

Mitel 8528 Telephone Quick Reference Guide

About Your Telephone

Your telephone is equipped with a two-line display, a hearing aid-compatible handset, a Message Indicator lamp, an internal speaker and microphone, and three types of buttons.

The 8528 Telephone is shown here. See “Telephone Feature Descriptions” on [page 3](#) for more information about the telephone features.



1 – Handset

5 – Dialpad buttons

2 – Display

6 – Programmable buttons

3 – Ring/Message Indicator


7 – External speaker


4 – Feature buttons












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This guide provides information for frequently used features. For more information about these and other features, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system.

Feature Buttons

Most of the following feature codes work when your telephone is idle. However, if you are on an active call or if the telephone is off-hook, you may need to press  (Special) to activate the feature before you enter the feature code.

If you make a mistake when entering numbers or characters, you can press  (Hold) to move the cursor to the left and delete the characters entered, or you can press * to cancel the feature.

Button	Action
 (Up)	Provides volume control.
 (Down)	Scrolls through feature options.
 (Speaker)	Activates Handsfree Mode. Activates features.
 (Mute)	Mutes the microphone during a call.
 (Directory)	Activates the contact and feature Directory.
 (Special)	Activates features while on a call. The  (Special) button does not cancel features. To cancel features, press the Star button (*).
 (Redial)	Calls the last external number dialed. You cannot redial internal numbers.
 (Hold)	Places the current call on hold. Left/Backspace when entering dialpad characters.
 (Transfer)	Transfers the current call. Right/Forward when entering dialpad characters.
 (Message)	Connects to voice mailbox and notifies when you have messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

Commonly Used Feature Codes

Contact your system administrator for more information about system features.

Feature	Code
ACD Agent – Log In/Out	328
Automatic IC Call Access – On/Off	361
Automatic Trunk Call Access – On/Off	360
Background Music – On/Off	313
Call Forward – All Calls	355
Call Logging	333
Conference	5
Default Station	394
Directory	307
Display Time And Date	300
Do-Not-Disturb – On/Off	372
Dynamic Extension Express – On/Off	364
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Hunt Group – Remove/Replace	324
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Microphone Mute – On/Off	314
Page Receive – On/Off	325
Program Buttons	397
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Queue (Callback) Request	6
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