

# Mitel 5000 Quick Reference Guide

## Answering a Call

Lift the handset or press the speaker button.

## Placing an External Call

Press the Outgoing button on your phone or dial **8** and then dial the number. For an Emergency call you do not need to grab a line, just dial **911**. Dialing **8911** will also work.

## Placing an Internal (Intercom) call

With or without lifting the handset, dial the **extension** number.

## Audio Volume

While on a call, use the up and down arrows to adjust the incoming audio level on the handset or the speakerphone.

## Ringer Volume Adjustment

While the set is idle press the up and down arrows to increase or decrease the ringer volume.

## Holding a Call

Press the red hold key.

To retrieve the held call press your **Call Key 1**.

## Transferring Calls

While on the call, press the **DSS** (direct station selection) button or press the **transfer** button and dial the **extension** and then you can do one of the following:

1. Wait for an answer, announce the call and then hang up. If the extension is unavailable, press the flashing **IC** or **Call** button to retrieve the call.
2. Hang up to transfer the call.

## Transferring Calls Directly to Voicemail

While on the call press the **Voicemail Transfer** button then the **DSS** (direct station selection) button or press the transfer button, dial **2500**, then dial the **extension** and hang-up.

## Programming Station Speed Dials

With the handset on hook, dial **383** then enter the **speed dial bin number** (0-9) and **#** to accept.










1. Enter the name of the contact (Hold backs up one space and transfer moves ahead one space) **#** to accept.
2. Enter the external number including an **8** for outgoing access then press **#** to accept.

## Programming One Touch Keys

With the handset on hook dial **397** then press the button you would like to program.

1. Enter **extension** number for **DSS** key.
2. Enter **382** and **speed dial bin number**.

## Feature Buttons

Button	Action
(Up) (Down)	Provides volume control. Scrolls through features options.
 (Speaker)	Activates Handsfree Mode. Activates features.
 (Mute)	Mutes the microphone during a call.
 (Applications)	Activates the Applications menu to use the conference unit or cordless devices, program various phone settings, and enable Clean Mode.
 (Special)	Activates features while on a call. The  (Special) button does not cancel features. To cancel features, press the Star button (*).
 (Redial)	Calls the last external number dialed. You cannot redial internal numbers.
 (Hold)	Places the current call on hold. Left/Backspace when entering dialpad characters.
 (Transfer)	Transfers the current call. Right/Forward when entering dialpad characters.
 (Message)	Allows you to view station messages. Toggles between Alpha Mode and Numeric Mode.

## Using Account Codes

There are three types of account codes:

1. **Standard account codes:** Automatically entered into the phone record report whenever you place a call.
2. **Forced account codes:** Entered before you can place an outside call.
3. **Optional account codes:** Entered at any time during a call.

To enter an optional account code:

- While off-hook, press **(X)** (Special key), and then dial **390**.
- Enter the optional account code, and then press **#**.

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## Placing Conference Calls (All Sets)

With the Conference feature, you can establish a conference call with up to three intercom and/or outside parties (four, including you).

### To place a conference call:

1. While on the first call, press **(X)** special function key then **5** to put the call on hold.
2. Place another intercom or outside call.
3. Press **(X)** special function key then **5** to place the call on hold. (If necessary, repeat this step to place one more call on hold.)
4. Press **(X)** special function key then **5** to join all of the calls together in the conference.

## Placing Conference Calls (5320/5330/5340)

While on the first call:

1. Press the **Conf** button to place the call on hold. CALL NEXT PARTY TO CNF appears.
2. Place a call to the next conference party. For external calls, press the **Outgoing** button or enter the Outgoing Call access code (**8** is the default code), and then dial the number.
3. After the party answers, announce the conference, and then press the **Conf** button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the **Conf** button again to start the conference. CNF IN PROGRESS appears.

## Configuration Assistant

Press the Assistant button on your phone or dial 1000. Enter your extension then your password (same as your extension by default) then press #.

- Press **2** for DND options
- Press **3** for Call Forward options

## Mailbox Setup

1. Dial the voicemail extension number: **2501**
2. Enter the default password (usually your mailbox number).

Do one of the following:

- If you want to use a password, enter a new password using digits 0 to 9 (up to 12 digits), and then press #. The messaging system plays back your password.
  - If you do not want to use a password, press # or say "Skip."
3. Press # or say "Accept" to accept the entry, or press **3** or say "Erase" to erase and re-enter your password. After accepting the new password, the system prompts you to record your directory name.
  4. After the tone, record your first and last names for the directory. When prompted, select one of the following options:
    - Press # or say "Accept" to accept the name.
    - Press **1** or say "Replay" to replay the recorded name.
    - Press **2** or say "Append" to add to your name.
    - Press **3** or say "Rerecord" to erase and rerecord your name.

After recording your name, the system plays a message that introduces you to voicemail features. To skip the introduction, press # or say "Skip."

## Mailbox Access

To access your voice mailbox:

1. Dial the voice mail extension number: **2500** (or **2501** to go directly to your Mailbox from your phone and skip to Step 4.). You hear the Main menu.
2. During or after the greeting, press \* or say "Login" to identify yourself as a subscriber.
3. Enter or say your **mailbox number**.

Enter your **mailbox password** (if programmed), and then press #. If you do not have a password, press # to bypass the password prompt