MITEL

External Hot Desking

External Hot Desking makes your cell phone, home phone—or even a phone on another vendor's PBX—appear as an extension of the 3300 ICP. As an extension, your phone has a directory number (usually four or five digits long) that other 3300 ICP users dial to reach you, and possibly a voice mailbox to take messages when you're not logged on to the 3300 ICP or are otherwise unavailable.

Also, as a 3300 ICP extension, you get calling line ID on all calls originated through the system plus the following additional capabilities:

- access to mid-call features, such as Hold/Retrieve, Transfer and Conference by pressing dial pad keys
- access to system features, such as Call Forward Setup, Paging, Group Status, through the use of feature access codes
- support for membership in hunt, ring, personal ring, and other call groups
- the ability to remotely change the external phone number and the login PIN used to authenticate you as a 3300 ICP user.

> **IMPORTANT:** Emergency calls should not be made from a External Hot Desk phone since the call cannot be guaranteed to contain the correct location information. Mitel assumes no legal, financial or personal responsibility for users or persons performing such actions.

About Feature Availability and Feature Access Codes

Some of the features described in this guide must be enabled by your system administrator before you can use them. The administrator is also responsible for providing the feature access codes required to use certain features. Refer to the table at the end of the guide for a list of these codes.

Logging In

Your phone must be idle (no ringing, active, or held call) before you log in.

Note: The system provides a permanent login option. If you have this option, there's no need to log in.

To log in:

- Dial the External Hot Desk Access Number.
- At the tone, enter your External Hot Desk directory number and User PIN.

If successful, you hear confirmation (stutter) tone. You can now make another call or hang up and remain logged in.

Logging Out

You can log out while your phone is idle or busy.

To log out from an idle phone:

- Dial the External Hot Desk Access Number followed by your External Hot Desk directory number and User PIN.
- Enter the Hot Desk Logout feature access code.

To log out while you are busy on a call:

- Press **2**.
- Enter the Hot Desk Logout feature access code.

An External Hot Desk user can also be logged out from a remote 3300 ICP extension. Remote Log Out is only allowed if enabled by the Administrator and there are no ringing line appearances of the External Hot Desk phone on other extensions.

To log out from a remote location:

- Dial the Remote Logout access code.
- Enter the Hot Desk user's directory number.

Making Calls

While logged in, you can call other users on the system by dialing their directory number. Dialing "9" or other prefix digit is only required when making outgoing calls over system trunks.

Upon going off-hook, you may hear special tones if you have a voice mailbox and messages are waiting, or features such as Do Not Disturb, or Call Forwarding are in use.

Answering Calls

If Answer Confirmation is enabled by your Administrator, then you need to press a key after going off-hook to answer calls; otherwise, no key press is required.

Using Mid-Call Features

During a call, you can use the dial pad keys to access a select group of features on the 3300 ICP.

Note: Users on other vendors' PBXs do not have access to mid-call features of the 3300 ICP.

To activate this feature	Press
Hold/Retrieve	1
Transfer	2
Conference	3
Swap	4
Handoff	5
Cancel Call	#
Remove DTMF Detector	*

Call Hold / Call Hold Retrieve

- To place the active call on hold, press **1**.
- To retrieve the call from hold, press **1**.

While the call is on hold, the only mid-call features available are Retrieve and Cancel.

Transfer

Press **2** to transfer an active call to another party when you are in an established call. To return to the first call while listening to dial tone (i.e., before dialing the transfer destination), you must dial the Call Hold – Retrieve Feature access code.

Three-Party Conference

Use this feature to add a third party to an existing conference. Press **2** to place the current call on soft hold, then dial the third party. When the dialed party answers, press **3** to create a three-way conference with the dialed party and the held party.

Swap (Alternate) / Conference Split

Pressing **4** alternates between two internal calls, one active and the other on soft hold, or between parties in a conference. Each call is private; neither party can hear your conversation with the other.

Handoff

Pressing **5** while on a call passes it to your Personal Ring Group (PRG) causing other phones in the group to ring. PRG membership is assigned by the Administrator.

Cancel

Cancel is a context-sensitive feature that returns your phone to its previous state. For example, if you have placed a call on soft hold, pressing # will return the call to the active state. If you are in a conference call and you receive a busy signal when trying to add another participant, pressing # returns you to the conference call.

Note: In some cases, Cancel is equal to ending your call.

Remove DTMF Detector

Pressing ***** allows you to use services and applications available through your telephone service provider such as voice mail and telephone banking. Once the DTMF Detector is removed, further mid-call features will not work. To reconnect the DTMF Detector, you must begin a new call.

Changing Your External Number

Your external number is the phone number used to call you when you are not logged into the 3300 ICP. You can change your external number at any time to have calls directed to a different phone.

To change your external number from your current External Hot Desk phone:

- Log in.
- Enter the Hot Desk User External Number - Store feature access code.
- Enter the new number. Do not include the outgoing call prefix.

If successful, you hear confirmation (stutter) tone.

You can also change your external number while logged in at an internal Hot Desk extension.

Changing Your PIN

PIN changes can be made from your External Hot Desk phone or from an internal Hot Desk phone.

- Log in.
- Dial the User PIN Store feature access code.
- Enter a new PIN followed by # (optional).
- Re-enter the PIN to confirm it.
- Confirmation tone is returned.
- Hang up

Group Status

If your External Hot Desk phone is in a Personal Ring Group, or other type of call group, use Group Status to indicate whether you're available to receive calls to the group.

To join or leave your Personal Ring Group:

- Lift the handset.
- Dial the Group Status - Join Group or Leave Group feature access code
- Dial the group directory number.

Busy/Unavailable Conditions

Callers attempting to reach you while you are logged in but busy on a call, absent from your Personal Ring Group, or not answering, are forwarded to your voice mailbox on the 3300 ICP (if provided), unless answered from another extension that has a line appearance of your phone.

If you are logged out or don't have a voice mailbox, calls received will follow the "line busy or out of service" processing in effect for your External Hot Desk phone.

Feature Access Codes

A logged in External Hot Desk user may invoke any of the following features by dialing the associated feature access code while listening to dial tone. The codes are unique to each system. Ask your Administrator for more information about the features and the codes you should use to invoke them if they're not in the table below.

To activate this feature	Dial this code
Call Forwarding – Busy (All Calls)	
Call Forwarding – Busy (External Calls)	
Call Forwarding – Busy (Internal Calls)	
Call Forwarding - I Am Here	
Call Forwarding - No Answer (External Calls)	
Call Forwarding - No Answer (All Calls)	
Call Forwarding - No Answer (Internal Calls)	
Call Hold – Retrieve	
Call Park	
Call Park – Retrieve	
Cancel All Forwarding	
Cancel Call Forwarding - Busy (All Calls)	
Cancel Call Forwarding - No Answer (All Calls)	
Cancel Call Forwarding Follow Me	
Cancel Call Forwarding Follow Me - Remote	
Clear All Features	
Conference Call	
Direct Page	
Do Not Disturb	
Do Not Disturb – Cancel	
Group Status – Join Group	
Group Status – Leave Group	
Hot Desk Access Number	
Hot Desk Logout	
Hot Desk User External Number – Store	
Loudspeaker Paging	
User Pin – Store	