Voice for Business 5300
Quick Reference Guide

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Sunco is your **trusted independent** business telecom and managed IT systems integrator

At Sunco, our passion is to make business communication easier for our clients.

We are your trusted independent business telecom and managed IT systems integrator, with more than 20 years of experience helping companies get more from their telecommunications and IT services. Our focus on becoming a long-term strategic partner to each of our clients is second to none.

We help clients of all sizes find areas of cost savings, increased protection and improved performance. Our experience with both the fundamental and cutting-edge of business communications and managed IT services allow us to work with businesses to determine the best solutions to support their ongoing success and provide added peace of mind.

From everyday business telecom services to implementing fully managed, customized cloud, networking and security solutions that can scale as a business grows, we help our clients identify, adopt and implement the secure, flexible, scalable and personalized services they need to succeed. And we deliver high-quality, integrated business communications and managed IT solutions with the employee-level commitment and collaborative approach every client relationship deserves.

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, email billing@sunco.ca or please call (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 accounting, please call (780) 809-1786 or email billing@sunco.ca.

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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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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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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 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

www.sunco.ca