



**MITEL 5340; 5330; & 5320 IP Phones**



3 Key-Pages



3 Key-Pages



1 Key-Page

Change **Volume** (or ring when idle). Press both keys to save adjustment. Also Up/Down for lists appearing in the display (like LOGS or DND).

Screen adjust... i.e. Brightness and Contrast.












**Provided By:**




**WARNER TELECOM**  
GROUP

## Feature Buttons

Feature buttons provide quick access to commonly used features. See the following table for descriptions.

Button	Action
 (Up) (Down)	<ul style="list-style-type: none"> <li>• Provides volume control for the ringer, handset, and speaker.</li> <li>• Scrolls through feature options.</li> </ul>
 (Speaker)	<ul style="list-style-type: none"> <li>• Activates Handsfree Mode (speakerphone).</li> <li>• Activates features.</li> </ul>
 (Mute)	Temporarily turns off your microphone during a call.
 (Applications)	Activates the Application menu to view system information and adjust Contrast and Brightness settings.
 (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 <i>external</i> number dialed. You cannot redial internal numbers.
 (Hold)	<ul style="list-style-type: none"> <li>• Places the current call on hold.</li> <li>• Left/backspace when entering dialpad characters.</li> </ul>
 (Transfer)	<ul style="list-style-type: none"> <li>• Transfers the current call.</li> <li>• Right/forward when entering dialpad characters.</li> </ul>
 (Message)	<ul style="list-style-type: none"> <li>• Connects to your voice mailbox and flashes to notify you of waiting messages.</li> <li>• Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.</li> </ul>

## **ANSWERING A CALL**

Lift handset or press the  (Speaker) button

## **INCOMING CALLS – RING PATTERN**


Outside calls present a long ring

Inside calls a double ring


## **PLACING AN INTERNAL CALL TO ANOTHER EXTENSION**

Dial the extension number (you do not need to go off-hook first)

After 2 short rings, begin speaking

\*Note: By default, an internal call will be over the speaker. To turn this off (so that your extension always rings until you answer), press  319.


## **PLACING AN EXTERNAL CALL**

Lift handset or press the  (Speaker) button

Press **8** for outside dial tone


Dial the telephone number

## **PLACING A CALL ON HOLD**

With call in progress, press the red  (Hold) button

To return to the caller, press the fluttering **CALL** button call is on

## **TRANSFERRING A CALL TO ANOTHER EXTENSION**

With call in progress, press the  (Transfer) button

Dial the extension number (or press the programmed button for that extension)

\*Blind Transfer: Hang up. Call will ring through to the transferred extension.

\*To announce the call: After 2 short rings, inform user of the call.

Hang up to complete the transfer.


## **TRANSFERRING A CALL TO A USERS VOICEMAIL BOX**

With call in progress, press the **VOICEMAIL** button


Dial the extension number (or press the programmed button for that extension)

Hang up

## TRANSFERRING A CALL TO AN OUTSIDE NUMBER

With call in progress, press the  (Transfer) button  
Press **8** for outside dial tone  
Dial the telephone number  
Hang up



## TRANSFERRING A CALL TO HOLD ON AN EXTENSION

With call in progress, press the **Transfer to Hold** Button or  **346**  
Dial the extension number (or press the programmed button for that extension)  
\*Blind Transfer: Hang up. Call will ring through to the transferred extension.  
\*To announce the call: After 2 short rings, inform user of the call.  
Hang up to complete the transfer.



## TO RETRIEVE A CALL HOLDING or RINGING ON AN EXTENSION

From any telephone on the system, Press **4 or Pickup** if Programmed  
Dial the extension number where the call is holding  
The held call will now be live

## MUTE

Press the  (Mute) button (key will light red when feature is activated)  
You can hear your caller, but they cannot hear you  
To un-mute – press the lit  (Mute) button

## CALL FORWARDING

To forward your calls to another number  
Dial Forward Feature Code **355**  
Enter 8+the outside phone number to forward your phone to  
Press Speaker  to hang up  
To cancel call forwarding  
Dial Forward Feature Code **355**  
Press Speaker  to hang up


## **SETTING DO-NOT-DISTURB (DND)**

Press the **DND** button or Dial Feature Code **370**

Enter the 2-digit DND code (see list of codes and messages below)

-OR-

Use the volume up/down arrows to scroll through the available messages


Press the  (Speaker) key to activate the displayed message


### **Available DND Messages:**

01 – Do Not Disturb	08 – At the Doctor	15 – With a Guest
02 – Leave a Message	09 – On a Trip	16 – Unavailable
03 – In Meeting Until _____	10 – On Break	17 – In Conference
04 – In Meeting	11 – Out of Town 'til _____	18 – Away from Desk
05 – On Vacation 'til _____	12 – Out of Office	19 – Gone Home
06 – On Vacation _____	13 – Out Until _____	20 – Out to Lunch
07 – Call Me At _____	14 – With a Client	

You can enter a custom 2<sup>nd</sup> line of text via the keypad with any DND message

Use the  (Msg) button to toggle between numbers and letters

Use the  (Hold) button to backspace

Use the  (Transfer) to move forward a space


Use the \* key for colon (:)

Use the # key for (-)

## **CANCEL DO-NOT-DISTURB (DND)**



Press the lit **DND** button or Dial Feature Code **371**

## **PROGRAMMING STATION SPEED DIALS**

With handset in the cradle, press  **383**

Select a speed dial location, from 0 to 9

Enter in the name via the keypad (as you would on a cell phone)

(Use the  (Hold) button to backspace, and the  button to forward space)

Press #

Enter 8, then the telephone number

Press # to save the entry

### TO CALL A STATION (PERSONAL) SPEED DIAL

Press the **STN SPDL** button OR press **ⓧ 382**

Enter the speed dial location (0-9)

**-OR-**

Use the volume up/down arrows to scroll through speed dials on the display

Press # to call the number

### TO CALL A SYSTEM SPEED DIAL (Optional)

Press the **SYS SPDL** button OR press **ⓧ 381**

Enter the 3-digit speed dial location (000-999)

**-OR-**

Use the volume bar to scroll through speed dials on the display

Press # to call the number

### REDIAL

Press the  redial button

The last number dialed from your phone will automatically be called (external calls only)

### MAKING A CONFERENCE CALL

You can have 6 parties, including yourself, on a conference call.

With first call in progress, press the **CONF** button or **ⓧ 50**

Dial the second party (either dial inside extension number, or press **8** and then dial telephone number)

When second party answers, press the **CONF** button or **ⓧ 50**

(IF THIS IS THE LAST PARTY, press **CONF** or **ⓧ 50** again to connect everyone. Otherwise, continue to next step.)

Dial the third party.

When third party answers, press **CONF + CONF** to connect all parties

Or **ⓧ 50 + ⓧ 50** to connect all parties

## **UNUSED BUTTONS**

Any button that has not been programmed by our technician can be programmed as a one-touch station speed dial button, or as a one-touch speed dial to other extensions (which also serves as a way to see the status of that extension – it will be lit red with the extension is busy, and flash when it is in Do-Not-Disturb).

## **TO PROGRAM AN UNUSED BUTTON**

With handset in the cradle, press ⊗ 397

Press the unused button that you would like to program

**Station Speed Dial-** Dial 382

Enter the speed dial location (0-9)

**System Speed Dial-** Dial 381

Enter the speed dial location (000-999)

**Direct Station Selection-** Dial the extension

(Enter the extension number that you want to appear)

**Call Logs-** Dial 333

(This will give you the ability to see a call history)

**Headset Key-**317

(This key is not necessary if you have a wireless lifter)

## **CHANGING YOUR RING TONE**

With handset in the cradle, press ⊗ 398


Press the keys on your keypad (0-9)

Each key will play a different ring tone

Press # to save when you hear a tone you like

## VOICEMAIL


### INITIALIZING YOUR MAILBOX FOR THE FIRST TIME

1. Lift handset
2. Press the **VOICEMAIL** button on the screen, *not the message key* ()
3. Interrupt the Mitel greeting by pressing \*
4. Enter your extension number
5. When the system says "Enter your password, **re-enter your extension** and press #.
6. The system will prompt you to enter a new password (Suggested 5-10 digits)
7. Enter your new password, then press #
  - The system will play back new password
  - Press # to accept
8. The system will prompt you to record your name for the directory
  - At the tone, record your first and last name (callers will hear this when they dial your name in the company directory)
  - Press # to end recording
9. The system will play back your name
  - Press # to accept
10. The system will play a mailbox introduction
  - Press # if you wish to skip this introduction
11. Press 4 1 1 to access your primary greeting
  - Record your greeting at the tone
  - Press # to end recording
  - After recording, either press 1 to replay, 3 to erase and re-record, or # to accept your recording

**Your mailbox is now setup!**




## **ACCESSING YOUR MAILBOX VIA THE BUTTON**

When you have new messages, your  button will be flashing

When this happens, lift handset

Press the  button

Enter your password then press #

\*Note: This only works when the  button is flashing

## **USING THE BUTTON TO LEAVE A MESSAGE FOR ANOTHER EXT**

When calling an internal extension that is busy or in DND –

Press the  button

WAIT on the line until you hear their greeting

Leave message at the tone

(If you do not wait on the line, you will be setting a callback as described above)

## **ACCESSING VMAIL FROM ANOTHER EXT OR IF IS NOT FLASHING**

Press the **Voicemail** button

When the system answers, press the \* key

Enter your mailbox number (your extension number)

Enter your password when prompted, then press the # key

Follow Voicemail Menus to navigate through voicemail, or listen to the system voice prompts

## **FROM OUTSIDE THE OFFICE**

Call your main number OR backdoor to voicemail OR your direct line

When the voicemail answers, press the \* key

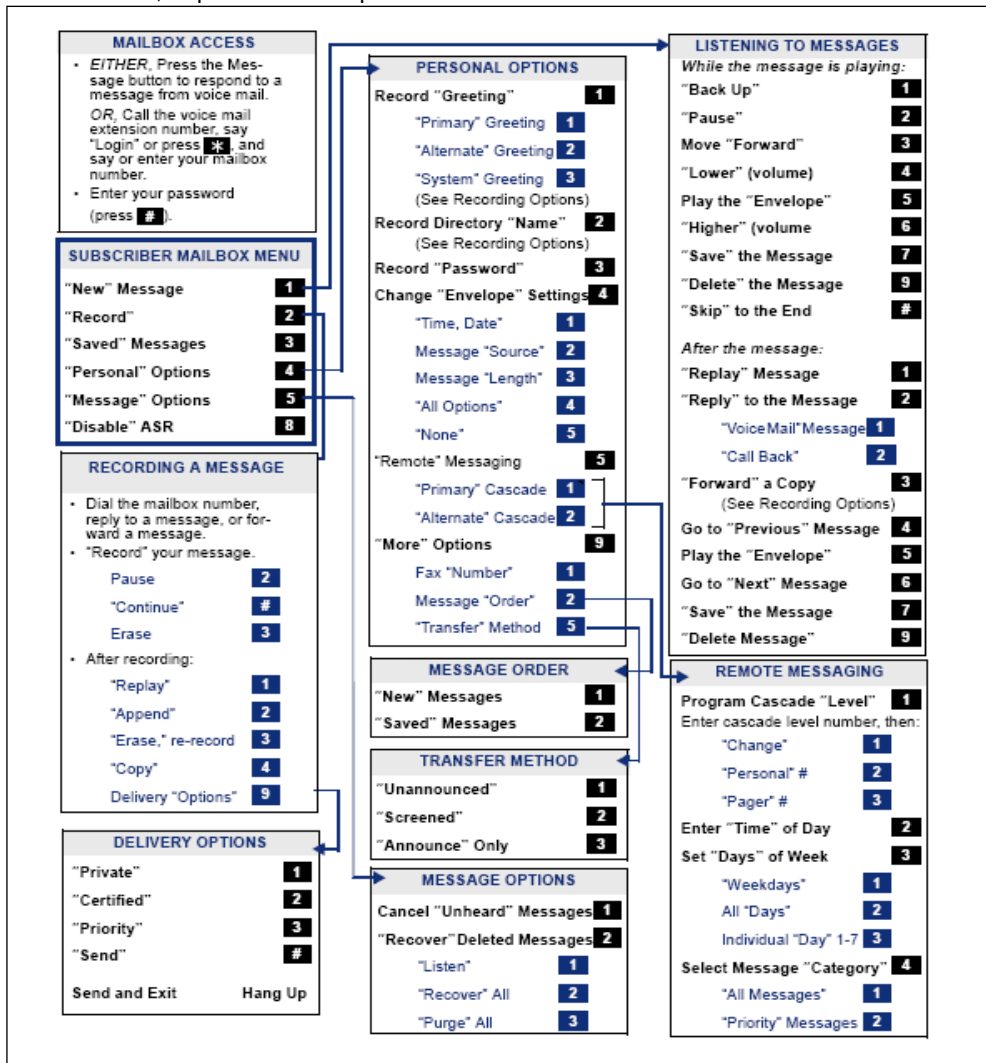
Enter your mailbox number (your extension number)

Enter your password when prompted, then press the # key

Follow Voicemail prompts to navigate through voicemail

• **VOICEMAIL FLOWCHART**

- Note: At any menu level, you can press \* to cancel or return to the previous menu, or press # to accept.



Note: To swap 7 and 9 (save/delete), Press 4 (Personal Options), 9 (More Options), 3 (Swap)





Prepared by Warner Telecom Group, LLC

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