Do Not Disturb Remote feature access code.
3. Dial the number of the station to which Do Not Disturb is to apply.
4. Press .

To de-activate Do Not Disturb from a remote station:

1. Press .
2. Dial the Do Not Disturb Cancel Remote feature access code.
3. Dial the number of the station with Do Not Disturb activated.
4. Press .

Override

To use Override when you encounter busy or DND tone:

1. Press **Intr.**

Reminder

To program a Reminder:

1. Press **MENU**.
2. Press **Supr**.
3. Press **No** until "Timed Reminder?" appears.
4. Press **Yes**.
5. Enter the time in a 24-hour format.
6. Press **Save**.

To view, change, and/or cancel a pending Reminder:

1. Press **MENU**.
2. Press **Supr**.
3. Press **No** until "Timed Reminder?" appears.
4. Press **Yes**.
5. Do one of the following:
 - To change the Reminder, press **Chng** and enter the new time.
 - To cancel the Reminder, press **Clr**.
 - To exit without canceling the Reminder, press **Supr**.

Night Service

To view and/or change the mode of service on a local node:

1. Press **Supr**.
2. Press **No** until "Night Service?" appears.
3. Press **Yes**.
4. Do one of the following:
 - To exit without making any changes, press **Supr**.
 - To change the mode of service, press **Chng**, press **No** until the desired alternative appears, and then press **Yes**.

Record a Call

To record a call manually

- While you are in a two-party conversation, press **FCN** then press the shortcut key for the Record Call feature.

To stop and save a recording


- Press **FCN** then press the shortcut key for the Record Call feature.

To listen to a recording

- Press the **FCN** then press the shortcut key for the Record Call feature; or dial the voice mail number to access your voice mail box, and follow the prompts to retrieve the recording

Group Page


To initiate a Group Page:

1. Press .
2. Dial the Direct Page feature access code.
3. Do one of the following:
 - To page your prime page group, press #.
 - To page a specific page group, dial the page group directory number.



Note: SpectraLink Wireless Telephones cannot receive a page.

To respond to a Group Page by using Meet Me Answer:

1. press .
 2. Dial the Meet Me Answer Feature Access code.
- or -
3. Press Meet Me Answer (MMA).
 4. Do one of the following
 - To respond to a page from your prime page group, press #.
 - To respond to a page from a specific page group, dial the page group directory number.

Hot Desking

Hot Desking allows you to log into the telephone system from any phone designated as a Hot Desk phone. Simply log in at the phone using your assigned Hot Desk User Extension Number and the phone immediately assumes all your speed dials, features keys, call forwarding setup, and line appearances. Any changes you make to the phone while you are logged in--for example, adding a speed dial--are saved to your personal profile. Logging in activates your profile on any phone that supports Hot Desking.

Logon

1. Press either **HotD** (no user) or **Logo** (current user).
2. Press **Logi**.
 - If prompted to log out the current user, press **Conf**.
3. Enter your Hot Desk User Extension Number.
4. Press **OK**.
5. Enter your Hot Desk PIN.
6. Press **OK**.

Logoff

1. Press **Logo**.
2. Press **Logo** again to confirm.

