

# MiVoice Office 5304 Quick Reference Guide

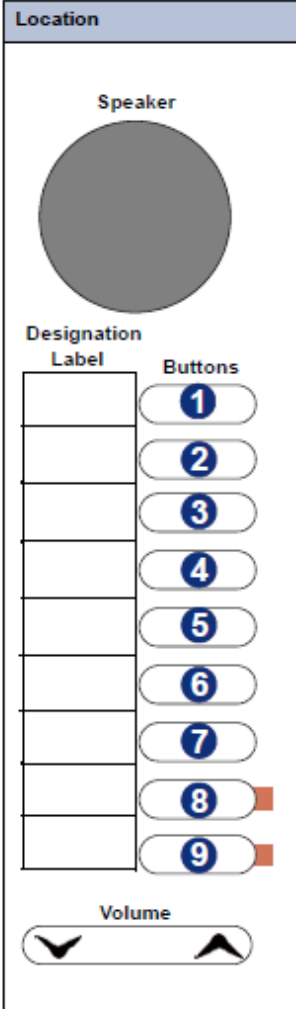


- |                                  |                          |
|----------------------------------|--------------------------|
| 1 – Liquid Crystal Display (LCD) | 5 – Programmable buttons |
| 2 – Ring/Message Indicator       | 6 – Volume buttons       |
| 3 – External speaker             | 7 – Dialpad buttons      |
| 4 – Handset                      | 8 – Hookswitch           |

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## Programmable Buttons

The 5304 has nine programmable buttons. When you first receive your phone, the buttons are pre-programmed as indicated in the table below.

Location	Button and Default Feature/Function
 <p>The diagram shows the physical layout of the phone's controls. At the top is a circular speaker. Below it is a 'Designation Label' area with a grid of nine empty boxes. To the right of these boxes are nine numbered buttons (1-9). Buttons 1-7 are standard oval buttons. Buttons 8 and 9 are larger and feature a small red lamp on their right side. Below the buttons is a 'Volume' control with a slider and up/down arrows.</p>	<p><b>1 – Special:</b> Activates features while on a call or off-hook. The Special button does not cancel features. To cancel features, press the star button (*).</p>
	<p><b>2 – Do-Not-Disturb (DND):</b> Enables/disables the DND feature for your phone. When enabled, internal calling parties see your selected DND message. You can use DND to stop calls and pages to your extension. See "Using Do-Not-Disturb (DND)" on <a href="#">page 49</a>.</p>
	<p><b>3 – Forward:</b> Forwards all incoming calls to a specified destination. See "Forwarding Calls" on <a href="#">page 33</a>.</p>
	<p><b>4 – Message:</b> Connects to your voice mailbox. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters. See "Using the Dialpad Buttons to Enter Characters" on <a href="#">page 10</a>.</p>
	<p><b>5 – Redial:</b> Calls the last external number dialed. You cannot redial internal numbers.</p>
	<p><b>6 – Transfer:</b> Transfers the current call. Also functions as a forward space when entering dialpad characters. See "Using the Dialpad Buttons to Enter Characters" on <a href="#">page 10</a>.</p>
	<p><b>7 – Hold:</b> Places the current call on hold. Also functions as a backspace button. See "Using the Dialpad Buttons to Enter Characters" on <a href="#">page 10</a>.</p>
	<p><b>8 – Intercom:</b> Provides a call line for internal (intercom) calls. The Intercom button has a lamp, which flashes when an internal call is ringing in, and is lit continuously during an active call.</p>
	<p><b>9 – Call:</b> Provides a call line for external calls. The Call button has a lamp which flashes when an external call is ringing in, and is lit continuously during an active call.</p>

## Phone Signals

The 5304 has several audio and visual signals to indicate feature activity. The following are a few helpful tips:

- Lit or blinking buttons indicate call or feature activity.
- All phone button lamps illuminate at the same time for a few seconds when the phone is reset or powered on.
- The following actions may cause an error tone:
  - Pressing an invalid button combination.
  - Selecting a restricted feature.
  - Dialing a restricted or invalid number.
  - Dialing too slowly between digits.
  - Waiting too long before performing the next step.

To correct an error tone, hang up and try again.

- Many features "time-out" if you wait too long before performing the next step. If this happens, you must start over.

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## Answering Calls

Lift the handset to answer a call.

## Placing Emergency Calls

Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

## Placing Internal (Intercom) Calls

Lift the handset and dial the extension number. If you enter incorrect digits, you can press the **Hold** button to move the cursor backward, deleting the last digit entered.

## Placing External Calls

Lift the handset, press the unlit **Call** button, and then dial the number.

## Redialing External Numbers

Lift the handset and press the **Redial** button. The system automatically selects a line and dials the number.

## Transferring Calls to Other Extensions

1. While on the call, press the **Transfer** button, and then enter the extension number.
2. Do one of the following:
  - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing **IC** or **Call** button to return to the caller.
  - Hang up to transfer the call and disconnect the call from your phone.

## Forwarding Calls

1. Press the **Forward** button, and then enter the feature code, if applicable. **ENTER FORWARD DEST** appears.
2. Do one of the following:
  - Enter the extension number.
  - Dial the **Outgoing Call** access code (8 is the default code), and then dial the telephone number.

## Placing Conference Calls

1. While on the first call, press the **Special** button and then dial **5** to place the call on hold. **CALL NEXT PARTY TO CNF** appears.
2. Place a call to the next conference party. For external calls, dial 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 **Special – 5** to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press **Special – 5** again to start the conference. **CNF IN PROGRESS** appears.

## Viewing Messages

With the handset on-hook, press the **Message** button. Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press the **Message** button to scroll through the messages.

## Responding to Messages

When the desired message is displayed, lift the handset, and then press **#** to respond. (If your handset is off-hook and you press the **Message** button, you automatically place a call to the party who left the message or the message center.)

## Using Do-Not-Disturb

1. With the handset on-hook, press the **DND** button, and then do one of the following:
  - Press **▲** (Up) or **▼** (Down) to scroll through the messages.
  - Enter the two-digit number for the DND message.
2. After selecting the message, enter the additional text for the DND description, if applicable.
3. Lift and replace the handset.

## Placing a Page Announcement

1. Lift the handset, and dial **7**.
2. Enter the page-zone number (**0** to **9**).
3. After the tone, make your announcement, and then hang up.

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## Commonly Used Feature Codes

Most of the feature codes work when your phone is idle or "on hook." If you are on an active call or if you are off-hook, you may need to press the **Special** button before you enter the feature code to activate the feature.

Feature	Code
ACD Agent – Log In/Out	328
Background Music – On/Off	313
Call Forward – All Calls	355
Call Logging	333
Conference	5
Default Station	394
Directory	307
Display Time And Date	300
Do-Not-Disturb – On/Off	372
Dynamic Express Extension On/Off	364
Dynamic Express Extension – Handoff	388
Hold – Individual	336
Hold – System	335
Message – Cancel Left Message	366
Message – Delete Message	368
Message – Leave Message	367
Message – View Messages Menu	365
Microphone Mute – On/Off	314
Page Receive – On/Off	325
Program Buttons	397
Program Station Password	392
Programmable Buttons – Default	395
Queue (Callback) Request	6
Record-A-Call	385
Reverse Transfer (Call Pick-Up)	4
Ring Tone Selection	398
Station Speed Dial	382
Station Speed Dial – Programming	383
Switch Keymap	399
System Forward – On/Off	354
System Speed Dial	381
View Button Assignments	396

## Display

The display provides a two-line, 20-character viewing area for using features and identifying callers. When idle, the display shows your user extension, name, and the time and date.

## Ring/Message Indicator

The Ring/Message Indicator flashes or stays lit to indicate call, message, and feature activity.

Indicator Signals	Description
Rapidly flashing	You have an incoming call.
Slowly flashing	You have a waiting message or callback message.
On	You are on a call or using a feature.
Off	Your phone is idle.

## Handset and Hookswitch

The handset provided with this equipment is hearing aid compatible (HAC). One end of the handset cord plugs into the handset and the other end plugs into the handset jack on the phone. The hookswitch is located under the handset. When the handset is in the cradle, the hookswitch is engaged and the phone is "on hook." When you lift the handset, the hookswitch is disengaged and the phone is "off hook."

Most of the feature codes work when your phone is idle or "on hook." Because the dialpad buttons are located under the handset, you may find it easier to lift the handset, press the hookswitch down, and then dial the feature code.

If you are on an active call or if you are off hook, you may need to press the **Special** button before you enter the feature code to activate the feature.

## Volume Buttons

Directly below the programmable buttons, the 5304 has two volume buttons, ▲ (Up) and ▼ (Down), that provide volume control for the ringer, handset and speaker. Volume levels are automatically saved when you press the volume buttons.

In addition, these buttons allow you to scroll through display menus.

## Dialpad Buttons

Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.