



Voice for Business 5300 Quick Reference Guide



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Sunco is your Trusted Telecom Systems Integrator

Making business communication *easier* for you

From modest beginnings as a home-based, family-run business, Sunco has grown over the past 20 years into the trusted telecommunications partner for over 1,600 businesses across Canada. We are a proud, Canadian company with the love of business communication at the very core of what we do.

Our team lives, breathes and works with these technologies on a daily basis, and understands how complex they can be. That's why we're committed to making business communication *easier* for your organization. How do we do this? By being an *Integrator*. We fit all the pieces of your voice/data systems together into a unified whole - giving you superior design, support and management all through one point of contact. This strategy ensures you get the technology and services your business needs, delivered in a way that is coordinated, convenient and just *easier*.

No more confusing network service contracts, overseas call centres, long wait times and impersonal service. We promise honest advice and personal support delivered in a way that reflects our core values:

- **We Embrace Change**
- **We Do What It Takes**
- **We are Accountable to the Outcome**
- **We do the Right Thing**
- **We Bring Out the Best in Each Other**

The Sunco team is ready to help. Leverage our Integrator strategy to help make business communication *easier* for your organization. Optimize your time to focus on what matters most - *growing your business*.



Need to reach us? We're ready to help!

Service: To enter a service call, please email service@sunco.ca and a ticket will be auto-generated in our system.

Client Portal: To receive log-in credentials for our self-service payment and service portal, please call Tammy Klemmer at (780) 809-1786 or 1 (888) 782-9357

After-hours Emergency Service: To reach our after-hours on-call technician, please call (780) 809-1786 or 1 (888) 782-9357 and leave a message.

Accounting: For questions regarding invoicing, please call Tammy Klemmer at (780) 809-1786 or tammy.klemmer@sunco.ca

Voice for Business 5300 Guide

Mitel 5320



Key	Name
1	Corded Handset
2	Display
3	Provides 15 self-labelling, programmable buttons.
4	External Speaker
5	Navigation Buttons
6	Volume Control
7	Ring/Message Indicator
8	Speaker
9	Mute
10	Menu
11	Cancel Key
12	Hold Key
13	Redial Key
14	Transfer/Conference Key
15	Message
16	Dialpad

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Mitel 5330



Key	Name
1	Corded Handset
2	Display
3	Provides 32 self-labelling, programmable buttons.
4	External Speaker
5	Navigation Buttons
6	Volume Control
7	Ring/Message Indicator
8	Speaker
9	Mute
10	Menu
11	Cancel Key
12	Hold Key
13	Redial Key
14	Transfer/Conference Key
15	Message
16	Dialpad

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







Mitel 5340



Key	Name
1	Corded Handset
2	Display
3	Provides 47 self-labelling, programmable buttons.
4	External Speaker
5	Home Button
6	Navigation Buttons
7	Ring/Message Indicator
8	Speaker
9	Mute
10	Menu
11	Cancel Key
12	Hold Key
13	Redial Key
14	Transfer/Conference Key
15	Message
16	Dialpad

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Button Descriptions

Button	Action
 Up or Down	Provides volume control. Scrolls through features options.
 Speaker	Activates Handsfree Mode.
 Mute	Mutes the microphone during a call.
 Menu	Provides access to menus for your phone's additional features.
 Cancel	The Cancel or Goodbye key.
 Redial	Calls the last external number dialed. The redial button cannot redial internal numbers.
 Hold	Places the current call on hold.
 Transfer	Initiates a call transfer or establishes a three-party conference call.
 Message	Provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox. Note: The Ring/Message indicator also flashes when messages are waiting.

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Calling & Programming

BASIC CALL HANDLING

MAKING A CALL

1. Lift the handset or press the speaker/headset key for handsfree.
2. At the dial tone, **dial 9** and then enter the number you wish to call.

Note: For an emergency call, you do not need to grab a line, just dial 911. Dialing 9911 will also work.

ENDING A CALL

Place the handset on its cradle or press the cancel key.

REDIAL

1. Lift the handset (optional).
2. Press the Redial key. The last number dialed appears in the display.
3. Do one of the following:
 - a. Press Dial to dial this number
 - b. Press Redial to scroll the list of previously-dialed numbers and then press Dial when the desired number is displayed.

ANSWERING THE INCOMING CALL

- Lift the handset for handset operation.
- For speakerphone operation, press the Speaker/Headset key.
- For headset operation, press the Speaker/Headset key or the answer button on your headset.

PLACING A CALL ON HOLD

To place a call on Hold (while on an active call):

1. Press the Hold key. Your applicable line key flashes the hold icon indicating the call is on hold.
2. To retrieve a call on hold, press the flashing line key.

MUTING THE MICROPHONE

Press the mute key to mute the microphone on the handset, headset, or speakerphone. When you use the mute key on your phone, you cannot be heard on an active call or on a conference.

TRANSFERRING A CALL

1. Ensure you are on active call with the party you wish to transfer.
2. Press the Transfer softkey. The active call is placed on hold.
3. Enter the transfer recipient's ten-digit number or extension.
4. Hang up the handset to complete an **unattended call transfer** OR Wait for an answer, consult, and then hang up the handset to complete an **attended transfer**.

CREATING A MULTI-PARTY CONFERENCE CALL

1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
2. Press the Transfer key. The active call is placed on hold.
3. Enter the conference target's number.
4. Wait for an answer, consult, and then press the Transfer key to create the three-way conference call.
5. Repeat steps 2 to 4 to add an additional party to the conference.

RETRIEVE A MESSAGE

1. Press the Message hard key. It flashes when a message is waiting.
2. Follow the prompts to retrieve your message.

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Calling & Programming

ADVANCED CALL HANDLING

MAKING A CALL USING THE CONTACTS APPLICATION

1. Press the Menu key, and then press >> until Call History appears.
2. Press OK, and then press Next or Prep to navigate to the desired call history type (Missed Calls, Answered Calls, or Outgoing Calls).
3. Press OK. The number of calls appears.
4. Press (UP) and (DOWN) to navigate through the call history entries.
5. Do one of the following:
 - Press Dial or # (the pound key) to call this call history entry. The entry is dialed and the phone returns to the default display.
 - Press Detail to see calling name and time details.
 - Press Delete to delete the current entry.

SPEED CALL PROGRAMMABLE KEY CONFIGURATION

A programmed Speed Call key allows you to dial a specified number with one key press rather than dialing the contact's full phone number or extension. This is especially useful when transferring calls or creating conference calls.

PROGRAMMING A SPEED CALL KEY

1. Press Menu OR Press Programmable Keys.
2. Press the key you wish to program. Press Speed Call.
3. Press Edit Info and enter the label for the Speed Call.
4. Press Save.
5. Press Edit Number and enter the phone number for the Speed Call.
6. Press Save, and then press Save again. Press Close and then press Close again.

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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 in your welcome email 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 *8
- Enter your passcode when prompted

From Another Extension:

- Press *8
- 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 that you received in your welcome email. During the tutorial, you will be prompted to change your passcode to a number containing four to 10 digits. Choose a passcode that can easily be remembered, 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, so 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 two urgent messages and two un-played messages."). After accessing the Voice Mail menu, press 7 to listen to your messages. Your urgent messages will automatically be played first. Your un-played messages will follow.

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VOICEMAIL SET-UP CONTINUED...

Voicemail Options

Press the **Voicemail Key** or Dial **6000** from your phone or ***8**

Main Menu Options

- 1) Press **6** to create a new Message
 - a) Enter **Mailbox No.** of intended recipient. Press **9** for Personnel Directory
 - b) Press **7** to Review
 - c) Press **3** to Discard Message
 - d) Press **2** to Append Message
 - e) Press **6** for Message Addressing
 - f) Press **9** to Send & Return

- 2) Press **7** to Listen to a New Message
 - a) Press **1** to Pause Message
 - b) Press **2** to Answer Message
 - c) Press **3** to Discard Message
 - d) Press **4** to Give or Forward Message
 - e) Press **5** to Keep Message
 - f) Press **6** to Play Envelope
 - g) Press **7** to Play Again
 - h) Press **8** to Listen to Next Message
 - i) Press **#** to Fast Forward Message
 - j) Press ***** to Rewind Message
 - k) Press **#** to Skip to end of Message

- 3) Press **8** for User Options
 - a) Press **2** for Additional Options
 - b) Press **3** for Memo
 - c) Press **4** for Greetings
 - d) Press **5** for Distribution Lists
 - e) Press **6** for Name
 - f) Press **7** for Passcode
 - g) Press **8** for Temporary Greeting

- 4) Press **9** to Send & Exit

- 5) Press **0** to Transfer to the Operator

- 6) Press **#** for the Auto Attendant

Your trusted telecom systems integrator

We do the right thing

We embrace change

We do what it takes

We are accountable to the outcome

We bring out the best in each other

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