A yellow and blue logo

Description automatically generated with low confidence Quick Reference Guide Mitel Communications Director

MITEL 5340 IP PHONE

**NOTE:** For more information about using other features and applications on your 5340 IP Phone, refer to *5330/5340 IP Phone User Guide* located at [www.mitel.com,](http://www.mitel.com/) or contact your Administrator. **SIP Users:** Refer to the *5330/5340 SIP User and Administrator Guide*.

# Make a Call

* Lift the handset OR

Press  .

Dial the number OR

Press a **Speed Call** key OR

Press  OR

Dial the prefix for external calls (e.g. 9) and the number.

# Answer a Call

* Lift the handset OR

# Transfer a Call

Press  .

Dial the number. Wait for an answer.

* Hang up OR wait for the called party to answer, announce the transfer, and then hang up.

# Conference a Call

Press  .

Dial the number of the next party. Wait for an answer.

Press .

Press , and begin speaking.

# Program a Speed Call

|  |  |  |
| --- | --- | --- |
|  | Display | Speaker |
|  | Ring/Message Indicator | Mute |

 Volume, Speaker, Mute Controls  Menu

 Fixed Function Keys  Cancel

 Keypad  Redial

* Page Navigation Keys  Hold

# End a Call

Press  OR

* Replace the handset.

# Place a Call on Hold

Press  . The line key flashes.

* Replace the handset if necessary.

# Retrieve a Call from Hold

* Lift the handset OR

Press  .

Press the flashing line key.

Press **Menu** OR  .

Press **Settings**.

Press **Programmable Keys**.

Press the key you wish to program. Press **Speed Call**.

Press **Edit Info** and enter the label for the Speed Call.

Press **Save**.

Press **Edit Number** and enter the phone number for the Speed Call.

Press **Save**, and then press **Save** again. Press **Close** and then press **Close** again.

# Adjust Volume Levels

Adjust ringer volume while the phone is ringing.

 Programmable Feature Keys and Softkeys Transfer/Conference

Adjust handset or speaker volume while using the

 Speaker  Message

* Handset

# Retrieve a Message

Press  . It flashes when a message is waiting.

Follow the voice mail prompts to retrieve your message.

handset or speaker.

Press  repeatedly to raise the volume OR  repeatedly to lower the volume.

Press to mute your microphone.

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**NuPoint 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 1111 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 the (MESSAGE) key on the Mitel phone
* Enter your passcode when prompted.

From Another Extension

* Press the (MESSAGE) key on the Mitel phone
* Press the key when prompted to enter a passcode
* 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 1111. During the tutorial, you will be prompted to change your passcode to a number containing 4 to 10 digits. Define a passcode that you can easily remember, 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, 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 2 urgent messages and 2 un-played messages.").

Playing Your Messages

* After accessing the Voice Mail menu, press 7 to listen to your messages. Your urgent messages will automatically be played first. Then, your un-played messages will be played.