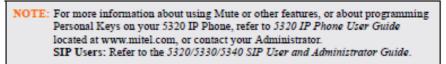


Speaker

Handset
 Handset

# MITEL 5320 IP PHONE O Display Speaker 2 Ring/Message Indicator Mute Olume, Speaker and Mute Controls Applications $\odot$ 4 Fixed Function Keys Cancel Dial Pad 123 To Redial O Navigation Page Keys no Hold Programmable Feature Keys and ✓ IN Transfer/Conference Softkeys

🖂 Message



### Make a Call

O Lift the handset OR.

- 🛭 Press 📢)).
- Dial the number OR
- Press a Speed Call key OR.
- Press <sup>11</sup>3 OR OR
- O Dial the prefix for external calls (e.g. 9) and the number.

### Answer a Call

O Lift the handset OR

Dress (1), and begin speaking.

## End a Call

Press X OR
Replace the handset.

## Place a Call on Hold

Press () constraints in the line key flashes.
 Replace the handset if necessary.

#### Retrieve a Call from Hold

O Lift the handset OR

- Press (1)
   .
   .
   .
- Press the flashing line key.

### Retrieve a Message

O Press I t flashes when a message is waiting. Follow the voice mail prompts to retrieve your message.

# Transfer a Call

Press ~ SQL.

- Dial the number. Wait for an answer.
- O Hang up OR announce the transfer and then hang up.

### Conference a Call

- I Press ~ SQL.
- Dial the number. Wait for an answer.
- 🕘 Press 🛹 🕸 .

### Program a Speed Call

Press Applications OR . Press Settings. Press Programmable Keys. Press the key you wish to program. Press Speed Call. Press Edit Label 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. Adjust handset or speaker volume while using the handset or speaker.

O Press Prese Prese Press P

volume OR 💿 repeatedly to lower the volume.

Press not to mute your microphone.

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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 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 No
- Enter your passcode when prompted.

## From Another Extension

- Press the (MESSAGE) key on the Mitel phone No
- 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 unplayed 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 unplayed messages will be played.