# **MIVOICE BUSINESS MITEL 5320 IP SET**

#### ABOUT YOUR SET

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





# FIXED KEYS



(Up) and (Down): provide volume control for ringer, handset and speaker.



Speaker: Activates Handsfree Mode (speakerphone)



Mute: Turns microphone on/off



Menu: Provides access to menus for your phones applications and settings



Cancel: Ends a call and when programming the phone eliminates any input and returns to the previous menu level



Redial: Calls the last external number dialed



**Hold:** Places the current call on hold. Also use as backspace when entering dialpad characters



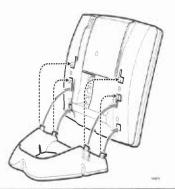
Transfer/Conference: Initiates a call transfer or establishes a three party conference call



Message: Connects to your voice mailbox and flashes to notify you of new messages

## ADJUST THE VIEWING ANGLE

- 1. Turn the phone so that the front faces away from you.
- Hold the base unit firmly and press the release tabs on the sides of the stand to detach the base unit.
- 3. Hinge the hooks of the base unit into the notches on the back of the phone and snap into place as follows:
  - For a high-angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.
  - b. For a low-angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.



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# MITEL 5320 IP SET CALL HANDLING

#### TO MAKE A CALL

- 1. Pickup your handset
- 2. Do one of the following:
  - For internal calls, dial the extension number of the person you wish to reach
  - For external calls, dial 9 plus the phone number

## TO ANSWER A CALL

1. Lift the handset, or press Innswer on speakerphone

#### TO END A CALL

- 1. Do one of the following
  - Hang Up
  - Press the Cancel key
  - Press the Department of the Press the Department of the Press the Press the Department of the

## TO PLACE A CALL ON HOLD

1. While on the call, press \(\sigma\) \(\sigma\) ld

## TO RETRIEVE A CALL FROM HOLD

1. Press the flashing Line/Ext key where the call is holding

### TO TRANSFER A CALL

- 2. Do one of the following:
  - To transfer internally, dial the extension number you wish to transfer to
  - To transfer externally, dial 9 plus the phone number you wish to transfer to
- 3. Stay on the line to announce your transfer, press the **Release** Me softkey or hang up to complete your transfer
  - To cancel the transfer, press (Sancel)

## TO TRANSFER A CALL TO VOICE MAIL

- 1. With the caller on the line, press the ssage) key
- 2. Dial the extension number to transfer to or press the DSS/BLF key for that person
- 3. Hang up immediately

#### TO INITIATE A CONFERENCE CALL

- 1. While on the first call, press Transfer/Conference)
- 2. Dial the extension number of the next party, or dial 9 plus the phone number of the next party
- 3. Wait for an answer (you cannot conference in a ringing phone)
- 4. Press A Maransfer/Conference), you will hear a tone before the new party is connected

## TO ADD A CALL ON HOLD TO AN EXISTING CONVERSATION OR CONFERENCE

- 1. With a call on the line and a call on hold press the Add Held softkey
- 2. Press the flashing line key to add the part on hold to your conversation



# **MITEL 5320 IP SET CUSTOMIZATION**

#### DISPLAY BRIGHTNESS / CONTRAST WHILE YOUR PHONE IS IDLE

- Press the Menu) key 1.
- 2. Press Settings
- Press Brightness and Contrast
- Press the Brightness and Contrast + and keys to adjust the brightness and contrast of your screen 4.
- 5. Press Save
- Press Close 6.

# ADJUST THE RINGER VOLUME AND RINGER PITCH

# To adjust the Ringer Volume while the phone is idle:

- Press Superkey (must be programmed to a key)
- Press the No softkey until "Ringer Adjust?" appears 2.
- Press Ring Adjust 3.
- Press Ringer Pitch 4.
- Press the Up or Down arrow keys to adjust (the same keys used for volume control) 5.
- 6. Press Next
- 7. Press Ringer Vol
- 8. Press the Up or Down arrow keys to adjust
- 9. Press Superkey to save changes

## To adjust the Ringer Volume while the phone is ringing:

Press the Up or Down arrow keys to adjust (the same arrows used for volume control)

## TO ADJUST TEXT SIZE

- 1. Press (Menu) key
- Press Settings 2.
- Press Text Size 3.
- Select Large Text or Small Text 4.
- 5. Press Save
- Press Close

# PROGRAM A SPEED CALL 1. Press the Wenu) key

- 1.
- 2. Press Settings
- Press Programmable Keys. 3.
- Press the key you wish to program. If it's already programmed, press Clear Key. 4.
- 5. Press Speed Call.
- Press Edit Info and enter the label for the Speed Call, using the dialpad
- Press Edit Number and enter the phone number for the Speed Call, include a 9 for an outside line 7.
  - The maximum length is 26 characters. 0-9, # and \*. Pause and flash are not allowed.
- 8. Press Ok, and then press Save.
- Press Close 2 times to exit the programming menus

Notes: To return to the Feature or Menu list at any time, press the

• You can also choose to Edit the Label, Clear Information, and Clear Key

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# MITEL 5320 IP SET ADDITIONAL FEATURES

#### DO NOT DISTURB

1. Press DND to turn this feature on and off

#### **PAGING**

- 1. Pick up the handset and press the Page button
- 2. Make your announcement
- 3. Press the hook switch for a silent exit

## RECORD A CALL

- 1. While on a call, press the Record button
- 2. You will see the following softkey options:
  - To pause the recording, press the Pause softkey
  - To resume recording after pausing; press the Resume key
  - To stop a recording without saving it; press the Stop & Erase softkey
  - To stop and save a recording; press the Stop & Save softkey
- 3. The recorded message will be sent to your voicemail box

## PHONE BOOK

- 1. Press the Phone Book softkey
- 2. Enter the name of the desired party, as follows:
  - For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.
  - Use the softkey to correct errors.
  - If the next letter in the name is on the same digit key as the previous letter, press the softkey.
  - If required, press softkey to add a space between the first and last name.
- 3. Press the Lookup softkey.
- 4. If no match exists, edit the original entry.
- 5. If more than one match is found, press the Next softkey
- 6. Do one of the following:
  - To make the call, press the Call softkey
  - To edit the entry, press the Backup softkey
  - To exit, press Cancel

