# Mitel-5330 for 5000

## Phone Interface

1. Handset
2. Programmable Buttons
3. Display
4. Ring/Message Indicator
5. Feature Buttons (shown below)
6. Dial pad buttons
7. Navigation page buttons
8. External Speaker

<table>
<thead>
<tr>
<th>Button</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>V or V</td>
<td>Volume control for the ringer, handset, and speaker.</td>
</tr>
<tr>
<td>Speaker</td>
<td>Activates speakerphone.</td>
</tr>
<tr>
<td>Mute</td>
<td>Temporarily turns off your microphone during a call</td>
</tr>
<tr>
<td>Applications</td>
<td>Activates the application menu and adjusts the display contrast</td>
</tr>
<tr>
<td>Special</td>
<td>Activates features while on a call. To cancel a feature, press the * button</td>
</tr>
<tr>
<td>Redial</td>
<td>Redials the last EXTERNAL number dialed.</td>
</tr>
<tr>
<td>Hold</td>
<td>Places the current call on hold. <strong>Backspace when entering dialpad characters.</strong></td>
</tr>
<tr>
<td>Transfer</td>
<td>Transfers the current call. <strong>Forward space when entering dialpad characters</strong></td>
</tr>
<tr>
<td>Message</td>
<td>Connects to voice mailbox and flashes to notify you of waiting messages. <strong>Toggles between Alpha and Numeric mode when entering dialpad characters</strong></td>
</tr>
</tbody>
</table>
PLACING CALLS

- Internal
  To place an internal call:
  With or without the handset lifted, dial the extension number.

  If you enter incorrect digits, you can press ☑️ (Hold) to move the cursor backward, deleting the last digits entered.

- External
  To place an external call:
  1. Dial 8
  2. Dial the number.

ANSWERING CALLS

To answer a call:
Lift the handset, or press ☑️ (Speaker)

If you are currently on a call, press the flashing Call Key button to answer a waiting call.

HOLD

Individual Hold: Places an internal or external call on hold at your endpoint.

To place a call on Hold:
1. Press ☑️ (Hold).
2. Hang up or place another call.

To return to a call that is on hold:
- Press the flashing call key. <Caller> WAS HOLDING appears.

REVERSE TRANSFER

Allows a station user to pick up a call that is ringing or on hold at another station.

1. Lift the handset.
2. Dial 4 plus the extension number where the call is ringing or on hold.

CALL TRANSFER

Allows a station user to transfer a call to another station. If the call is not answered in 4 rings, it will forward to their voice mailbox.

1. Press the ☑️ TRANSFER key.
2. Dial the extension number.
3. If desired, announce the call.
4. Hang up to complete the transfer (or press ☑️ SPEAKER if you are on Speakerphone).

NOTE: To cancel a transfer, press the flashing line key which will return the original caller to you.

TRANSFERRING TO VOICE MAIL

Allows you to transfer a call to a voice mail box without ringing the person’s phone.

1. Press the VOICEMAIL key.
2. Dial the desired mailbox number.
3. Hang up to complete the transfer (or press SPKR if you are on Speakerphone).
CONFERENCES
Allows up to four (4) people to participate in a conference call.

1. While on a call press the CONFERENCE key.
2. Dial the next number (extension number or press 8 plus outside number) and when the party answers inform them of the conference call.
3. Press the CONFERENCE key twice to connect all parties.
4. Repeat steps 1 through 3, to add the final parties.

- While on a conference call, all parties will have the following options:
  - Hold – puts all parties on hold.
  - Disconnect – disconnects that caller from the conference
  - Add Party – adds another party. Follow 1 – 3 above.
  - Mute – mutes that caller only
  - Transfer CNF – transfers the rest of the conference members to the new number

MUTE
Temporarily turns off the mouthpiece / speaker microphone, allowing the user to still hear the caller but preventing the caller from hearing the user.

1. Press the MUTE key to enable. *(Your MUTE key is lit when the microphone is muted)*
2. Press the MUTE key again to disable and resume normal conversation.

CALLING A BUSY STATION
When you call a busy station, you can:

- Camp On:
  1. Stay on the line and wait for the called party to become available.
  2. When the called party hangs up, their phone will ring with your call, or they may choose to toggle between the two calls.

CALL WAITING
Allows you to answer an incoming call while you are another call. You will hear “call waiting” tones, a call key will be flashing, and your display will indicate who is waiting to speak with you.

- To respond to a call waiting tone, you have one of the following options:
  - End your current call by hanging up and the waiting call will ring in.
  - Put your first call on hold and answer the waiting call by pressing the flashing CALL key.

DO NOT DISTURB
Prevents a telephone from receiving any calls. External callers immediately go to your voice mailbox. Internal callers will receive a busy signal and display phones will see the DO NOT DISTURB message.

- To enable Do Not Disturb
  1. Press the DND key
  2. Press the SPEAKER key to complete programming.

- To disable Do Not Disturb
  1. Press the DND key.
  2. Display will read “Do Not Disturb Is Off”
MESSAGE LISTING
When the DND or Do Not Disturb key is pressed, the system prompts you to enter a DND message. If you do not choose a message the system will use "Do Not Disturb". If you wish to enter a more specific message, the following messages are available:

<table>
<thead>
<tr>
<th>Msg #</th>
<th>Message Text</th>
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<th>Message Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>DO NOT DISTURB</td>
<td>11</td>
<td>OUT OF TOWN 'TIL</td>
</tr>
<tr>
<td>02</td>
<td>LEAVE A MESSAGE</td>
<td>12</td>
<td>OUT OF OFFICE</td>
</tr>
<tr>
<td>03</td>
<td>IN A MEETING UNTIL</td>
<td>13</td>
<td>OUT UNTIL</td>
</tr>
<tr>
<td>04</td>
<td>IN MEETING</td>
<td>14</td>
<td>WITH A CLIENT</td>
</tr>
<tr>
<td>05</td>
<td>ON VACATION 'TIL</td>
<td>15</td>
<td>WITH A GUEST</td>
</tr>
<tr>
<td>06</td>
<td>ON VACATION</td>
<td>16</td>
<td>UNAVAILABLE</td>
</tr>
<tr>
<td>07</td>
<td>CALL ME AT ___</td>
<td>17</td>
<td>IN CONFERENCE</td>
</tr>
<tr>
<td>08</td>
<td>AT THE DOCTOR</td>
<td>18</td>
<td>AWAY FROM DESK</td>
</tr>
<tr>
<td>09</td>
<td>ON A TRIP</td>
<td>19</td>
<td>GONE HOME</td>
</tr>
<tr>
<td>10</td>
<td>ON BREAK</td>
<td>20</td>
<td>OUT TO LUNCH</td>
</tr>
</tbody>
</table>

Press ← (up) or → (down) to scroll through the messages.

If desired, you can customize the second line of the display. You may use the keypad to enter the desired time/date or special message using the following guidelines:

- Press the # key to enter a "-".
- Press the * key to enter a " : ".
- To move back a space, press (Hold).
- To move forward a space, press (Hold) TRANSFER.
- To toggle between alphabet and numerals, press (Hold) MSG.

Once you have selected your message and entered the applicable time/date (if desired), press the (Hold) SPKR key to set Do Not Disturb. May be set for 12 hour or 24 hour format.

➢ To type in, "IN MEETING UNTIL 3:00:"
  1. Press DND
  2. Press 03
  3. Press 3
  4. Press *
  5. Press 0
  6. Press 0
  7. Press (Hold) SPKR

➢ To type in, "OUT OF TOWN UNTIL FRIDAY":
  1. Press DND
  2. Press 11
  3. Press (Hold) MSG (to toggle between alpha and numeric)
  4. Press 3 key three times (F)
  5. Press 7 key three times (R)
  6. Press 4 key three times (L)
  7. Press 3 key once (D)
  8. Press 2 key once (A)
  9. Press 9 key three times (Y)
  10. Press (Hold) SPKR
FORWARDING CALLS

Allows you to forward incoming intercom and outside calls to another number.

➢ To Enable:
1. Press the FWD ALL key.
2. Dial the number where you want your calls to ring.

➢ To Disable:
1. Press the lit FWD ALL key.
2. Press SPKR.
3. Display will read “Any Call Forward Canceled”

RING TONE SELECTION

The tone of your telephone’s ring can be changed to create distinctive ringing. If stations are placed close together, changing the tone makes each station’s ring easier to recognize.

1. Dial 398.
2. Use the (up) and (down) keys to scroll through the ring tones.
3. Press # to save the ring tone.

RING VOLUME SELECTION

To Change a volume level: With phone idle and handset cradled press (up) to increase the volume or press (down) to decrease the volume. The volume level is automatically saved.

PROGRAMMING UNUSED KEYS

Programming unused keys allows you to customize your telephone and give you one button access to the features you use the most.

➢ To Program Internal Speed Dials:
1. Dial 397.
2. Press the button you would like your speed dial number stored under.
3. Dial the extension you want programmed.
4. The system will automatically display the name. You will also be able to see the phone’s activity.

➢ To Program External Speed Dials:
1. Dial 383.
2. Enter the speed dial location (0 – 9) Remember this number for step 10.
3. Enter the name of the speed-dial contact using the letters on the keypad.
   a. Use the HOLD key to move the cursor to the left and delete characters.
   b. Use the TRANSFER key to move the cursor to the right
4. Press # to accept and save the name.
5. Enter 8 + the phone number.
6. Press # to accept and save the phone number.
7. STN SPD BIN # <number> UPDATED appears.
8. Dial 397
9. Press the button you would like your speed dial number stored under.
10. Dial 382 + the speed bin number that you used in step 2.
DIRECTORY
Displays a list of all names and extensions in the company.

1. Press DIRECTORY key
2. Press 1 for IC DIRECTORY (internal extensions)
3. Begin typing the first or last name using the keypad
4. Press the # key to call

Note: This is a smart dial directory. You do not need to press the key multiple times to reach the exact letter. For example, to look up the name Sandy, you would simply type 72639.

CALL LOGS
This feature will display a history of all missed, received, and dialed calls which can be redialed directly from the log. The number of missed phone calls will display on the upper right hand portion of the screen.

- Press CALL LOGS
- Choose the type of log you wish to review
  - 1=MISS (MISSED CALLS)
  - 2=RCV (RECEIVED CALLS)
  - 3=DL (DIALED CALLS)
  - 4=CLR (Cleans ALL ENTRIES)
- The display will show the name, number, date, and time of the call.
- Press the # key to call