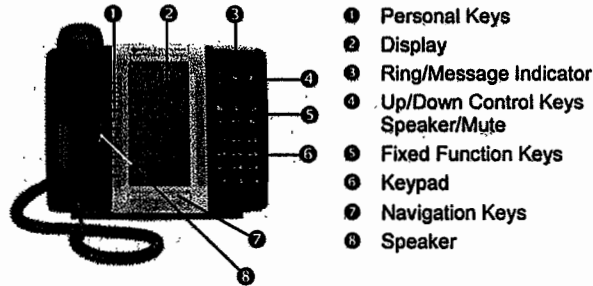


## ABOUT THE MITEL 5330 IP PHONE



- 1 Personal Keys
- 2 Display
- 3 Ring/Message Indicator
- 4 Up/Down Control Keys
- 5 Fixed Function Keys
- 6 Keypad
- 7 Navigation Keys
- 8 Speaker

Alphanumeric Display with contrast control

Message Indicator

Built-in Status Indicators on each key

If Line is: Status Indicator is:  
 Idle..... Off  
 Busy..... On  
 Ringing..... Slow Flash  
 On Hold (your set) ..... Rapid Flash  
 On Hold (other set) ..... Slow On/Fast Off Flash

**Hands-Free Operation**

Prime Line (phone number) is the key on the bottom left.

Softkeys, located in the top part of the display, list features as they become available.

24 Programmable feature keys can be set up as personal feature, speed call, or line appearance keys.

**ADJUST RINGER (RING LOUDER OR SOFTER)**

While the phone is ringing:

Increase Ringer Loudness..... Press ▲ (UP) key  
 Decrease Ringer Loudness..... Press ▼ (DOWN) key

**ADJUST DISPLAY CONTRAST (DISPLAY BRIGHTNESS)**

While the phone is idle:

Increase Display Contrast..... Press ▲ (UP) key  
 Decrease Display Contrast..... Press ▼ (DOWN) key

**NAVIGATION KEYS (located immediately below the display)**

help you move between the three screens:

Go Forward One Screen..... Press ⇨

Go Backward One Screen..... Press ⇐

**7 FIXED KEYS**

Speaker      Hold      Redial  
 Mute      Trans/Conf      Message  
 Cancel

## HOTDESK LOGIN

1. Press HOTDESK softkey
2. Press LOGIN softkey and enter HOTDESK EXT
3. Press OK softkey
4. Enter PIN (hotdesk extension)
5. Press OK softkey

## MAKING AND ANSWERING CALLS

1. Lift the Handset (*prime line is selected for outgoing line*)  
**SELECT DIFFERENT LINE** . Press line appearance key
2. Dial the Number:  
 Extension..... 4-Digit Number (*or use Phonebook*)  
 Speed Call..... Press speed call key  
 Redial..... Press **RECALL** (REDIAL) key  
*Redials last int. or ext. number dialed*  
 Local Number..... 9+Number  
 Long Distance..... 9+1+Area Code+Number  
 Emergency..... 911 or 9+911

**USE PHONE'S SPEAKER MODE TO MAKE/ANSWER CALL**

**MAKE CALL**..... Dial the number (*don't lift the handset*)

**ANSWER CALL**... Press FLASHING LINE key

**USE HANDSET**..... Lift the handset (*to make call private*)

**USE SPEAKER** ... Press **SPEAKER** and hang up handset

**END CALL** ..... Press **CANCEL** key

*Audio Controls (for handset and speaker phone):*

**MUTE**..... Press **MUTE** key (**LED LIT** – mic inactive)

**TALK**... Press **MUTE** key (**LED NOT LIT** – mic active)

**INCREASE HEARING VOLUME**..... Press ▲ (UP) key

**DECREASE HEARING VOLUME**..... Press ▼ (DOWN) key

## PHONEBOOK FEATURE

1. Press PHONEBOOK key
2. Enter a few letters of the person's last name  
*Example: To type "C," press the "2" key three times.*  
**Correct Error (move left one space)** ..... Press ← key  
**Insert Space (move right one space)** ..... Press → key
3. Press LOOKUP key
4. Press NEXT key to scroll through the phonebook:  
**Make Call**..... Press CALL key  
**Edit Search**..... Press RETRY key  
**Exit Phonebook** ..... Press **CANCEL** key

## HOLD FEATURE

Place Call on Hold..... Press **HOLD** key

Retrieve call on hold:

**FROM YOUR PHONE** .. Press FLASHING LINE key

**ANY OTHER PHONE** ... Press dial \*45+EXT

To retrieve a call on hold at x5400: Dial \*45 5400

## TRANSFER ACTIVE CALL

To transfer a call to another person:

1. Press **TRANS/CONF** (*places call on Hold*):
2. Dial Number of Third Party (*can use phonebook*)

*Transfer Options:*

**Unsupervised Transfer** .... Press **RELEASE ME** key

**Supervised Transfer**..... Follow these steps:

- a. Consult
- b. Hang Up

**CANCEL Transfer**..... Press **CANCEL** key

## TRANSFER DIRECTLY TO A VOICE MAILBOX

1. Press **TRANS/CONF** (*places call on Hold*)
2. Dial 8800 then wait for greeting to play
3. Press \*
4. Enter mailbox number (extension) and hang up

## CONFERENCE CALL

When using a Conference Call:

- ♦ Up to 8 parties in one conference call
- ♦ Anyone can add a party to the Conference Call
- ♦ Originator can leave without ending Conference Call

**FORM CONFERENCE CALL OR ADD TO EXISTING ONE:**

1. Press **TRANS/CONF** (*places call on Hold*)
2. Dial Number of the Next Party
3. Wait for Answer  
**If Busy Signal/No Answer.. Press **CANCEL** key**  
*You will be reconnected to the conference call. To bring another party into the call, repeat steps 1-3.*
4. Press **TRANS/CONF** (*all parties are on the call*)

**Leave Conference** ..... CallHang Up

### FORWARD CALLS TO VOICE MAIL

To control when calls go directly to your voice mailbox, use the DO NOT DISTURB feature:

Call Fwd to VM ON ..... Press DND key (LED turns ON)

Call Fwd to VM OFF .... Press DND key (LED turns OFF)

#### VERIFY IF CALL FORWARD ACTIVATED

If you pick up the handset and hear a stutter dial tone, all calls are being forwarded.

### CALL PICKUP FEATURE

Call Pickup lets you answer your co-worker's phone or your own phone from a different extension.

#### ANSWER PHONE WITHIN A PHONE PICKUP GROUP

1. Lift handset and press PICKUP key

#### ANSWER ANY RINGING PHONE

1. Dial #42+Extension  
For Example: To answer ext. 5410: Dial #42 5410

### CALLBACK

Callback feature places you in queue (internal phones only) for a return call if the person called is unavailable. When using the Callback feature, be sure to cancel the callback if you have to leave your desk.

REQUEST Callback..... Press CALLBACK key

ANSWER Callback..... Lift Handset

#### CANCEL ALL CALLBACKS

1. Lift Handset
2. Dial #23 and hang up

### RECORD A CALL

This feature uses voicemail to record 2-party external phone calls. (Internal calls can't be recorded.)

Record Call ..... Press RECORD A CALL key

Pause Recording ..... Press PAUSE softkey

Resume Recording .... Press RESUME softkey

Save Recording ..... Press SAVE softkey (or hang up)

Delete Recording..... Press ERASE or ⓧ (CANCEL) key

#### Listen to Recorded Call

1. Lift Handset
2. Press CHECK VOICEMAIL key
3. Follow the prompts to retrieve the recorded call

TIP: To distinguish messages, the system identifies them as either recorded calls or caller messages.

### CALL HISTORY FEATURE

Call History is a comprehensive calling log:

- ◆ Call History retains 20 call logs for each call type: Answered, Made and Missed
- ◆ Call logs are listed in order from newest to oldest
- ◆ Total number of call logs is shown in the lower left corner of the display
- ◆ Use "Dial" key to call the person listed in the call log  
Dial local number: Insert 9 then press DIAL  
Dial long distance number: Insert 9+1 then press DIAL
- ◆ When the maximum number of logs is reached, the oldest is removed in order to store the newest one

#### VIEW CALL HISTORY

1. Press CALL HISTORY key
2. Press key corresponding to CALL HISTORY to view:  
Answered Calls ..... Press ANSWERED key  
Missed Calls ..... Press MISSED key  
Made Calls ..... Press MADE key
3. To view a particular call log:  
Press key to the left of the call log

Below are the Call History Log and Detail screens:

The image shows two screenshots of a phone's call history interface. The left screenshot, titled 'Call History', displays a list of call types: Answered Calls, Missed, Made, Delete List, and Close. Below this list, a specific call log is shown for 'Frank McGee' on '22 Nov 1:08pm', with '1 items' and '1-7' displayed at the bottom. The right screenshot, titled 'Call History Details', shows the 'Edit Number:' field with '9206873731'. Below this, there are buttons for 'Dial', 'Delete Digit', 'Backspace', and 'Close'. A call detail box shows 'Frank McGee', '9206873731', 'Answered Call', 'Received 1:08pm', '22-Nov-10', and 'Duration 00:02:39'. At the bottom, there is a 'Delete Log Entry' button.

Up to seven call logs are shown on one screen.

To view the call log list:

Go Forward ..... Press ⇨

Go Backward .. Press ⇐

View Different Log Detail (use keys at bottom of phone):

PRESS ⇨ Detail of next call log

PRESS ⇐ Detail of prior call log

Call Outside Number: Modify number to include digits needed (in W! dial 9+1+area code+number)

#### EXIT CALL HISTORY

1. Press CLOSE to exit Call History Details
2. Press CLOSE to exit Call History

### SET UP SPEED CALL KEY

You can program frequently-called numbers on your phone using open personal keys.

#### SET UP SPEED CALL KEY

1. Press **ⓧ** (APPLICATIONS) for phone settings menu
2. Select **SETTINGS** key
3. Select **PROGRAMMABLE KEYS**
4. Select an open key to program
5. Select **SPEED CALL** key
6. Press **EDIT NUMBER** key:
  - (a.) Dial the Phone Number:  
Extension ..... Extension Number  
Local Number ..... 9+Number  
Long Distance Number... 9+1+Area Code+Number
  - (b.) Press **SAVE** key to save the phone number entered
7. Press **EDIT LABEL** key
  - (a.) Type the label using the phone dial pad  
For example: To type an upper case "S" press "7" key 8 times. To type a lower case "s" press "7" key 4 times

#### OR

Press **KEYBOARD** key to use the keyboard

Use the key on the left side of the row to move the cursor to a character. The character selected appears in the *Label* field above.

The keyboard characters are divided into groups using five screens:

Lower Case Letters	Lower Case Accents
Upper Case Letters	Upper Case Accents
	Special Characters

Go to Next Screen..... Press **NEXT** Key  
Go to Previous Screen Press **PREVIOUS** Key  
Exit the Keyboard ..... Press **HIDE KBD** Key

#### Edit Keys (using phone dial pad or keyboard)

Backspace ..... Press **BACKSPACE** key  
Insert Space ..... Press \* quickly two times  
Move Cursor ..... ⇐ (left) or ⇨ (right)  
Firm keys on base of phone

- (b.) Press **OK** key to save the label entered

8. Press **SAVE** key
9. Press **CLOSE** key to exit the applications menu
10. Press **CLOSE** key to return to the main screen

#### MAKE CALL

1. Lift handset
2. Press **SPEED CALL** key