Applications & Settings

Your 5320 IP Phone provides applications that simplify the use of your phone.

To open the Applications window, press the blue **Menu** 📱 key.

To open an application, press the key beside the application name.

1. <u>Call Forwarding:</u> Allows you to create profiles, then shows a list of your profiles and indicates which one is active.
2. <u>Call History</u>: Displays lists of calls that you have missed, made and answered.
3. <u>Settings:</u> Use the **Settings** application to display and quickly change your phone's current communications settings such as User Information, Language, Text Size, Programmable Keys, Call Notification, Contrast, Screen Saver, and Audio Feedback.
4. <u>Help:</u> Provides access to launch PC Help and Quick Help, and displays a list of the key icons.
5. <u>Call info</u>: Displays caller information on your phone's prime line.

Program Speed Call

- Press **Menu** 📱 key (blue button) then **Settings**
- Press <u>Programmable Keys</u>
- Press the key you wish to program.
- Press <u>Speed Call</u>.
- Press <u>Edit Label</u> and enter the label for the Speed Call.
- Press <u>Save</u>.
- Press <u>Edit Number</u> and enter the phone number for the Speed Call.
- Press <u>Save</u>, and then press <u>Save</u> again.
- Press <u>Close</u>.

Mitel 5320 IP Phone

About Your Phone

1 - Display: 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 indicate a message waiting in your voice mailbox.

3 - Volume, Speaker & Mute: Volume ⌃ UP Down ⌄ controls the ringer, handset & handsfree speakers; <u>Speaker</u> key 🔊 enables/disables Handsfree mode, <u>Mute</u> 🎙 allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call

4 - Fixed Function Keys: Provides functionality to phone functions such as **Menu** 📱, Cancel/End ⊗, Redial ¹²³↩, Hold ☐☎ , Trans/Conf ↗|☏ and Message ✉ .

**5 - Keypad:** Use to dial.

6 - Navigation Page Keys: The 2 navigation keys are <u>Back</u> and <u>Next</u> to used to display additional pages of information.

7 - Programmable Feature Keys & Softkeys: Provides 24 self-labelling keys that can be programmed as speed call, fixed function keys, applications, or line appearances. The bottom left feature key is always your Prime Line. The top three keys are <u>softkeys</u> and are context sensitive based on the menu you are in.

8 - Handsfree Speaker: Provides sound for Handsfree calls.

**9 - Handset:** Use for handset calls.

Placing a Call (4 methods)

- Lift the **handset** or press the **Speaker** key 🔊:
- Press the **Speed Call** key associated with the desired party
- Press the **Redial** key ¹²³↩
- Use **Phone Book**: press <u>Phonebook</u> softkey, enter the first few letters of the desired party's LAST name, then press <u>Lookup</u> softkey and follow soft key prompts to CALL

Answering a Call (3 methods)

- Select the flashing line key
- Lift the handset
- Press **Speaker** key 🔊

Note: Every phone has two lines; if you are on a line, an incoming call will come in on your secondary line. You may answer this call by pressing the flashing key; the original caller is put on hold. You may switch back and forth between callers or press <u>Add Held</u> softkey for a 3-party conference.

Ending a Call

- Press the **Cancel** Key ⊗
- Replace the handset or if on Handsfree, press the **Speaker** key 🔊

Hold

- **To Place a Call On Hold**
  a) While on an active call, press the **Hold** key △☎
  b) The indicator flashes on the line with the held call.
- **To Retrieve a Held Call**
  a) Lift handset and press flashing line, or
  b) Press the flashing indicator, or
  c) Use the <u>Add Held</u> softkey to conference in a held call.

Transfer

- While on an active call, press **Trans/Conf** key ↝|𝕊𝕊
- Dial the extension number of the next party.
- Announce the transfer (if required), wait for answer, consult, then hang up.
- To cancel the transfer, press **Cancel.**

Conference

- **To Establish A Conference (max 6 party conference)**
  a) While on an active call, press **Trans/Conf** key ↝|𝕊𝕊
  b) Dial the number of the next party.
  c) When answered, press **Trans/Conf** ↝|𝕊𝕊 to add that party;
  d) To add more parties, follow steps (a) to (c).

Turn Forwad On

To quickly forward your phone to another extension or voicemail (also stops the 4 rings before voicemail picks up).
a) Press the **Fwd To:** key
b) Enter the extension you wish to forward to, i.e. 6699 for voicemail.
c) You will hear several beeps followed by a continuous tone, just hang up; the light next to the **Forward** key should now be on.

Turn Forwad Off

To turn forward off on your phone
a) Press the **Forward** key

Pickup

To answer a call that is ringing at another extension in your Pickup Group (if applicable):
- Lift the handset
- Press the **Pickup** softkey

Ring/Volume Adjust

To adjust the pitch and volume of your phone:
- Press the **Superkey**
- Press the <u>No</u> softkey until "Ringer Adjust?" appears.
- Press "Ring Adjust"
- Press "Ringer Pitch"
- Repeatedly press � to decrease pitch or ⊙ to increase pitch.
- Follow the same process to change the Volume.