

MITEL 5320/5330/5340 IP

TELEPHONE REFERENCE GUIDE

Phone Interface













5320 IP Phone



5330 IP Phone



5340 IP Phone

Button	Action
 and 	Volume control for the ringer, handset, and speaker.
 Speaker	Activates speakerphone.
 Mute	Temporarily turns off your microphone during a call (handset or speakerphone)
 Applications	Activates the application menu and adjusts the display contrast (Under SETTINGS menu)
 Cancel	Cancels current action
 Redial	Redials the last EXTERNAL number dialed.
 Hold	Places the current call on hold.
 Transfer/Conf	Transfers the current call or adds a party into a conference call.
 Message Waiting	Transfer to voicemail and access personal voicemail box.

PLACING CALLS

- **Internal** (*Extension to Extension*)
 1. Lift the handset (*optional*).
 2. **Dial** the **extension** number.
- **External** (*Local Calls*)
 1. Lift the handset (*optional*).
 2. **Dial 8** plus the **telephone number**.


DO NOT DISTURB

The **DO NOT DISTURB** key will prevent your telephone from ringing and immediately send calls to your personal mailbox.

- **To enable this feature**
 - Press the **DND** key.
- **To disable this feature**
 - Press the **DND** key again.



HOLD

Allows you to place and retrieve calls on hold. The call will remain on hold for 1 minute then ring back to your phone.

- **To place a call on HOLD at your station:**
 - Press the **HOLD** key 
- **To retrieve a call on HOLD from your station:**
 1. Lift the handset (*optional*).
 2. Press the flashing line key.

TRANSFER

Allows you to transfer a call to another station.

1. Press the **TRANS/CONF** key 
2. Dial the desired extension number then opt for one of the following:
 - **To complete the transfer**
 - Hang up.
 - **To announce the Transfer**
 1. Wait for an answer.
 2. Announce the call.
 3. Hang up.
 - **To cancel the Transfer and return to the original caller**
 - Press the **CANCEL** key 



TRANSFER TO VOICEMAIL


Transfers the call directly to voicemail without ringing the phone.

1. Press the **MESSAGE** key 
2. Dial the desired extension number then hang up.

CONFERENCE



Up to eight (8) people can participate in a conference call.

1. While on a call, press the **TRANS/CONF** key 
2. Dial the number of the next party (*extension number or 9 plus outside number*)
3. When the party answers inform them of the conference call.
4. Press **TRANS/CONF** key  to connect all parties.

NOTE: If the party you are calling is not available, press the **Cancel** key  to return to the original parties in your conference.


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.

FORWARD

➤ To Program or change the Call Forwarding Destination:

1. Without lifting the handset, press the **Blue Application Key** 
2. Press the **Call Forwarding** softkey.
3. Type in the forward destination. Enter **9** plus the phone number for outside destination.
4. Press the **Activate** softkey.


➤ To Use Call Forwarding:

1. On page 1 of your LCD screen, press the Forward button to turn on forwarding.
2. Press the Forwarding button to turn OFF forwarding.
3. The key will light to show that forwarding has been activated.
4. Follow the steps above to set a new forwarding destination.

SPEED DIAL

Allows you to store frequently dialed numbers on your phone for easier access. The un-used keys on your phone can be programmed for one button access to these numbers.

➤ To Program Station Speed Dial Numbers:

1. Without lifting the handset, press the **Blue Application Key** 
2. Press the **Settings** softkey
3. Press the **Programmable Keys** softkey.
4. Press an unused personal key. The top of the screen asks you to "Select a key to program or edit"
5. Press the **Speed Call** or **Private Speed Call** softkey.
6. Press the **Edit Info** softkey to enter the name.
7. Using the keypad, enter a 10 letter name for your speed call. Use the **BACKSPACE** key at the top of the screen to delete a character and press the star ***** twice to move the cursor forward.
8. Press the **Edit Number** softkey to enter the telephone number.
9. Using the keypad enter the extension number OR **9** plus the phone number for outside callers.
10. Press the **OK** softkey.
11. Press the **Save** softkey.
12. Press the **Close** softkey to exit the *Programmable Keys* functions.
13. Press the **Close** softkey to exit the *Settings* functions

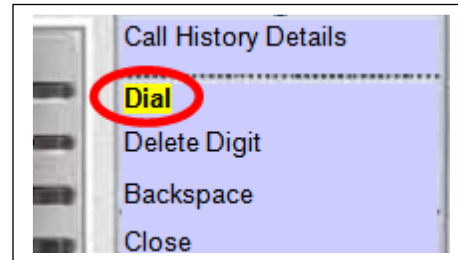
NOTE: **Private Speed Dial** means that the phone number dialed will not be displayed on your LCD screen when the number is dialed.

CALL HISTORY

Use this application to display logs of your most recent 20 calls. After the 20-call limit has been reached, the oldest log is replaced each time a new call is missed, made, or answered.

➤ The BEST way to view Call History

1. Press the **BLUE APPLICATION KEY**
2. Press **CALL HISTORY**
3. Select the category you wish to view
 - Missed
 - Made
 - Answered
4. Callers will be listed below the solid line in chronological order.
5. Press the key next to a specific caller to view the call history details
6. To return an outside call press **9** then the **DIAL** softkey.
7. Use the **CLOSE** button to close each menu screen.



CHANGE RING TONE


The tone of your telephone's ring can be changed to create distinctive ringing for your set.

1. Press the **Blue Application Key**
2. Press the **Superkey** softkey.
3. Note the questions asked at the top of the screen. Enter **NO** until the question "**Ringer Adjust?**" appears.
4. Press **Ring Adjust**.
5. Press **Ringer Pitch**.
6. Use the volume keys to find the desired pitch.
7. Hang up to complete and save.
8. OR (optional) Press the **NO** softkey to change the **Ring Volume**.
9. Press **Ring Volume**
10. Use the volume keys to find the desired ring volume.
11. Hang up to complete and save.

PHONE BOOK

Allows you to access a list of every station in the system. It also allows the user the ability to make calls by entering names or numbers, as one would search through an actual phone book.

➤ To Use the Phone Book:

1. Press the **Phonebook** softkey.
2. Enter the last name of the desired party using the letters on the keypad.
(Press the key the number of times to access the appropriate letter. Use the left and right arrows to move forward or backward within the entry).
3. When you have entered the first couple of letters of the name, press the **Lookup** softkey
4. If the name is not unique, press the **Next** softkey.
5. Then select one of the following options:
 - To make the call, press the **Call** softkey.
 - To edit the name entry, press the **Backup** softkey.
 - Again, to see the next person if the name is not unique, press the **Next** softkey.
7. To exit, press the **Cancel** key  to exit.