# MITEL 5320 IP PHONE



| | | | |
|---|---|---|---|
| ❶ | Display | 🔊 | Speaker |
| ❷ | Ring/Message Indicator | 🎤 | Mute |
| ❸ | Volume, Speaker and Mute Controls | 📇 | Applications |
| ❹ | Fixed Function Keys | ✖ | Cancel |
| ❺ | Dial Pad | 1¹3 ↩ | Redial |
| ❻ | Navigation Page Keys | ☎ | Hold |
| ❼ | Programmable Feature Keys and Softkeys | ∿\|☷ | Transfer/Conference |
| ❽ | Speaker | ✉ | Message |
| ❾ | Handset | | |

## Make a Call
❾ Lift the handset OR
❸ Press 🔊 .
❺ Dial the number OR
❼ Press a **Speed Call** key OR
❹ Press 1¹3 ↩ OR
❺ Dial the prefix for external calls (e.g. 9) and the number.

## Answer a Call
❾ Lift the handset OR
❸ Press 🔊 , and begin speaking.

## End a Call
❹ Press ✖ OR
❾ Replace the handset.

## Place a Call on Hold
❹ Press ☎ . The line key flashes.
❾ Replace the handset if necessary.

## Retrieve a Call from Hold
❾ Lift the handset OR
❸ Press 🔊 .
❼ Press the flashing line key.

## Retrieve a Message
❹ Press ✉ . It flashes when a message is waiting.
Follow the voice mail prompts to retrieve your message.

## Transfer a Call
❹ Press ∿\|☷ .
❺ Dial the number. Wait for an answer.
❾ Hang up OR announce the transfer and then hang up.

## Conference a Call
❹ Press ∿\|☷ .
❺ Dial the number. Wait for an answer.
❹ Press ∿\|☷ .

## Program a Speed Call
❹ Press **Applications** 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.
❸ Press ⌃ repeatedly to raise the volume OR ⌄ repeatedly to lower the volume.
❸ Press 🎤 to mute your microphone.

# Voicemail Set-Up

## Accessing Your Mailbox

All of your voice messages will reside in your personal mailbox, which is passcode protected. Your temporary passcode will be 1111 to use the first time you access your mailbox. How you log into your mailbox will depend on whether you're calling from inside or outside your company.

### From Your Own Extension
- Press the (MESSAGE) key on the Mitel phone ✉
- Enter your passcode when prompted.

### From Another Extension
- Press the (MESSAGE) key on the Mitel phone ✉
- Press the  *  key when prompted to enter a passcode
- Enter your mailbox number followed by the  *  key.
- Enter your passcode when prompted.

Note: You may need to use this procedure to access a general mailbox when the lamp is inactive.

## Setting Up Your Mailbox

When you access your mailbox for the first time, a user tutorial automatically activates. This tutorial guides you through your first mailbox session, explains how to record a greeting and your name, and prompts you to change your temporary passcode.

### Passcode
- You will always be prompted for your passcode before accessing your mailbox. The first time you access your mailbox, you will use the temporary passcode 1111. During the tutorial, you will be prompted to change your passcode to a number containing 4 to 10 digits. Define a passcode that you can easily remember, but do not select an obvious code like "1234".

### Greeting
- After opening your mailbox, you will be asked to record a greeting that callers will hear when they are directed to your mailbox.
- e.g. "You have reached the mailbox of Steve Smith, I'm unable to take your call, please leave me a message with your contact details and I will return your call when I am available."

### Name
- You will be prompted to record your name
- The system will use this name to identify you to callers in your own voice.

## Playing Messages

When you access your mailbox to retrieve your messages, the system tells you how many messages you have ("You have 2 urgent messages and 2 un-played messages.").

### Playing Your Messages

- After accessing the Voice Mail menu, press 7 to listen to your messages. Your urgent messages will automatically be played first. Then, your un-played messages will be played.