MITEL

3000

Get Started Guide

MITEL

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Guide to System Documentation

The Mitel 3000 is provided with the following range of documentation:

Getting Started Guide

Provides overview of System Programming and Key Features

The Getting Started Guide takes the user through key system programming and enables the user to modify basic system configurations to suit their customer's business requirements. In addition, it allows a designated Administrator to configure the system, through key settings and programming elements, enabling a tailored business solution.

Phone Quick Reference Guide

Provides Quick Reference to Key System Features

The Quick Reference Guide is supplied to each telephone each user. It gives basic instructions on how to operate features on Feature Phones and standard telephones.

Administrator's Manual

Provides complete detail on System Programming and Features

The Administrator's Manual is provided on a CD that is supplied with every Mitel 3000 System. This manual provides detailed information on System Programming, Administration and Usage, and provides the system Installer or Administrator with information on configuration of advanced system features.

Broadband Module Manual

Provides complete detail on Broadband Module Programming and Usage

The Broadband Module Manual is provided with each Mitel 3000 Broadband Module Manual, covering Programming, Administration and Usage of the module. It provides the designated Installer or Administrator with information on configuration of advanced system features.

IP Phone Quick Reference Guide

Provides Quick Reference to IP Phone Features

The Quick Reference Guide is supplied on the Documentation CD of your Mitel 3000 system. It gives instructions on how to install and operate features on the Mitel 5330 IP phone.

Documentation CD

The Documentation CD contains PDF files of the Getting Started Guide, Administrator's Manual, Phone Quick Reference Guide, Broadband Module Manual, IP 5330 Phone Quick Reference Guide , Essential Programming Guide, Quick Voice Mail Access Card, Installation and Maintenance Guide, MPS application (Maintenance and Programming Software) and personal system phone label templates.

System description

- The Mitel 3000 is an integrated communications system. It supports all your voice call needs as well as an optional integrated data solution that allows multiple simultaneous Internet sessions.
- The Mitel 3000 can accommodate up to 16 PSTN lines or 8 ISDN Basic Rate Access with up to 40 extensions and 12 IP access points that can be used as IP extensions and/or VoIP trunks.

System Options

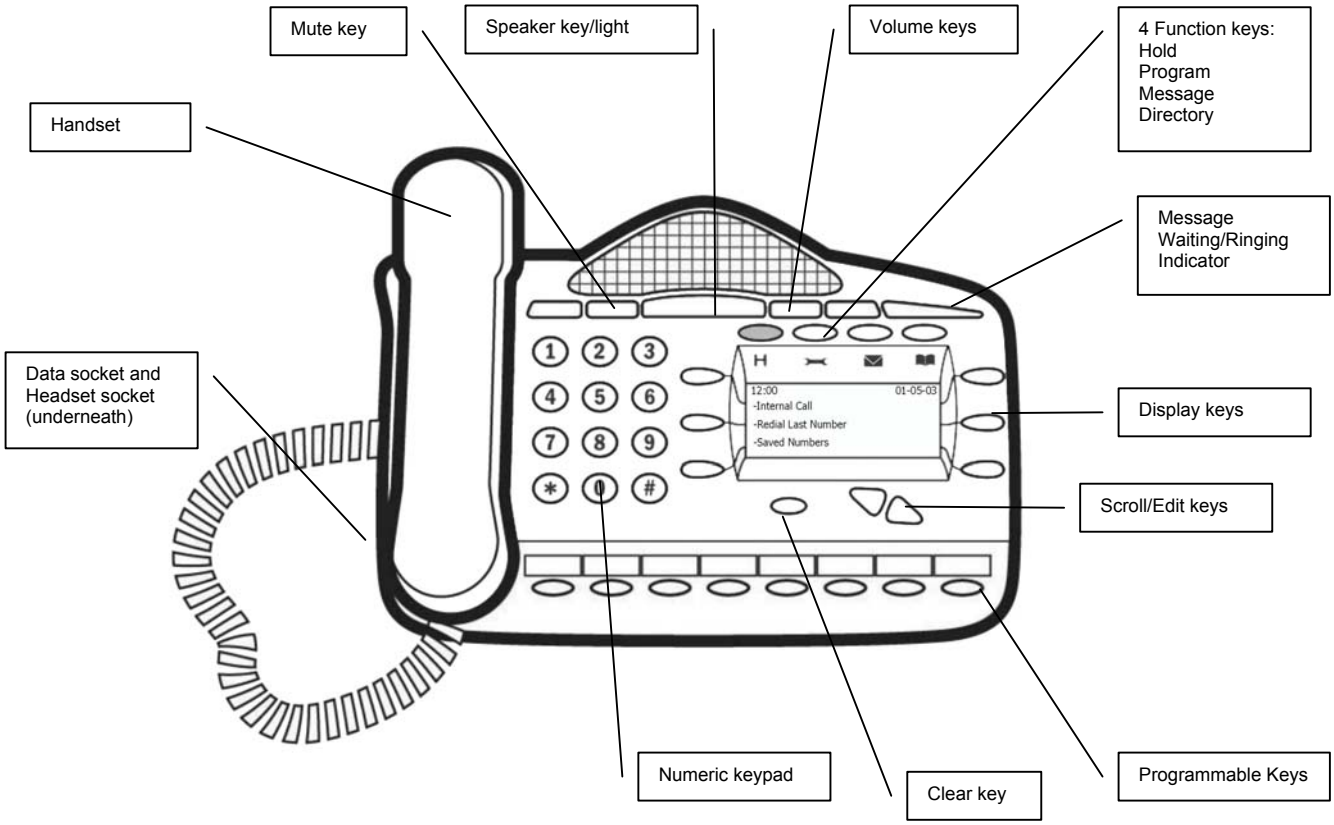
The following options are available for the Mitel 3000:

- Additional Extensions Modules each containing 8 extra Extension ports.
- Additional Digital or Analogue Line Modules to a maximum of 16 lines
- Additional ISDN Primary Rate Module to a maximum of 30 channels
- Broadband Module for shared High Speed Internet Connections
- Optional Voice Mail Module for professional voice services
- Optional Battery Back Up Module for full system operation in power fail
- Music on Hold Module for connecting external Music on Hold.
- 4110 Full duplex Featurephone with full Menu Display, Handsfree Operation and 8 Programmable keys
- 4120 Full duplex Featurephone with full Backlit Menu Display, Handsfree Operation and 16 Programmable keys.
- DSS Console providing an additional 32 Programmable Keys when used in conjunction with the 4120 Featurephone.
- Door Station to facilitate visitor introduction
- Hospitality software option for customers that either have a hotel or guesthouses or any business that needs to bill individual clients.

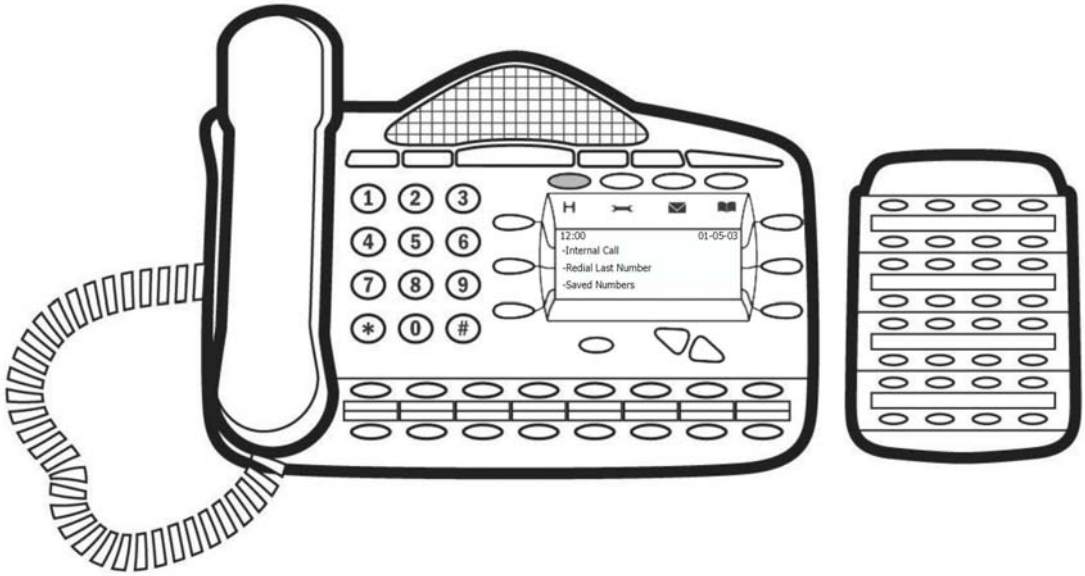
System Programming Notes

The Mitel 3000 may be programmed from either a Feature Phone or from a PC running the Maintenance and Programming Software (MPS) application included on the CD supplied with your system. This guide outlines the key elements of System Programming from the Feature Phones only.

Eight key Feature Phone layout



Sixteen Feature Phone (with 32 key Console)

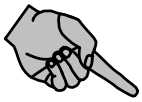


Explanation of Symbols in this Guide

Specific symbols are used to define particular operations or to highlight important areas as follows:

Caution

Programming key



Select function

Scroll through menus

System Programming

The system may only be programmed from one specific extension, by default this is configured as extension 20, but the programming position can be moved to any extension.

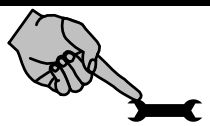
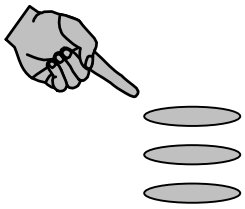
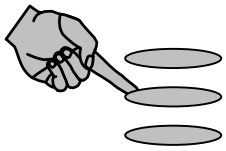
The System Programming is separated into three main blocks:

System covers aspects that affect operations across the complete system.

Extension covers aspects that may be programmed per extension.

Lines covers aspects which affect the Network connections, Incoming and Outgoing Calls, and Least-Cost Routing configuration.

Accessing the System Programming

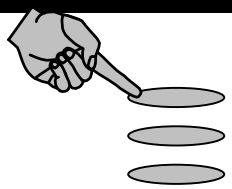
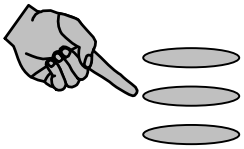
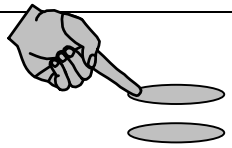
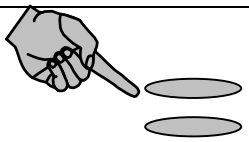
Instruction	Action	Menu Display
From the Programming phone (ext. 20 by default) select the Programming key	 Program	---PHONE SETUP--- - Auto Answer - Key Programming - Headset Mode
Scroll through the menus to find [System Programming] and select the option		---PHONE SETUP--- - System Programming - Background Music - Exit
Enter Password	1111 (default)	-Enter System Password -Exit
You are now in the Main Menu for System Programming and are presented with the following Sub Menus for Programming Options		Select Option -System -Extensions -Lines

The remainder of this document assumes that you have successfully navigated to the System Programming sub menu above.

Press the key C for two seconds or hang up to exit the programming mode. Modified settings are saved automatically.

For more complex settings, please refer to the Administrator's Manual provided on the CD-ROM packaged with your system.

Programming System Time & Date

Instruction	Action	Menu Display
From the system programming sub menu select [System]		Select Option -System -Extensions -Lines
Select [Time & Date]		Select Option - Language -Time And Date -Change Password
Enter Time [HHMM]		Set Time HHMM -Confirm -Exit
Enter Date [MMDDYY]		Set Date MMDDYY -Confirm -Exit

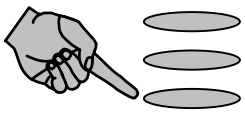
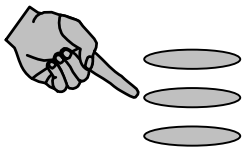
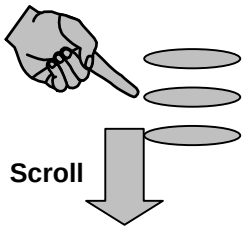
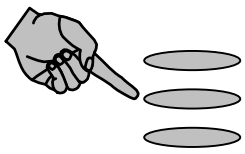
Note: The time and date settings are saved automatically, you are then returned to the main programming menu.

The time should be entered as 24 hour time. Eg 1:00 pm should be entered as 1300, and 1:00am should be entered as 0100,

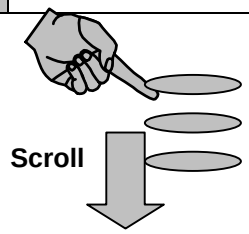
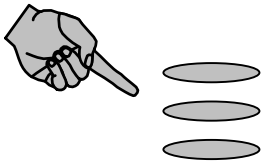
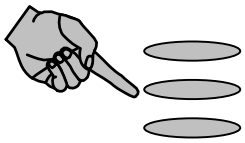
The date should be entered as DDMMYY, eg 13th of March 2008 should be entered 130308..

Configuring a Group (Ring/Hunt Group)

Configuring a Group & Assigning extensions

Instruction	Action	**Menu Display**
From the system programming sub menu select [Lines]		Select Option -System -Extensions -Lines
Select [Group Programming]		Select Option -Equipped Lines -Group Programming -Incoming Ringing
Select the group to be programmed [Scroll if necessary]	 **Scroll**	Select Group ◊ Group 1 Group 4 ◊ ◊ Group 2 Group 5 ◊ ◊ Group 3 Group 6 ◊ [To select a group(s), select the diamond next to it]
Select the group type to be programmed		Select Group Type -Ring Group -Hunt Group -Exit

Configuring a Group & Assigning extensions [continued]

Instruction	Action	Menu Display
If RING GROUP is selected		
Select the extensions to be included in the RING GROUP		Select Extensions ◊ Ext. 20 Ext. 23 ◊ ◊ Ext. 21 Ext. 24 ◊ ◊ Ext. 22 Ext. 25 ◊ [To select an extension(s), select the diamond next to it]
If HUNT GROUP is selected		
Select the HUNT GROUP type required (See next page for Notes on Group Types)		Select Hunt Group Type ◊ Linear ◊ Circular ◊ Longest Idle
Select the extensions to be included in the HUNT GROUP (The order that the extensions are entered into the group determines the order in which they are rung when a call is presented to the group)		Enter in Priority Order ◊ Ext. 20 Ext. 23 ◊ ◊ Ext. 21 Ext. 24 ◊ ◊ Ext. 22 Ext. 25 ◊ [To select an extension(s), select the diamond next to it]
Note: The order the stations are selected determines the order the stations will be rung within the group.		

Note on groups & group types.

Group programming

- When assigning extensions within a ring or hunt group, the first eight extensions are included by default in Group 1. The remaining 19 groups contain extension 20 only. The Administrator may select or deselect extensions within a group at any time.
- Up to 20 groups can be programmed.
- Up to 16 extensions can be assigned to each group.
- Extensions can be in multiple groups.

- Groups of different types may be configured in your Mitel 3000 system. When programming a group you will be offered the following options:

Ring Group:
When selected, all phones in the group ring simultaneously for an incoming call.

Hunt Group:
When selected, incoming calls are presented the first available phone in the group depending on the type of hunting selected and the order that the extensions were entered into the group. If the call is not answered at that extension it hunts to the next available extension. The types of hunt group are:

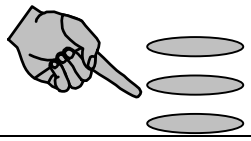
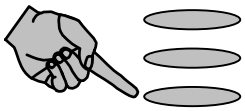
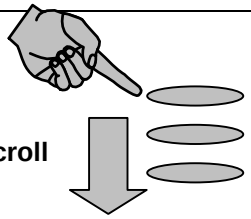
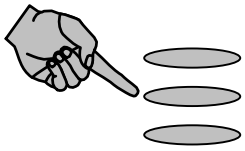
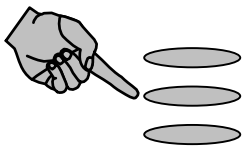
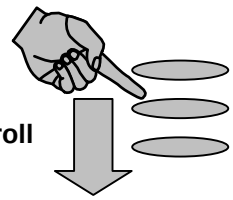
- **Linear**
  Calls are presented to the first available extension in the group. The selection of the extension is determined by the order the extensions are programmed into the group.

- **Circular**
  Calls are presented to the next available extension in the group. The selection of the extension is determined by the order the extensions are programmed into the group.

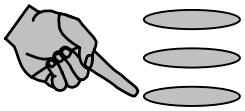
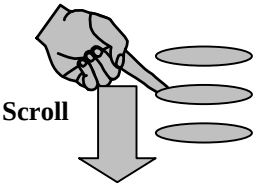
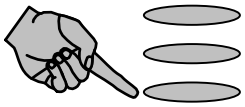
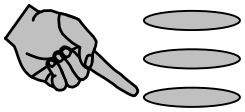
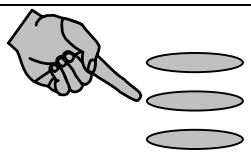
- **Longest Idle**
  Incoming calls are presented to the extension that has been idle for the longest period of time.

Group names
All groups can be assigned specific names to facilitate ease of programming and system usage.

Mapping Incoming Calls to a Group [From a Network line]

Instruction	Action	Menu Display
From the System Programming sub menu select [Lines]		Select Option -System -Extensions -Lines
Select [Incoming Ringing]		Select Option -Equipped Lines -Group Programming -Incoming Ringing
Select the line for which this rule applies	 **Scroll**	Select Line -Line 1 -Line 2 -Door Phone
Select the time when this rule should apply		Select Option -Day Mode -Night Mode -Day And Night Mode
Select the destination for incoming calls on this line [Group in this example]		Select Destination -Extension -Group ◊ Auto Attendant
Select the group which is to receive incoming calls on this line during the relevant time period	 **Scroll**	Select Group ◊ Group 1 Group 4 ◊ ◊ Group 2 Group 5 ◊ ◊ Group 3 Group 6 ◊ [To select a group(s), select the diamond next to it]
Note: You can map incoming calls on individual lines to be presented to different destinations (Groups, Extensions, Auto Attendant or Courtesy Service) in day and night modes.		

Mapping Incoming Calls to a Group [From an MSN or DDI]

Instruction	Action	Menu Display
From the System Programming Sub Menu Select [Lines]		Select Option -System -Stations -Lines
Scroll down and select [DDI Programming]		Select Option -CLI Programming -DDI Programming -PSTN Programming
Enter MSN Index 001 – 100 May be Existing or New	XXX	Enter MSN Index 001 - 100 - Exit
Enter MSN/DDI Number May be Existing or New Confirm when complete	XXXXXXXXX	---------- -Confirm -Change -Delete Exit-
Enter MSN Name May be Existing or New Confirm when complete	ABCDEFGHIJ	---------- -Confirm -Change -Delete Exit-
Select the time when this rule should apply		Select Option -Day Mode -Night Mode -Day and Night Mode
Select the Destination for Incoming Calls on this MSN or DDI		Select Destination ◊ -Station ♦ -Group ◊ Auto Attendant
Select the Group that is to receive Incoming Calls on this MSN or DDI Number during the relevant time period.		Select Group ♦◊ Group 1 Group 4◊ ◊♦ Group 2 Group 5◊ ◊ Group 3 Group 6◊ [The selected group is indicated by '♦]

Configuring Call Restriction Rules

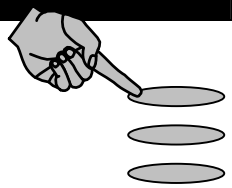
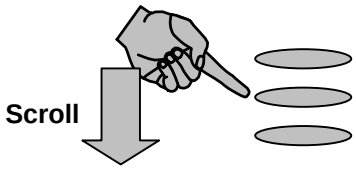
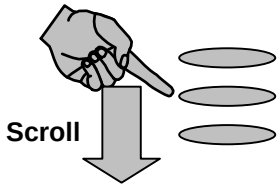
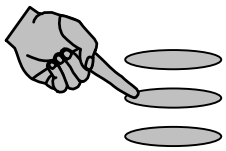
Call Restriction and Tables

Call Restriction allows you to prevent specific extensions from making specific types of calls in Day or Night Mode. To configure Call Restriction rules, you first set up the rules **[CLASS CODES]** as described below and then assign the relevant rules to individual extensions.

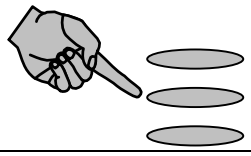
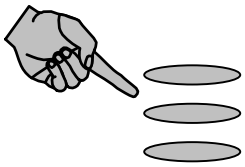
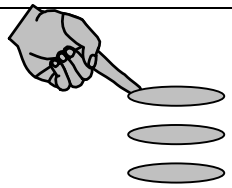
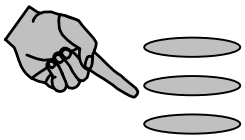
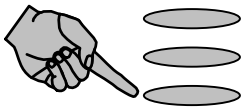
There are four tables, that can be programmed, and six **[CLASS CODES]**, that can be assigned to an extension as listed below.

Type of Restriction	Table	CLASS	Typical Use
No restriction	None	1	All calls allowed
Restricted from calls to codes in Table 2	2	2	Restrict International calls
Restricted from calls to codes in Tables 2 & 3	3	3	Restrict National calls
Allowed internal and emergency calls only	None	4	Restrict all calls
Allowed numbers that can be added to Tables 2 & 3	5	5	Allow these exceptions
Restricted Numbers that can be added to Tables 1, 2 &3	6	6	Restrict these numbers also

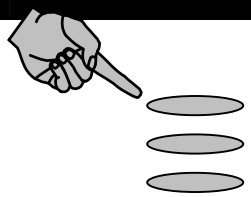
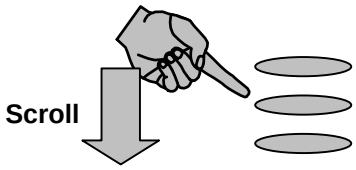
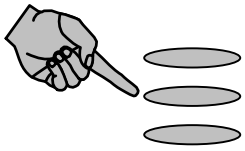
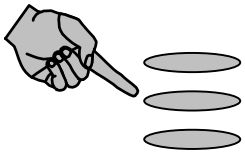
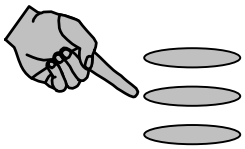
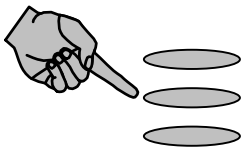
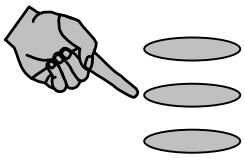
Setting up Call Restriction Tables

Instruction	Action	Menu Display
From the System Programming sub menu select [System]		Select Option -System -Extensions -Lines
Scroll down and select [Class Codes]		Select Option -Caller ID List -Class Codes -Local Codes
Select the table which is to be programmed		Select Table -Table 2 -Table 3 -Allowed Table
Enter Index 01 – 50 May be an existing or new index	XX	Enter Index 01 - 50 -Exit
Enter the code and press Confirm [See Note below for “Any” option]		xxxxxxxxxx -Any -Confirm -Change
Note: The “Any” option is a wildcard entry, which is used to enter the range 1-0, (e.g., entering 403 and then “Any” restricts the range 403-1 to 403-0).		

Assigning the Rules to Extensions

Instruction	Action	Menu Display
From the System Programming sub menu select [Extension]		Select Option -System -Extensions -Lines
Select [Restriction Classes]		Select Option -Name Programming -Restriction Classes -Tone Protect
Select the time when this rule should apply		Select Option - Day Class Of Service - Night Class Of Service - Exit
Select the class rule to be applied Class 1 to 6		Select Option -Class 1 Class 4- -Class 2 Class 5- -Class 3 Class 6-
Select the extensions to which this rule applies		Class X day/night ♦ Ext. 20 Ext. 23 ◊ ◊ Ext. 21 Ext. 24 ◊ ◊ Ext. 22 Ext. 25 ♦ [The selected extension is indicated by ♦]
Note: You can apply the same rule to multiple extensions. You can apply multiple rules to the same extension. You can exit the menu at any time and the settings will be saved		

Configuring Night & Weekend Service

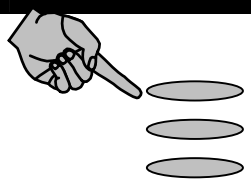
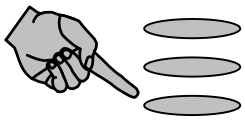
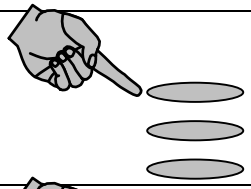
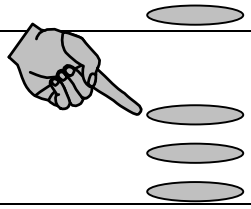
Instruction	Action	Menu Display
From the System Programming sub menu select [System]		Select Option -System -Extensions -Lines
Scroll down and select [Night Service]		Select Option -Programming Position -Night Service -Music On Hold
Program night service Automatic On & Off times [Apply Weekend (if required)]		Select Option -Automatic On Times -Automatic Off Times -Weekend Service
Select the required On Times		Select Option -On Time 1 -On Time 2 -Exit
Enter the time to be set and then select Confirm		Set Time [HHMM] -Confirm -Change -Delete
Select the required Off Times		Select Option -Off Time 1 -Off Time 2 -Exit
Enter the time to be set and then select Confirm		Set Time [HHMM] -Confirm -Change -Delete

Note: You can apply two sets of times for the Night Service rules to be applied, typically they are used for lunchtime and out-of-office hours.
Night Service allows you to configure different call routing plans for these time periods.
You may exit the menu at any time and the settings will be saved.

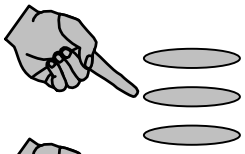
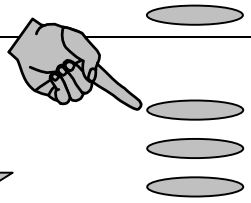
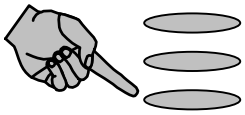
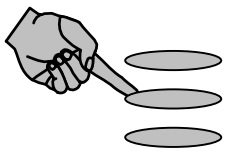
The time should be entered as 24hour time, eg 1:00pm would be entered as 1300, and 1:00am should be entered as 0100

System Password

Changing the System Password

Instruction	Action	Menu Display
From the System Programming sub menu select [System]		Select Option -System -Extensions -Lines
Select [Change Password]		Select Option -Language -Time And Date -Change Password
Select [System Password]		Select Option -System Password -Speed Dial Password -Exit
Enter New Password [xxxx] 4 digit numeric and confirm		1111 -Confirm -Change -Exit

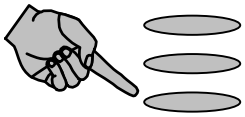
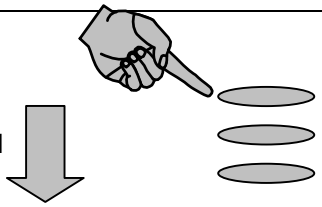
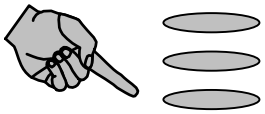
Viewing Extension Passwords

Instruction	Action	Menu Display
From the System Programming sub menu select [Extensions]		Select Option -System -Extensions -Lines
Scroll down and select [Examine Passwords] **Scroll**		Select Option -Examine Passwords -Restrict Use Of PA -Port Swapping
Select the password you want to view		Select Option -Ext. Lock Password -Voice Mail Password -System Voice Mail Box
The system mail box password is displayed immediately. For other passwords you are prompted to select the extension. **Note:** The "♦" next to an extension indicates a voice box is enabled for that extension.		Select Extension ♦ Ext. 20 Ext. 23 ◊ ♦ Ext. 21 Ext. 24 ◊ ◊ Ext. 22 Ext. 25 ◊ [To select an extension(s), select the diamond next to it]

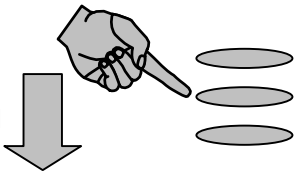
Voice Mail

Configuring the System Voice Mailbox

Note: To utilize the Voice Mail features on the Mitel 3000, you must purchase and install the optional Voice Mail module.

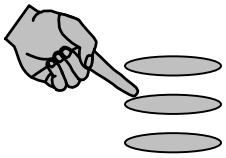
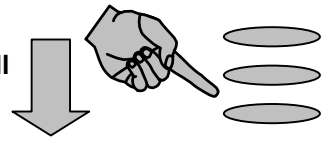
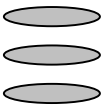
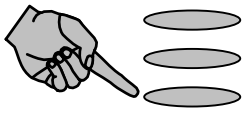
Instruction	Action	Menu Display
From the System Programming sub menu select [Lines]		Select Option -System -Extensions -Lines
Scroll down and select [System Voice Mail Box]	**Scroll** 	Select Option -System Voice Mail Box -Exit
Select the line(s) which are to be answered by the System Voice Mailbox when it is enabled		System Voice Mail Box ◊ Line 1 ◊ Line 2 ◊ Line 3 [The selected lines are indicated by a ♦]

Enabling the System Voice Mailbox

Instruction	Action	Menu Display
From extension 20 in idle menu Scroll down and select [System Voice Mail Box]	**Scroll** 	Select Option -Night Service -System Voice Mail Box -Forward
The display will show 'Answering Machine On' for approx 2-3 secs and will return to the idle display.		

Assigning Voice Mail extensions

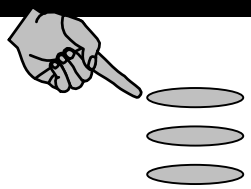
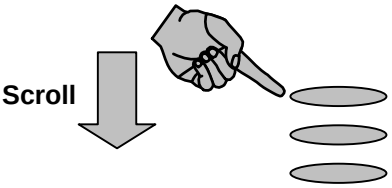
Note: To utilize the Voice Mail features on the Mitel 3000, you must purchase and install the optional Voice Mail module.

Instruction	Action	Menu Display
From the System Programming sub menu select [Extensions]		Select Option - System - Extensions - Lines
Scroll down and select [Voice Mail Boxes]	**Scroll** 	Select Option - System Speed No Override - Voice Mail Boxes - Extension Disconnect
Select the type of voice mailbox		Select Option - Standard Voice Box - Information only VB - Exit
Select the extensions which are to be assigned individual Voice Mailboxes		Select Extension ♦ Ext. 20 Ext. 23 ◊ ◊ Ext. 21 Ext. 24 ◊ ♦ Ext. 22 Ext. 25 ◊ [To select an extension(s), select the diamond next to it]

Note: Information only voice mailboxes are used when callers are to be given information only. The option to leave a message is not provided.

Assigning Voice Mail capacities

Note: The system assigns a limit of 20 messages per mailbox. This can be modified.

Instruction	Action	Menu Display
From the System Programming sub menu select [System]		Select Option - System - Extensions - Lines
Scroll down and select [Voice Mail Capacity]	**Scroll** 	Select Option - Voice Mail Capacity - VM Capacity % used - Account Codes
Enter the required number of messages allowed per extension		Enter VM Cap. 010-100 -Exit

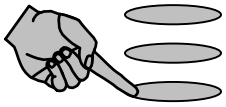
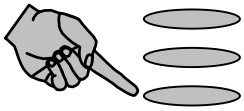
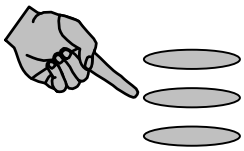
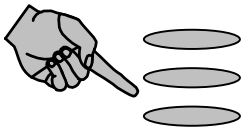
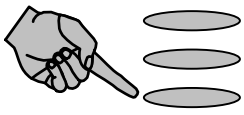
Auto Attendant

You can configure the system so that calls are automatically answered and a message returned to the caller. The message can be customized. Callers can dial through this message directly to an extension if they know the extension number. There is an option provided where callers can dial # to access a directory message when the message is programmed.

The Auto Attendant can answer calls immediately or you can decide to allow the calls to ring for a period before they are automatically answered.
Users can dial single digits to access groups. Digits 1-9 access groups 20-12 respectively.

Assigning lines to be answered by the Auto Attendant

Note: To utilize the Auto Attendant features on the Mitel 3000, you must purchase and install the optional Voice Mail module.

Instruction	Action	Menu Display
From the System Programming sub menu select [Lines]		Select Option -System -Extensions -Lines
Select [Incoming Ringing]		Select Option - Equipped Lines - Group Programming - Incoming Ringing
Select the first CO Line to be answered by the Auto Attendant		Select Line - Line 1 Line 4 - - Line 2 Line 5 - - Line 3 Line 6 -
Select whether you want the Auto Attendant to Operate all the time (Day and Night Mode) or during the day or the night only.		Select Option - Day Mode - Night Mode - Day and Night Mode
Select Auto Attendant [A ♦ indicates that Auto Attendant is activated for the line. A ◊ indicates that the Auto Attendant is not activated for the line].		Select Option - Extension - Group ◊ Auto Attendant

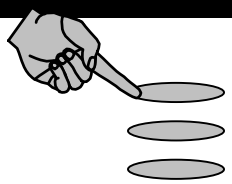
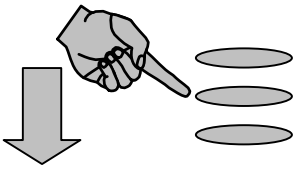
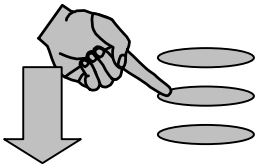
Note: The group or extension selected to ring for the Line will ring if a caller does not dial an extension number. It will also ring if a caller dials 0.
The default is that the Auto Attendant answers incoming calls immediately. However two timers, one for day mode and the other for night mode, can be set, to allow the calls to ring for a period before they are answered by the Auto Attendant. The timers are “Auto Attendant Day” and “Auto Attendant Night” and are in the “System” sub menu under “Timers”.

Directory Services

There are two types of Directory Service provided in the system - a Simple Directory Service and a Dial Name Directory service.
Only one of these services can be programmed at any time.
Recording a Directory Message, listing the names and extension numbers, provides the Simple Service. Callers can dial through the message to contact the extensions.
The Dial Name service prompts callers to enter the name of the extension they wish to contact. They can scroll up and down through the directory as necessary.

When a directory service is programmed dialing # when listening to the Auto Attendant greeting accesses the directory.

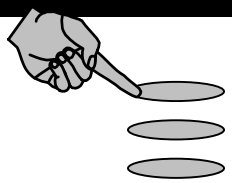
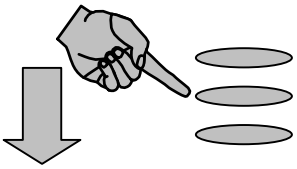
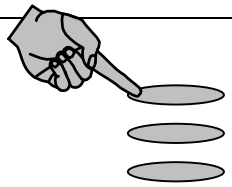
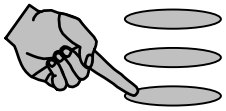
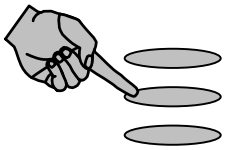
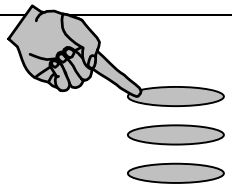
Activating the Simple Directory Service

Instruction	Action	Menu Display
From the System Programming sub menu select [System]		Select Option -System -Extensions -Lines
Scroll down and select [Change Greetings]	**Scroll** 	Select Option - Line Key Light - Change Greetings - Call Logging
Scroll down and select [Directory Message]	**Scroll** 	Select Option - Courtesy Service Night - Directory Message - Exit
Note: When a directory message is recorded dialing # when listening to the Auto Attendant greeting replays this message. You can dial through this message.		

Dial Name Directory Service Programming

There are three elements to programming the Dial Name Directory:
- Turn the service on
- Programme the Directory Table
- Each extension records their name in their Voice Mailbox

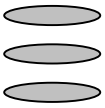
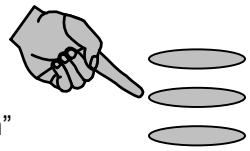
Turning the Service on and Programming the Directory Table

Instruction	Action	Menu Display
From the System Programming sub menu select [System]		Select Option -System -Extensions -Lines
Scroll down and select [Dial Name Directory]	**Scroll** 	Select Option - Dial Name Directory - Exit
Scroll down and select [Dial Name Directory On]		Select Option ♦ Dial Name Directory On ◊ Dial Name Directory Off - Directory Table
Select [Directory Table]		Select Option ♦ Dial Name Directory On ◊ Dial Name Directory Off - Directory Table
Select the extension		Select Extension ◊ Ext. 20 Ext. 23 ◊ ◊ Ext. 21 Ext. 24 ◊ ◊ Ext. 22 Ext. 25 ◊ [To select an extension(s), select the diamond next to it].
Enter the name and press “Confirm”. **Note:** The name entered here is the extension’s last name. This is the name to be entered by callers when prompted to enter the extension’s last name.		Ext.xx -Confirm -Change -Delete

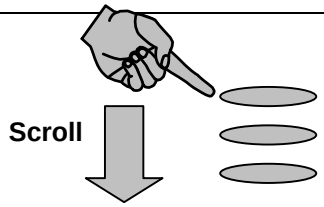
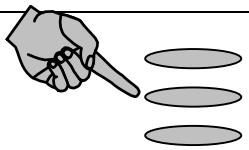
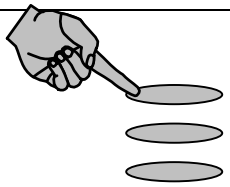
Speed-Dial Numbers

Programming Personal Speed-Dial numbers

Note: Speed-Dial numbers may be entered from any extension, however the entry of system Speed-Dial numbers is password protected with the Administrator password.

Instruction	Action	Menu Display
From your Feature Phone select the Directory key		--DIRECTORIES-- -Personal Speed Dial -System Speed Dial -Personal Entries
Select [Personal Entries] and enter the index number of the entry you want to enter or change		Enter Spd Index 01-30 -Exit
Enter the number and press “Confirm” Enter the name and press “Confirm”		Enter Number -Pause Delete- -Confirm -Change Exit-

Programming System Speed-Dial numbers

Instruction	Action	Menu Display
From your Feature Phone select the Directory Key		--DIRECTORIES-- -Personal Speed Dial -System Speed Dial -Personal Entries
Scroll and Select [System Entries] and Enter the Speed-Dial Password (1111 default)		--DIRECTORIES-- -System Entries -System Service -System Sales
Enter the Speed-Dial number index to modify an existing entry or a new index to create a new entry		Enter SPD Index 001-500 - Exit
Enter the number and press “Confirm” Enter the name and press “Confirm”		Enter Number -Pause Delete- -Confirm -Change Exit-
Select the outgoing group (normally the first group) **Note:** When you use a number in the system Speed-Dial list the call is placed on a free line in the first outgoing group (Access digit 0). In some cases you may want to use specific lines to be used for particular numbers and in this case you can select a different group for the number.		Select Group ♦ Outgoing group ◊ Outgoing group 2 (760) ◊ Outgoing group 3 (761)

Power Failure Operation

Your Mitel 3000 is provided with a basic power failure mechanism to allow the system to continue operation in power failure situations.

Your installer will indicate the location of the phones that are automatically connected through to lines when the system power fails. Up to one half of the equipped lines can be used to make and receive calls.

Table 1

Lines	*Extension*
1/2	
5/6	
9/10	
13/14	
17/18	
19/20	

Battery Backup Unit (BBU)

The optional BBU available with the Mitel 3000 will ensure all system configurations can operate to full capacity for a minimum of one hour under normal load conditions.

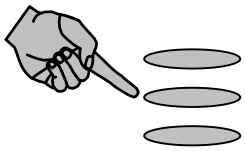
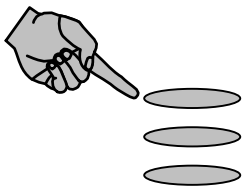
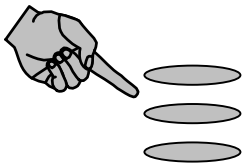
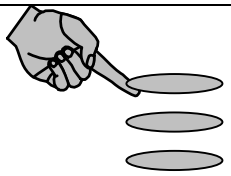
Digital Systems

Systems populated with Digital (ISDN) Lines only will not operate in Power Fail mode. These systems MUST be installed with the Optional Battery Back Up unit or an auxiliary uninterruptible Power Supply (UPS)

Extension Settings

Extension Name & Settings

Note: Each extension on the Mitel 3000 System may be configured with different settings. This section describes how to change the extension names and lists the key settings that may be configured. Please refer to the full Administrator's Manual for further instructions if required.

Instruction	Action	Menu Display
From the System Programming sub menu select [Extensions]		Select Option -System -Extensions -Lines
Select [Name Programming]		Select Option -Name Programming -Restriction Classes -Tone Protect
Select the required extension.		Select Extension ◊ Ext. 20 Ext. 23 ◊ ◊ Ext. 21 Ext. 24 ◊ ◊ Ext. 22 Ext. 25 ◊ [To select an extension(s), select the diamond next to it]
Enter the name and press "Confirm".		Ext.xx -Confirm -Change -Delete

Additional Extension Settings

The following parameters may be also be set on an extension-by-extension basis. Refer to the full “Administrator’s Manual” for detailed programming instructions if required.

25 Hz	This allows the ringing frequency to be changed from 50 to 25 Hz. The default setting is 50Hz however some older phone equipment may require 25 Hz for ringing. This setting should only be applied if a telephone does not ring correctly at 50 Hz.
3.1 kHz Station	Allows an outgoing call to be set for 3.1Khz minimum bandwidth. It is advisable to set this for Fax or Modem calls out over ISDN lines
Extension Disconnect	No dial tone is supplied to the extension and it cannot be used. This is generally used if an unoccupied office is equipped with a phone that will be turned on for use at some future date.
Hot Line	Allows an extension to be set to call a pre-programmed number when the extension goes off hook. Typically used for unsupervised reception areas or fax machines.
Individual Caller ID Lists	The Administrator can decide which extensions have individual Caller ID Lists.
Keypad Confirmation	Allows the keypad tones to be switched on/off on an extension-by-extension basis.
Manager/Assistant	Allows specific features to be mapped between a manager and assistant for improved functionality.
No Call Logging	Prevents calls to and from this extension being stored in the Station Message Detail Recorder (SMDR) log.
External Diversions	This prevents or allows extensions to forward their calls externally. It also allows or prevents an extension from using external transfer or conference with two lines and an extension.
Open Door Restriction	An extension can be restricted from opening the door if a remote door opening system is installed.
Page Protect	Removes an extension from the paging group.
Port Swapping	Allows two extensions to be swapped on the system for administration or programming purposes.
Permanent CLIR	Allows a station to be set so that it never sends the CLI number when making an outgoing call (CLIR)
Permanent COLR	Allows a station to be set so that it never shows the CLI number during a connected incoming call (COLR)
Restrict use of PA	Prevents an extension from accessing the optional PA system if connected to the system.

Reverse Cadence	Allows the Administrator to swap the ringing cadence used for internal and external calls.
Set Restriction Classes	Allows Call Restrictions to be placed on an extension-by-extension basis. Different rules can be applied day and night if required.
Sys Speed-Dial Override	Allows an extension to dial a System Speed-Dial number even if the number is normally restricted at that extension.
Tele-Secretary	Allows the call recipient see who the call is for before answering, this feature is ideal where one secretary answers calls on behalf of several managers
Tone Protect	Allows an extension to be protected from system call waiting tones at all times.
Voice Boxes	Allows the Administrator to decide which extensions have Voice Mail boxes.
Extension Reset	You can cancel the following if they have been programmed on your set Do-Not-Disturb, Call Forward, Ring Back, Display Messaging, Reminder Call
VM Capacity % Used	This feature tells the Administrator when the Voice Module capacity is approaching it's limit. The Administrator can also view the % capacity used by individual voice boxes or the system box.
Examine Passwords	Allows the user to examine Station lock password, Voicemail password, Answering Machine
Flexible Numbering	Allows the station numbers, Line access digits, and first digit of the feature codes can be changed. This allows systems with DDI Numbers to have their station number reflect the DDI number. When the stations numbers are changed they can only be of 3 or 4 digits.
DSS Extensions	Allows the administrator to select those Stations which are to be equipped with Expansion Consoles
Call Recording	The option to allow you to record a call can be set in system programming. When programmed, the option “Record Call” is shown on the display when you are on a call. (The station must also be allocated a Voice Mailbox)
Send Specific MSN/DDI	This feature allows the user to determine whether or not to send their individual MSN or DDI number to the network when making an outgoing call
Remote Notification	This feature allows a mailbox owner to be notified, to an external number, when an voice message is left in the users voicemail

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Numbering Plan

Listed below is the complete numbering plan for the Mitel 3000 system. This includes all feature activation codes, line access codes and extension numbers.

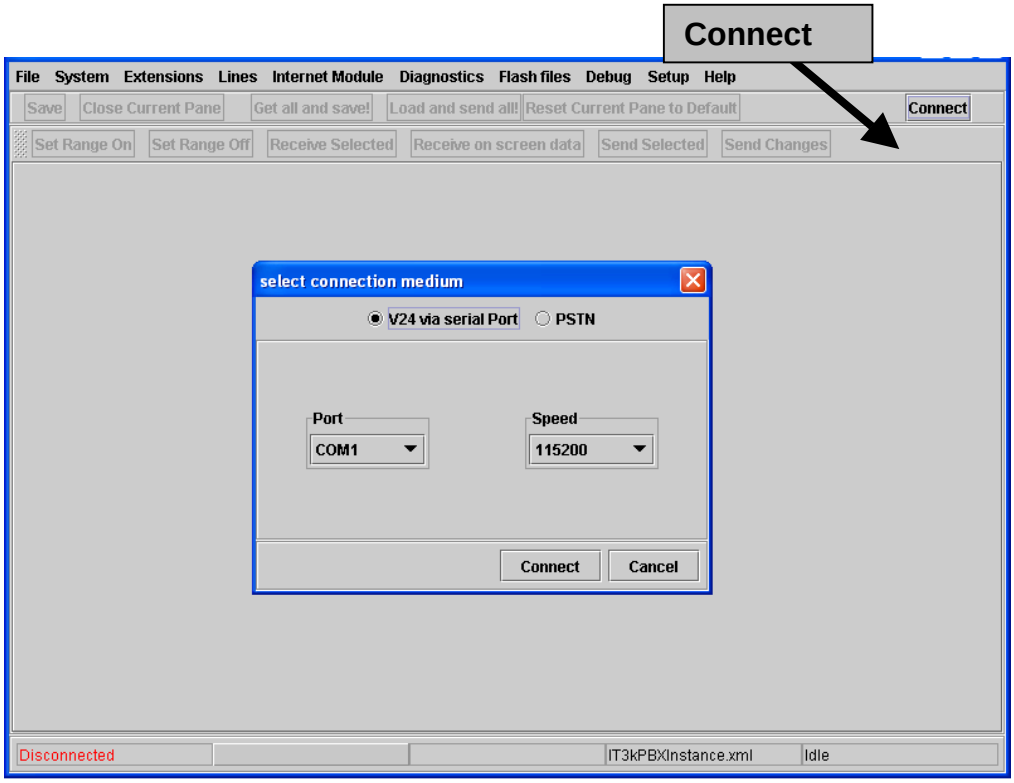
Mitel 3000 Numbering plan Code	Feature
100 - 109	Phantom Voice Mail boxes
180 - 189	Groups 1 - 10
190 - 199	Groups 11 - 20
20 - 29	Extensions 1 -10
30 - 39	Extensions 11 -20
40 - 49	Extensions 21 - 30
50 - 59	Extensions 31 - 40
0	Line access (Line group 1)
9	Group 11 (Contains extension 20 only in default)
702 + Extension lock code	Swap extension
710	VM Memo
712 (1 – 5)	Pick up parked calls (positions 1 to 5)
713	Extension Lock on / off
714	Extension Lock Code programming
715	Intercom Call
716	Page all Feature Phones
717	External Paging answer
718	Call Reminder
718 *	Cancel Reminder Call
719	Return to a call placed on system hold
720	Call to a PA amplifier
721	Transfer for Remote Maintenance
Recall 722	Recall on CO lines
723 (180 - 199)	Log in / Log out of individual hunt groups
723 * 1	Log in to all hunt groups you are a member of
723 * 0	Log out of all hunt groups you are a member of
725	Tone Protection
726	Call Pick Up external
727	Call Pick Up group
729	Display Messaging
731	Operate the doorstrike
732	Call Forward All Calls
733	Call Forward When Busy
734	Call Forward on No Answer
735	Follow Me
736	Do-Not-Disturb set / cancel
737	System Voice Mail box on / off
738	Night Service on / off
739	Phone Reset
7401 - 7430	Personal Speed-Dial recall
7501 - 7530	Personal Speed-Dial programme
760 - 769	Line groups 2 - 11
77	Last Number Redial
781- 785	Saved Numbers Redial
791	Account Codes
792	Group Forward All Calls
793	Group Forward On Busy

794	Group Forward on No Answer
795	Page All
8001 - 8500	System Speed-Dials
*	Retrieving Voice Messages
Recall	Call hold (Standard phones)
Recall 1	Return and release in two call handling
Recall 2	Return and hold in two call handling
Recall 3	Call conference
Recall 5	Ring back
Recall 8	Forced call waiting
Recall 712 (1 – 5)	Call park (in positions 1 to 5)
Recall 725	Tone protection

PC Maintenance and Programming Software (Local Version)

The PC Maintenance and Programming Software (MPS) enables the system Administrator to program and modify the system configuration through a simple user interface. The application contains extensive Help Files that will guide you through key system settings. The application is installed from the CD-ROM provided with your Mitel 3000 System.

- The application may be run at any time by selecting Start / Programs / Mitel 3000 in the Start Menu on the PC.
- The Administrator's PC must be connected to the Mitel 3000 using the supplied Communications cable between the serial port on the PC and the Mitel 3000.
- When the application is running, you must establish a connection to the Mitel 3000 by choosing "Connect".



In the following screen [Select Connection Medium], select the settings as shown above using the assigned COM-port on the PC.

Once the connection is established, you will view information live on the system.

All available settings may be modified or updated without affecting calls in progress on the system.

Once a setting is modified you must send this to the Mitel 3000. This may be done by:

- Selecting "Send Changes" to send all updated fields
- Highlighting particular fields and selecting "Send Selected"

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