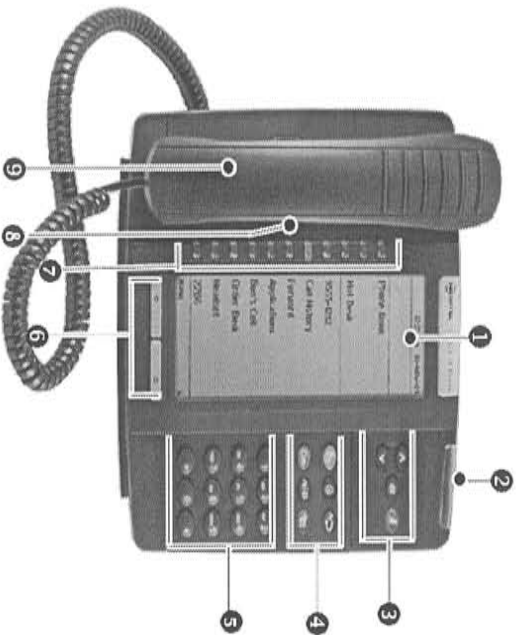




MITEL MCD
TELEPHONE SYSTEM TRAINING

Mitel

5320 IP Phone



- 1 Display
- 2 Ring/Message Indicator
- 3 Volume, Speaker and Mute Controls
- 4 Fixed Function Keys
- 5 Dial Pad
- 6 Navigation Page Keys
- 7 Programmable Feature Keys and Softkeys
- 8 Speaker
- 9 Handset



NOTE: For more information about using Mute or other features, or about programming Personal Keys on your 5320 IP Phone, refer to *5320 IP Phone User Guide* located at www.mitel.com, or contact your Administrator.

SIP Users: Refer to the *5320/5330/5340 SIP User and Administrator Guide*.

Make a Call

- 9 Lift the handset OR
- 3 Press .
- 5 Dial the number OR
- 7 Press a Speed Call key OR
- 4 Press OR
- 5 Dial the prefix for external calls (e.g. 9) and the number.

Answer a Call

- 9 Lift the handset OR
- 3 Press , and begin speaking.

End a Call

- 4 Press OR
- 9 Replace the handset.

Place a Call on Hold

- 4 Press . The line key flashes.
- 9 Replace the handset if necessary.

Retrieve a Call from Hold

- 9 Lift the handset OR
- 3 Press .
- 7 Press the flashing line key.

Retrieve a Message

- 4 Press . It flashes when a message is waiting.
- Follow the voice mail prompts to retrieve your message.

Transfer a Call

- 4 Press .
- 5 Dial the number. Wait for an answer.
- 9 Hang up OR announce the transfer and then hang up.

Conference a Call

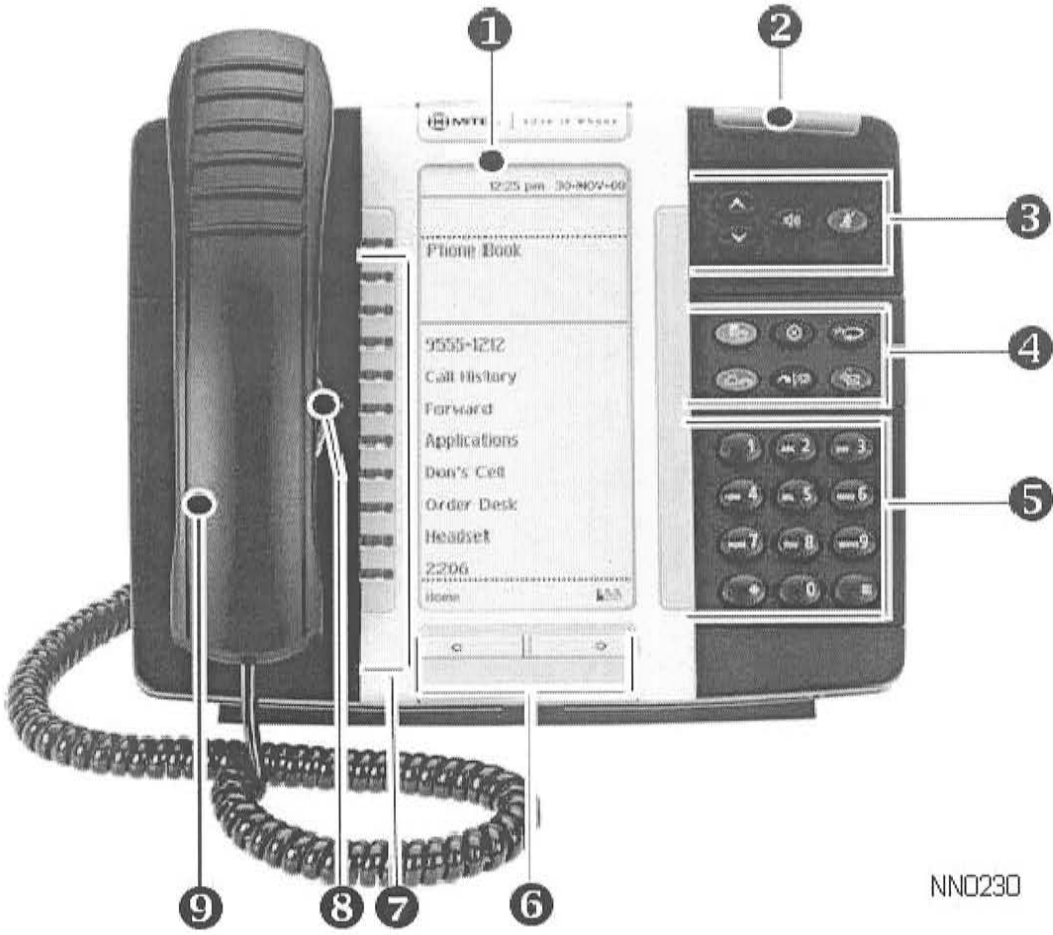
- 4 Press .
- 5 Dial the number. Wait for an answer.
- 4 Press .

Program a Speed Call

- 4 Press Menu OR .
- Press Settings.
- Press Programmable Keys.
- Press the key you wish to program.
- Press Speed Call.
- Press Edit Label and enter the label for the Speed Call.
- Press Save.
- Press Edit Number and enter the phone number for the Speed Call.
- Press Save, and then press Save again.
- Press Close and then press Close again.











Adjust Volume Levels

- Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.
- 3 Press repeatedly to raise the volume OR repeatedly to lower the volume.
- 3 Press to mute your microphone.



NN0230

Elements of Your Phone

Feature	Function
1) Display	Provides a large, high-resolution viewing area that assists you in selecting and using phone features.
2) Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.
3) Volume, Speaker and Mute Controls	Provide the following audio control capability: <ul style="list-style-type: none">  (UP) and  (DOWN) provide volume control for the ringer, handset, and handsfree speakers.  (SPEAKER) enables and disables Handsfree mode.  (MUTE) enables Mute, which allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call.
4) Fixed Function Keys	Give you access to the following phone functions: <ul style="list-style-type: none">  (APPLICATIONS): provides access to menus for your phone's applications and settings.  (CANCEL): ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level.  (REDIAL): calls the last number dialed.  (HOLD): places the current call on hold.  (TRANS/CONF): initiates a call transfer or establishes a three-party conference call.  (MESSAGE): provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox. Note: The Ring/Message indicator also flashes when messages are waiting.
5) Keypad	Use to dial.
6) Navigation Page Keys	Use to display additional pages of information. The 5330 has two page navigation keys: Back and Next. The 5340 has three page navigation keys: Back, Next, and Home.
7) Programmable Feature Keys and Softkeys.	Provides 24 (on the 5330) and 48 (on the 5340) self-labeling keys that can be programmed as speed call keys, fixed function keys, hard keys, applications, or line appearance keys, according to your communication needs. On your home page, the bottom right feature key is always your Prime Line key on a 5340 IP Phone; and the bottom left feature key is always your Prime Line key on the 5330 IP Phone. The top three keys are softkeys.
8) Handsfree Speaker	Provides sound for Handsfree calls and background music.
9) Handset	Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

Elements of Your Phone

1) Display Provides a large, high-resolution viewing area that assists you in selecting and using phone features.

2) Ring/Message Indicator Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.

3) Volume, Speaker and Mute Controls

Provide the following audio control capability:

- (UP) and (DOWN) provide volume control for the ringer, handset, and handsfree speakers.
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- (APPLICATIONS): provides access to menus for your phone's applications and settings.
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5) Keypad Use to dial.

6) Navigation PageKeys

Use to display additional pages of information. The 5330 has two page navigation keys: Back and Next. The 5340 has three page navigation keys: Back, Next, and Home.

7) Programmable

Feature Keys and Softkeys.

Provides 24 (on the 5330) and 48 (on the 5340) self-labeling keys that can be programmed as speed call keys, fixed function keys, hard keys, applications, or line appearance keys, according to your communication needs. On your home page, the bottom right feature key is always your Prime Line key on a 5340 IP Phone; and the bottom left feature key is always your Prime Line key on the 5330 IP Phone. The top three keys are softkeys.

8) Handsfree Speaker Provides sound for Handsfree calls and background music.

9) Handset Use for handset calls. If you are in headset or handsfree mode, you do not need to

TELEPHONE KEY LAYOUT

Feature	Description
Message Waiting Light	Located on the upper right hand corner of the telephone set, this button notifies users of voicemail messages.
Fixed Function Keys	Include: Superkey, Transfer/Conference, Redial, Message, Hold, Cancel, Speaker, Microphone
Personal Keys	User programmable keys for things such as Do Not Disturb, Call Forward, Paging, Busy Lamp Field
Key Pad	Used to Dial Internal or External Numbers. The Key Pad is hot so you can dial without lifting handset
Trans/Conf	<p>Transfer</p> <ol style="list-style-type: none"> 1. To transfer press Trans/Conf, dial extension number, announce call or simply hang-up <p>Conference Calling</p> <ol style="list-style-type: none"> 1. While on call, hit Trans/Conf 2. Dial number (if external dial 8 first) 3. Wait for answer 4. Press Trans/Conf to bring parties together 5. If adding additional parties follow steps 1-4 for each party 6. Can have up to 8 parties in a call
Redial	Dials that last outside number dialed
Message	Used to get messages left for you by the voicemail system
Hold	To use hold simply press hold key. To retrieve, press flashing personal key
Cancel	The cancel button cancels the previous operation. Ex. Attempt to transfer a call, called party is not available, press Cancel key to pull caller back.
Speaker	For using Speakerphone Option
Microphone	When lit, microphone is turned off. Similar to a mute key
Call 1(Prime Line)	Your main directory number
Call 2(Multi-Call)	Your secondary directory number
Voicemail	Used to access the voicemail system
Do Not Disturb (DND)	Send ALL calls immediately to voicemail
Direct Page	Used to page a specific phone through the speaker
Call Retrieve	Used to retrieve a call that is put on hold at another extension. Simply press key and the extension the caller is on hold at.
Phonebook	Gives you access to the company directory

MITEL

NuPoint Unified Messaging

ACCESSING YOUR MAILBOX

- Enter the NuPoint Unified Messaging system access number.
- Enter your mailbox number (followed by the * key if accessing your mailbox from outside the company).
- Enter your passcode.

If you have the Advanced Unified Messaging with Text-to-Speech feature, you can listen to either your voice mail messages or your e-mail messages by accessing the relevant menu, as indicated below.

NOTE: Call Director and Fax are optional features that may not be available on your voice mail system.

USER OPTIONS

Change Greeting	4
Change Name	6
Change Passcode	7
Distribution Lists	5
Call Schedule Options	2
Tutorial	8
Exit to Main Menu	9
Fax Delivery Options	3

Retrieve Unplayed Fax Messages	7
Personal Fax Telephone Number	6
Fax Cover Page Options	2
Enable/Disable Auto Fax Delivery	3
Exit Options Menu	9

FAX DELIVERY

MAIN MENU

1	2	3
4	5	6
7	8	9
*	0	#

Transfer to Extension

Exit

Transfer to Extension

PLAY E-MAIL MESSAGE

Play	7
Keep	5
Delete	3
Exit to Main Menu	9

MESSAGE ADDRESSING OPTIONS

Confidential	2
Receipt request	7
Urgent	8
Future delivery	3
Exit options	9

PLAY VOICE MESSAGE

Play	7
Answer	2
Give	4
Keep	5
Make	6
Discard	3

ANSWER OPTIONS

*Voice Mail Answer	8
*Dial-back and delete message	3
*Dial-back and keep message	5

* Answer and Dial-back options must be enabled.

CALL DIRECTOR ADMINISTRATION

Enable/Disable Override	1
Record Greetings Message	2

MAKE MESSAGE

Review	7
Discard	3
Append	2
Exit to Main Menu	9
Message Addressing Options	6

