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5330/5340 PHONE USER GUIDE

<http://www2.carleton.ca/ccs/services/voice-phone-services/>

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ABOUT YOUR PHONE

The Mitel® 5330 and 5340 IP Phones are full-feature, dual port, telephones that provide voice communication over an IP network. They both feature a large graphics display (160 x 320) and self-labeling keys. The 5330 IP Phone offers 24 programmable multi-function keys and the 5340 IP Phone offers 48 programmable multi-function keys for one-touch feature access.



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The 5330 IP Phone







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The 5340 IP Phone

Elements of Your Phone

Feature	Function
1) Display	Provides a large, high-resolution viewing area that assists you in selecting and using phone features.
2) Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.
3) Volume, Speaker and Mute Controls	Provide the following audio control capability: <ul style="list-style-type: none"> (UP) and (DOWN) provide volume control for the ringer, handset, and handsfree speakers. (SPEAKER) enables and disables Handsfree mode. (MUTE) enables Mute, which allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call.
4) Fixed Function Keys	Give you access to the following phone functions: <ul style="list-style-type: none"> (APPLICATIONS): provides access to menus for your phone's applications and settings. (CANCEL): ends a call when pressed during the call, and, when you are programming the phone, eliminates any input

Elements of Your Phone

Feature	Function
	and returns to the previous menu level.
	 (REDIAL): calls the last number dialed.
	 (HOLD): places the current call on hold.
	 (TRANS/CONF): initiates a call transfer or establishes a three-party conference call.
	 (MESSAGE): Flashes to notify you of messages waiting in your voice mailbox. Note: The Ring/Message indicator also flashes when messages are waiting.
5) Keypad	Use to dial.
6) Navigation Page Keys	Use to display additional pages of information. The 5330 has two page navigation keys: Back and Next. The 5340 has three page navigation keys: Back, Next, and Home.
7) Programmable Feature Keys and Softkeys.	Provides 24 (on the 5330) and 48 (on the 5340) self-labeling keys that can be programmed as speed call keys, fixed function keys, hard keys, applications, or line appearance keys, according to your communication needs. On your home page, the bottom right feature key is always your Prime Line key on a 5340 IP Phone; and the bottom left feature key is always your Prime Line key on the 5330 IP Phone. The top three keys are softkeys.
8) Handsfree Speaker	Provides sound for Handsfree calls and background music.
9) Handset	Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

Ring/Message Indicators

When indicator is	it means that
Flashing rapidly	Your phone is ringing
Flashing slowly	A message at your phone
On	Your phone is ringing another phone
Off	Your phone is idle, or you are on a call

TIPS FOR YOUR COMFORT AND SAFETY

Don't Cradle the Handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your Hearing

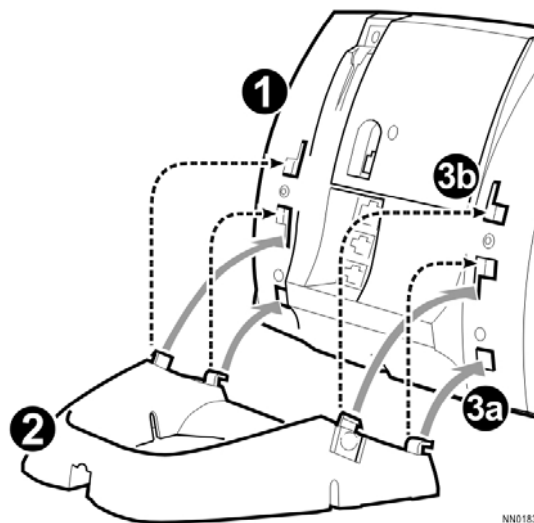
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjust the Viewing Angle

The stand built into your phone tilts to give you a better view of the keys.

To tilt your telephone for better viewing:


1. Turn the phone so that the front faces away from you.
2. Hold the base unit firmly and press the release tabs on the sides of the stand to detach the base unit.
3. Hinge the hooks of the base unit into the notches on the back of the phone and snap into place as follows:
 - a. For a high-angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.
 - b. For a low-angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.

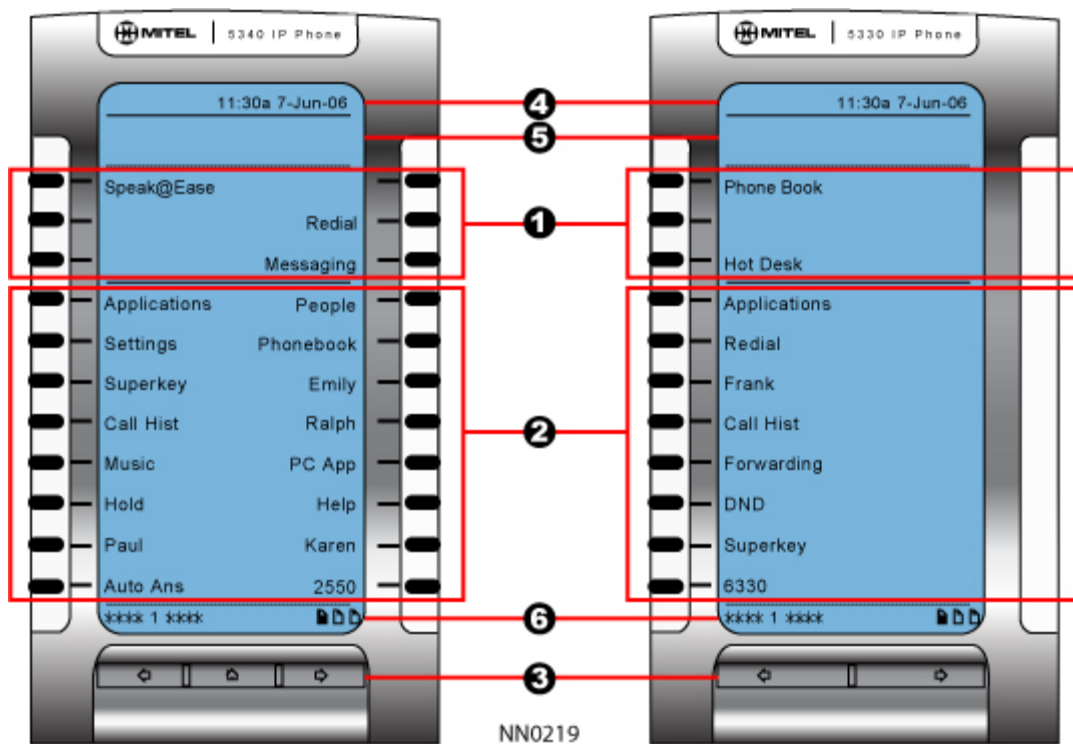


USING YOUR DEFAULT PHONE WINDOW AND KEYS

The 5340 and 5330 IP Phone default phone windows and keys are shown and described below. The Phone window provides access to programmable keys and the main phone interface.






Getting Started with Your Phone

When you receive your phone, you need to program features and applications. Press the blue **Applications** key  to access your phone's applications. You can then program your phone's settings, your contact list using **People** (5340 IP Phone), Call Forwarding and so forth. See [Using Your Phone Applications](#). Voice Services (ext. 8888) can help you with your programming requirements.




5340 and 5330 IP Phone Window

5340 and 5330 IP Phone Default Window and Keys

Feature	Function
1) Softkeys	Allow you to access specific call control features. Non-programmable feature keys, are fixed and cannot be programmed by the user.
2) Programmable Keys	Launch specific call control features. Use the <i>Settings</i> application to program these keys. The 5340 provides 16 programmable keys per page (a maximum of 47 programmable keys plus 1 prime line key). The 5330 provides 8 per page (a maximum of 23 programmable keys plus 1 prime line key). For instructions on programming the keys, see Programming Features on Your Keys .
3) Navigation Page Keys	Display additional pages of information The 5330 has two page navigation keys: Back and Next, while the 5340 has three page navigation keys: Back, Home, and Next.
4) Status Line	Displays time, date, and icons indicating feature states as follows: <ul style="list-style-type: none"> Message Waiting () - Indicates new voice mail. Headset () - Indicates that the phone is in headset mode. DND () - Indicates DND (Do not disturb) mode. Logged in as () - Indicates that a hot desk user is logged in. Conference Unit () - Indicates that the Conference Unit is connected and turned on.
5) Information Area	Provides prompts in most phone applications. Content changes based on the application.
6) Footer	Shows context and summary information based on information in the Programmable Keys area, such as Page Indicators, numbers of items, and so forth.

ABOUT YOUR PHONE APPLICATIONS

Your 5330 and 5340 IP Phones provide applications that simplify the use of your phone.

To open the *Applications* window, press the blue **Applications**  key. The *Applications* home window gives the current status of your phone's applications. To open an application, press the key beside the application name:

People (5340 IP Phone only): Use the *People* application to add, delete and edit contact names and numbers. You can also dial anyone on your contact list from the *People* application. The *People* window displays up to eight contacts per page, ordered alphabetically by last name For information on using the *People* application, refer to [Setting Up Your Contact List](#) and [Dial From Your People Application](#).

Call Forwarding: Use the *Call Forwarding* application to quickly set Call Forward Always and to

create Call Forward profiles that identify where to send your incoming calls. The Call Forwarding window shows a list of your Call Forwarding profiles and indicates which one is active. See [Call Forward](#) for more information on how to add, edit, delete, and activate Call Forwarding profiles.

Call History: Use the Call History application to display lists of the calls that you have missed, made, and answered. This feature allows you to filter the call records and display information on each call on the list. See [Using the Call History Application](#) for more information.

Settings: Use the *Settings* application to display and quickly change your phone's current communications settings. See [Using the Settings Application](#) for more information.

Help: Provides access to Launch PC Help and Quick Help and displays a list of the key icons.

Call Info: Use the *Call Info* application to display caller information on your phone's prime line. Call Info appears automatically on incoming calls if the Call Notification—Display Call Info Setting is enabled and Call Info is available

You can press the programmed application key from the default Phone Window. For information on programming keys, see [Programming Features On Your Keys](#).

Using the Settings Application

The *Settings* application provides a single location to access all your phone settings. Select any of the options below to access a window where you can view and configure settings for your phone. The Settings window provides the following:

User Information: Use to specify your name and phone number.

Languages: English only

Text Size: Allows you to specify the font size (large or small) for the 5340 IP Phone.


Programmable Keys: Use to assign features to the Programmable Keys that are available in the *Phone* application.

Call Notification: Use to specify that the *Phone* application behavior when incoming or outgoing calls occur.

Brightness and Contrast: Allows you to adjust the display brightness and contrast of your phone.

Screen Saver: Allows you to specify a specific time of inactivity on your phone that triggers the screen saver to display.

Audio Feedback: This setting allows you to adjust the volume of the audio feedback as well as the error beeps and enable or disable the setting.

Message Key Configuration: Allows you to configure the Message  key.

External Message: Allows you to program your phone to launch the *Phone* application when it displays special messages in the Information Display area.

Go To URL: Allows you to enable third party URLs to display in the *Web Browser* application.

PC Connectivity: Allows you to enter a password that is used by the phone to establish communications with the PC-resident 5330/5340 Integrated Office Companion application.

About 5330/5340 IP Phone: This screen displays the software release.




Using the Call History Application

Use this application to display logs of your most recent 20 calls. After the 20-call limit has been reached, the oldest log is replaced each time a new call is missed, made, or answered.

From this application, you can




- display logs by type
- display call information (if available) for the logs
- return missed calls by pressing a key (5340 IP only)
- delete or modify digits before saving or dialing a call
- delete logs

VIEW CALL LOG DETAILS

1. From the idle display, press the blue Applications  key and then press Call History. (Missed Calls) appears next to the key label if you have missed calls.
2. Press
 - Missed to view your missed calls (if any).
 - All to view a list of all logs (5340 IP only)
 - Answered to view logs of your incoming calls
 - Made to view logs of your outgoing calls.
3. Use the navigation keys at the bottom of the display to move to the previous, first, or next page of logs. The total number of logs in the current list is shown in the bottom left corner of the display. The bottom right corner shows the range of logs (for example 1 -7) that are currently displayed.
4. Press the key to the right of the log to call the contact (5340 IP Phone only)
 - or
 - Press the key to the left of the log to display the call details:
 - Name and number (if available)
 - Log type and number of attempts (for example 2x)
 - Type of call: Transfer (Tsf.) or Conference (Conf.)
 - Time and date of log
 - Duration of call in hours:minutes:seconds (for Made and Answered logs).
5. Do one of the following:
 - If necessary, use the keypad, **Delete Digit**, and **Backspace** keys to modify the number. If an outgoing prefix is required to access an external trunk, you must add the digit(s). Press **Dial** to call the number or press **To Contacts** to save the contact details to the **People** application (5340 IP Phone only).
 - Press  or  at the bottom of the set to display details for another log.

Press **Close** to return to the previous list.


REVIEW CALL LOG ICONS

1. Press the blue **Applications**  key, press **Help**, and press **Key Icons**.
2. Press  or  to navigate to the list of Call History icons. Note that “New” logs are any logs that have been generated since the last time you accessed the Call History application.

DELETE LOGS




To delete an individual log press the key to the left of the log to display the call details and then press **Delete Log Entry**.

To delete all logs by type


1. From the idle display, press the blue **Applications**  key and then press **Call History**.
or
Press the **Call Hist** feature access key. (**Missed Calls**) appears next to the key label if you have missed calls.
2. Press
Missed to view your missed calls (if any)
All to view all logs (5340 IP only)
Answered to view logs of your incoming calls
Made to view logs of your outgoing calls.
3. Press **Delete List** to delete all logs from the currently displayed list.
4. You are prompted to confirm the delete. Press **Delete**.

Getting Help

To access the 5330/5340 IP Phone help and documentation:

1. Press the blue **Applications**  key.
2. Press **Help**. You have the following options:
Press **Launch PC Help** to display www.edocs.mitel.com.
Press **Key Icons** or **Quick Help**.
Press  or  at the bottom of the set to view items for the selected help option.
3. Press **Close**.

Tips for Setting up Your Phone

After you receive your 5330/5340 IP Phone, use the options in the *Settings* application to customize your phone. After customizing your phone, press the blue **Applications**  key to verify the settings are correct. Now, you are ready to begin using your phone. CUSTOMIZING YOUR PHONE



Use the *Settings* application to customize your phone.

Using the Dial Pad to Enter Information

You can use the standard dial pad keys 0-9, and * and # to enter a name and or number for applications and features. Using the dial pad is the default option. You can also use the on-screen keyboard by selecting **Keyboard** while entering text (see [Using the On-screen Keyboard](#)).

The following table illustrates the characters you can enter by pressing a key consecutively. For example, to enter the letter “e”, press the ‘3’ key twice.

Characters are automatically inserted after a one-second delay. If you make an error, use **Backspace** and **Clear** (5340 only) to make corrections.

Press  or  at the bottom of the set to move the cursor forwards or backwards without deleting characters.

Note: When a text entry window is open, you cannot use the dial pad for dialing.



Key

Characters

1	1								
2	a	b	c	A	B	C	2		
3	d	e	f	D	E	F	3		
4	g	h	i	G	H	I	4		
5	j	k	l	J	K	L	5		
6	m	n	o	M	N	O	6		
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8		
9	w	x	y	z	W	X	Y	Z	9
0	0								
*	*	Space							
‘	‘								
#	#	.	,	()	+			

Using the On-Screen Keyboard to Enter Information

The onscreen keyboard can be used to enter name and number information into applications and features.

1. When prompted to enter name/number information, press **Keyboard** to display the on-screen keyboard.
2. Press **Next Page** and **Previous Page** to navigate to the set of characters needed for your input.
3. Repeatedly press the key next to the character you want to enter until that character is highlighted. The character is automatically inserted after a one-second delay. If you make an error, press  or  at the bottom of the set to move the cursor backwards or forwards. This does not delete any characters. You can press **Backspace** or **Clear** (5340 only) to delete characters.
4. After you have entered all the characters, press **Save**.
5. Continue with text entry as required by the application or press **Close**.

Specify User Information

To specify the phone number displayed on your phone:



1. Press **Settings**.
2. Press **User Information**.
3. Press **Edit Name**.
4. Using the dial pad, press the appropriate letters to spell your name (see [Using the Dial Pad to Enter Information](#)).
5. Press **Save**.
6. Press **Edit Number**.
7. Using the dial pad, press the appropriate numbers for your line (see [Using the Dial Pad to Enter Information](#)).
8. Press **Save**.
9. Press **Save** again.

Note: Press **Cancel** at any time to exit this application without making any changes or press **Clear** to clear the entered name and number.

Specify Display Brightness and Contrast

You can adjust the brightness and display contrast either via the phone volume controls (when the phone is idle) or via the *Settings* application. (Brightness adjustment on a 5330 IP Phone is available on models with backlit displays only.)

To adjust the display contrast using the volume controls:

Repeatedly press  (UP) or  (DOWN).

Note: You can use this method only when the phone is idle. If the phone is ringing, this action adjusts the ring volume. If the phone is in use, this action adjusts the handset, headset and speakerphone

volume.

To adjust the display brightness and contrast using the *Settings* application:

1. Press **Settings**.
2. Press **Brightness and Contrast**.
3. Press the **Brightness and Contrast** keys to adjust the brightness and contrast of your screen.
4. Press **Save**.

Note: Press **Cancel** at any time to exit this application without making any changes.

Specify Audio Feedback Options

The error beep volume in the phone is related to the volume of the speaker. You can set the beep volume using this procedure; however, adjusting the speaker volume also affects the beep volume.

To adjust the volume of the audio feedback:

1. Press **Settings**.
2. Press **Audio Feedback**.
3. Set the options using the appropriate actions described below:

Option	Action
Turn audio feedback off for errors	Press Turn Off .
Adjust audio for error beeps	Press Volume + or Volume –
Turn audio feedback on for errors	Press Play Error Tone

4. Click **Save**.

Note: Press **Cancel** at any time to exit this application without making any changes.

Specify Text Size

To specify the text size that displays on the phone:

1. Press **Settings**.
2. Press **Text Size**.
3. Select **Large Text** or **Small Text**.
4. Press **Save**.

Note: This setting is available only on the 5340 since the 5330 always uses large text. Large is the default text size on the 5340 IP Phone.

Specify Call Notification Behavior

To specify that the *Phone* window automatically displays when you are making or receiving calls:

1. Press Settings.
2. Press Call Notification.
3. Press the appropriate options to identify when you want the *Phone* window to display. For example, if you select the *Made* option, each time the phone goes off hook to make a call, the *Phone* window is displayed.
4. Press **Save**.



Notes:

When *To my prime line* is selected, select *Display Call Info* to display Call Information instead of the Phone window.

Press **Cancel** at any time to exit this application without making any changes.



Adjust the Ringer

To adjust the Ringer Volume while the phone is idle:

1. Press Superkey (must be programmed to a key).
2. Press the **No** softkey until "Ringer Adjust?" appears.
3. Press "Ring Adjust".
4. Press **No**.
5. Press "Ringer Vol".
6. Press  (UP) or  (DOWN) .
7. Press Superkey.

Note: Adjusting ringer volume also adjusts cordless headset/handset ringer tone.

To adjust the Ringer Volume while the phone is ringing:

Press  (UP) or  (DOWN).



Notes:

If the phone is in talk state, this action adjusts the volume of the handset, headset or speaker.

If the phone is idle, this action adjusts the contrast.

To adjust the Ringer Pitch while the phone is idle:

1. Press Superkey (must be programmed to a key).
2. Press the **No** softkey until "Ringer Adjust?" appears.
3. Press "Ring Adjust".

4. Press “Ringer Pitch”.
5. Press  (UP) or  (DOWN).
6. Press Superkey.

Enable a Screen Saver (5340 only)

You can program your screen saver to turn on after a specific time period of inactivity on your phone.

To enable a screen saver:

1. Press Settings.
2. Press Screen Saver.
3. Select the inactivity time, which will activate the backlight switch to turn off.
4. Press the checkbox opposite Display image if you wish the screen saver to be displayed. If you do not press this checkbox, only the set backlight is turned on.
5. Use the Brightness options to adjust the Brightness of the screen saver, if necessary.
6. Press **Save**.

Program Receipt of External Messaging

You can program your phone to launch the *Phone* application when it receives messages (other than phone calls).

To program receipt of External message types:

1. Press Settings.
2. Press External Messages.
3. Press the checkbox Enable.
4. Press **Save**.

Enable URL Displays on Your Phone

To enable third-party URLs to display in the *Web Browser* application:

1. Press Settings.
2. Press Go to URL.
3. Press the checkbox Enable.
4. Press **Save**.

PROGRAMING FEATURES ON YOUR KEYS

Tips on Programming Features

You can program your phone's programmable keys to enable features. To program your keys, use:

Settings application

You can assign the following to a programmable Key:

Features and Fixed function keys: see [Program Feature Keys Using the Setting Application](#).

Applications: People, Settings, Call Forwarding, Conference Unit (see [Program Phone Application](#))

Note: Only the System Administrator can program line appearance keys. The user's Prime line by default is Key 1.

FEATURES AVAILABLE FOR PROGRAMMING ON PROGRAMMABLE KEYS

Feature	Default Label
Speed Call	Speed Call
Music	Music
Account Code	Acct
Auto Answer	Auto Ans
Call Pickup	Call Pickup
Call History	Call Hist
Headset ¹	Headset
Make Busy	Make Busy
Override	Override
Direct Page	Page
Do Not Disturb	DND
Meet Me Answer	Meet Me
Message Waiting Indicator	Msg Waiting
Swap	Swap
Release	Release
Group Listen	Grp Listen
Superkey	Superkey
Redial	Redial
Speaker	Speaker
Message	Message
Hold	Hold
Transfer/Conference	Trans/Conf
Cancel	Cancel

APPLICATIONS AVAILABLE FOR PROGRAMMING ON PROGRAMMABLE KEYS

Application	Default Label
Applications List	Applications
Call History	Call Hist
People (5340)	People
Call Forwarding	Forwarding
Conference Unit	Conf Unit
Help	Help
Settings	Settings
Call Info	Call Info

Program Feature Keys Using the Settings Application

To program a Phone Feature or hard key:

press the blue **Applications**  key

1. Press **Settings**.
2. Press **Programmable Keys**.
3. Press the key you wish to program.
4. If applications are displayed, press **View Features**.
5. Use the **Page Navigation** keys to move through the features list.
6. Select the desired feature or fixed function key from the list. A default label is automatically assigned to the key.
7. Enter the required information in the fields provided, if necessary.
8. If you are programming any feature other than **Speed Call**, **Message Waiting Indicator**, **Call Park** and **Call Park Retrieve**, press **Save** and you are finished with this procedure. If you are programming **Message Waiting Indicator** and or **Call Park**, perform the following steps:

Press the **Edit Number** field.

Using the dial pad, enter the appropriate numbers that correspond to the phone whose messages you wish to be notified of (**Message Waiting**) or the directory number (**Call Park**).

Press **Save**.

9. Press **Close**.

To program a *Phone* Application:

press the blue **Applications**  key

1. Press **Settings**.
2. Press **Programmable Keys**.
3. Press the key you wish to program.

4. If “Features” are displayed beside the top left key, press “View Applications”.
5. Select the desired application.
6. Press Save.
7. Press **Close**.

To program Speed Call:

press the blue **Applications**  key

1. Press Settings.
2. Press Programmable Keys.
3. Press the key you wish to program. If it’s already programmed, press **Clear Key**.
4. Press Speed Call.
5. Press Edit Label and enter the label for the Speed Call.
6. Press Save.
7. Press **Edit Number** and enter the phone number for the Speed Call:
The maximum length is 26 characters.
0-9, # and *. Pause and Flash are not allowed.
You can use dial pad to enter the number.
8. Press Save, and then press Save again.
9. Press **Close**.

Notes:

To return to the Feature or Applications list at any time, press **Cancel or View Applications**.
You can also choose to Edit the Label, Clear Information, and **Clear Key**.

Clear Programming from a Key

You may wish to clear the programming from a key if you are no longer using it.

To clear the feature or application programming from a key:

1. Press Settings.
2. Press Programmable Keys.
3. Press the key you wish to clear.
4. Press Clear Key.
5. Press **Close**.

SETTING UP YOUR CONTACT LIST (5340 ONLY)

Use the *People* application to set up your contact list.

Adding Names to Your Contact List

You can add a name to your contact list by entering it directly using the *People* application or by copying a number from the Call Info window. Since a contact's phone number is mandatory and its name is optional, you are prompted to enter the number first.

To add a name to your contact list using the *People* application:

press the blue **Applications**  key

1. Open the People application.
2. Press New.
3. Enter the number.
4. Press Save. The First Name window appears.
5. Press the appropriate letters to spell the first name of your contact.
6. Press Save.
7. Press **Close**.

Editing Information in Your Contact List

1. Open the People application.
2. Press the name you wish to edit.
Note: If you wish to delete the name from your contact list, press **Delete**.
3. Press Edit Name.
4. In the on-screen keyboard, update the appropriate information (see [Using the Dial Pad to Enter Information](#)).
5. Press Save.
6. Press Edit Number.
7. In the on-screen keyboard, update the appropriate information.
8. Press **Save** followed by **Close**.

MAKING AND ANSWERING CALLS

You can make a call using one of the following methods:

Dial a number from the People application (for the 5340 IP Phone only).

Press the programmed key associated with the party you want to call. For more information about programming keys, see [Programming Features On Your Keys](#).

Dial the number using the dialpad.

Dial from your People Application (5340 IP Phone only)

To dial a contact from your People list:

1. Open the People application.
2. Use the navigation keys to page through the contact list and select the name.
3. Dial the contact name using one of the following methods:

Select a contact name and press Dial.


Press the key to the right of the contact's dial icon in the main list. (The contact name does not need to be selected.)

4. Continue the call using the speakerphone or lift the handset.

Answer a Call


Do one of the following:

Select the programmable line key for the ringing line that is flashing.

Lift the handset or press  (SPEAKER).


End a Call

Do one of the following:

Press **Hang Up** or **Cancel** (.


Replace the handset.

Press the key that you have programmed as Cancel.

If you are in Handsfree mode, press  (SPEAKER).

Redial

To redial the last number that you manually dialed:

1. Lift the handset (optional).
2. Press  (REDIAL).

Handsfree Operation


To use Handsfree to make a call:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
Note: Your administrator must program Line Appearances to your phone.
2. Dial the number.
3. Begin speaking when the called party answers. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To use Handsfree operation to answer calls:

1. Press the flashing line key.
2. Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To hang up while using Handsfree operation:

Press  (SPEAKER).

To turn Mute on during Handsfree operation:

Press  (MUTE). The **Mute** key light turns ON.


To turn Mute off and return to conversation:

Press  (MUTE). The **Mute** key light turns OFF.

To disable Handsfree operation:

Lift the handset.

To return to Handsfree operation:

1. Press  (SPEAKER).
2. Hang up the handset.

Auto-Answer

When the Auto-Answer feature is active, incoming calls ring briefly, and then the phone answers the call in Handsfree mode. You can continue the call handsfree or use the handset.

To enable or disable Auto-Answer:

Press **Auto-Answer** key. (See [Programming Features on Your Keys](#) for instructions on programming features on your phone.) The key is highlighted and all incoming calls are answered in Handsfree mode.

To switch from Handsfree mode to handset mode:

Lift the handset

To end a call, do one of the following:

Press  (**Cancel**)

Press the **Hang Up** softkey.


Wait for the caller to hang up.

CALL HANDLING

Hold

Note: If you are currently on a call and one of your second lines ring; you do not have to manually place the first call on hold. Once you press the key of the second ringing call, your first call is automatically put on hold. You can retrieve the first call by just choosing the flashing key of the first line.

To manually place a call on Hold:

1. Press  (HOLD).
2. Press the key that you have programmed as Hold. The indicator flashes on the line that has the held call.

Note: You can only retrieve a call from hold when the phone is idle.

To retrieve a call from Hold, do one of the following:

Lift the handset and press the flashing line key.

Press the flashing indicator.

Use the Add Held feature to conference into the held call.

To retrieve a call from Hold at another phone, do one of the following:

Press the flashing line key.

Dial the appropriate feature access code and the number of the station that placed the call on Hold.



Mute

Mute lets you temporarily turn your phone's handset, headset or handsfree microphone off during a call.

To turn Mute on during a call:

Press  (MUTE). The  (MUTE) light turns ON.



To turn Mute off and return to the conversation:

Press  (MUTE). The  (MUTE) light turns OFF.


Note: If you are on a Handsfree MUTED call and you lift the handset, the handset microphone is automatically enabled and the MUTE light turns OFF.

Transfer

To Transfer an active call:



1. Press  (TRANS/CONF).
2. Dial the number of the third party.
3. Do one of the following:
 - To complete the Transfer, hang up.
 - To announce the Transfer, wait for an answer, consult, and hang up.
 - To cancel the Transfer, press  (CANCEL).

To transfer an active call during headset operation:

1. Press  (TRANS/CONF).
2. Dial the number of the third party.
3. To complete the Transfer, press the **Release** feature key.

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press  (TRANS/CONF).
2. Dial the number of the next party.
3. Wait for an answer.
4. Press  (TRANS/CONF).

To leave a Conference:

Hang up or press  (CANCEL).

Conference Split

To Split a Conference and speak privately with the original party:

Press the **Split** softkey.

Add Held

To move a call on hold to another line appearance:


1. Press an available line key.
2. Press the **AddHeld** softkey.
3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press the **AddHeld** softkey.
2. Press the flashing line key.

Swap

To call another party when you are in an established two-party call:

1. Press  (TRANS/CONF).
2. Dial the number.

To alternate between the two parties:

Press the **Trade Calls** softkey.

Call Forwarding

Call Forward lets you redirect incoming calls to an alternate number when
your phone is busy,
when you're not answering, or
all the time.

You can program, activate, and deactivate Call Forward Always quickly through the Applications screen while you have other types of Call Forwarding, such as Busy External, activated through your Call Forwarding profiles.

For example, you can enable profiles to forward calls to your voice mailbox when your phone is busy or unanswered. Then, if you must leave your desk, you can quickly enable Call Forward Always to another phone, such as your home phone or cell. After you return to your desk and deactivate Call Forwarding Always, your profiles for busy or unanswered conditions remain active.

USING QUICK CALL FORWARD ALWAYS

To program and enable Call Forward Always:

press the blue **Applications**  key

1. Launch *Applications* and press **Call Forwarding**
or
Press the **Forwarding** feature key.
2. If a number is already programmed, you can
Press Activate to enable forwarding to the current number
or
Enter a new destination number and then press Activate.

Note: Call Forward Always takes precedence over all other types of forwarding.

To deactivate Call Forward Always:

press the blue **Applications**  key

1. Launch *Applications* and press **Call Forwarding**
or
Press the **Forwarding** feature key

2. Press Deactivate.

PROGRAMMING CALL FORWARDING USING PROFILES

You can create Call Forward profiles that identify where to send your incoming calls. After you create and save a Call Forward profile in the [Call Forwarding](#) application, you can enable or disable the profile at any time.

Notes:

The “None” Profile is a default profile provided by the system. It has no numbers programmed. Use the “None” Profile to turn off all Call Forwarding.

The default profile appears when the Call Forwarding set up does not match any of your profiles.

Only one call profile can be active at a time.

The dotted radio button icon next to the profile shows the current active profile.

To create a Call Forward profile:

press the blue **Applications**  key


1. Launch *Applications* and press **Call Forwarding**
or
Press the **Forwarding** feature key.
2. Press Profiles.(located at bottom right of screen)
3. Press New Profile.
4. Press Edit Profile Name. An on-screen keyboard displays.
5. Press the appropriate keys in the on-screen keyboard to enter the profile name and press **Save**. This profile name identifies where your phone calls will be forwarded to.
6. Select the check box opposite the desired type of Call Forwarding:
Always: forwards all your phone calls
Busy Internal: forwards internal phone calls after several rings if your line is busy
Busy External: forwards external phone calls after several rings if your line is busy
No Answer Int: forwards internal phone calls redirects your calls after several rings if you don't answer
No Answer Ext: forwards external phone calls redirects your calls after several rings if you don't answer
7. Press **Edit Number** to display the on-screen keyboard. In the on-screen keyboard, enter the appropriate number.
8. Press Save.
9. Press Enable.
10. Press Save.
11. Repeat Step 6 to Step 10 for each Call Forwarding type that you wish to program.

12. Press **Save**. This profile is saved but it is not activated. To activate this profile, see *Activate Call Forward* below.
13. Press Close.
14. Press **Close**.

Note: Press Cancel at any time to exit this application without making any changes.


ACTIVATE CALL FORWARD

To turn Call Forward on once it has been programmed:

1. Press the blue **Applications**  key.
2. Press Call Forwarding.
3. Press Profiles.
4. Press the appropriate Profile setting.
5. Press Activate.
6. Press **Close**.

CANCEL CALL FORWARD

To cancel Call Forward:

1. Press the blue **Applications**  key.
2. Press Call Forwarding.
3. Press Profiles.
4. Press None setting.
5. Press Activate.
6. Press **Close**.
7. ACD

If your phone is ACD-enabled, you can log in as an agent. When there is no agent logged onto an ACD-enabled set, *LOGGED OUT* is displayed.


To log in as an ACD agent:

1. Press Superkey.
2. Press Yes.
3. Enter your Agent ID, using the key pad.
4. Press **Enter**.

The text, *LOGGED OUT* disappears.

Call Forward - Remote (I'm Here)

To forward calls from a remote station to your current location:

1. Press **Superkey** (must be programmed to a key).
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Forwarding** softkey.
4. Press the **Next** softkey until "I Am Here" appears.
5. Press the **To Me** softkey.
6. Dial the extension of the remote station.
If you make an error while dialing, use the <— softkey to backspace and correct the number.
7. Press  (DOWN) or the **Save** softkey.
8. To cancel Call Forward – Remote from the station that set the remote forwarding:
 1. Lift the handset.
 2. Dial the appropriate feature access code.
 3. Dial the extension of the remote station.
 4. Hang up.

To cancel Call Forward – Remote from the station that was forwarded:

1. Press **Superkey** (must be programmed to a key).
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Forwarding** softkey.
4. Press the **Review** softkey.
5. Press the **Change Key** softkey.
6. Press the **Turn FWD Off** softkey.
7. Press **Superkey** (must be programmed to a key).

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial 64.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Hang up.

Call Forward - Forced

To force an incoming call to be forwarded:

Press the **Forward** softkey.

Call Forward - Override

To override Call Forward and ring a station:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the extension number.

Call Pickup (must be requested)

To answer a call that is ringing at another extension in your Pickup Group:

1. Lift the handset.
1. Press the key that you programmed as **Pickup**.

To answer a call that is ringing at another extension not in your Pickup Group:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the number of the ringing station.

Direct Paging (not enabled by default)

Direct Paging allows you to page a party through their handsfree speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call. If the paged party has Handsfree Answerback enabled and turned on on the phone, your page automatically establishes a handsfree call with the paged party.

To page a party:

1. Lift the handset.
2. Press the **Direct Paging** feature key or dial the appropriate feature access code.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

How you answer a Direct Page depends on whether Handsfree Answerback is enabled and turned on at your phone. See one of the following procedures in this guide:

Direct Paging - Handsfree Answerback Enabled


Direct Paging - Handsfree Answerback Disabled

DIRECT PAGING - HANDSFREE ANSWERBACK ENABLED

When you receive a Direct Page, Handsfree Answerback automatically establishes a Handsfree call on your phone after a single burst of tone.

Your administrator enables or disables Handsfree Answerback on your phone. After your administrator enables Handsfree Answerback, you can choose to turn it on or off directly from your phone.

To turn Handsfree Answerback on:


When your phone is idle, press  (MUTE) once. The **MUTE** key light flashes to indicate that Handsfree Answerback is ON.

When a Direct Page arrives, the **MUTE** key light turns OFF and a Handsfree call is automatically established.

To turn Handsfree Answerback off:

Press the flashing  (MUTE) key once. The **MUTE** key light turns OFF.

To respond to a Direct Page when Handsfree Answerback is OFF, see "Direct Page - Handsfree Answerback Disabled" elsewhere in this guide.

Note: By default, Handsfree Answerback is turned OFF at your phone. If the  (MUTE) key is OFF when your set is idle, Handsfree Answerback is OFF.

To answer a call using Handsfree Answerback:

Phone state before Page arrives	To answer the Direct Page
Phone is idle and MUTE is flashing	<ol style="list-style-type: none"> 1. Check that MUTE is OFF. 2. Listen for the paging party. 3. Begin speaking. 4. Lift the handset if you wish to switch from a Handsfree call to a handset call.
You are on a handset or headset call, and MUTE is OFF	<ol style="list-style-type: none"> 1. Check that MUTE is flashing. 2. Press MUTE. The light turns ON solid, and you are now speaking to the paging party and have muted your handset/headset call. 3. Speak to the paging party. Press MUTE to alternate between handset/headset and handsfree calls.
You are on a MUTED handset/headset call, OR, you are on a Handsfree call	The party paging you receives a busy tone. Handsfree Answerback does not interrupt your call.

To end a Handsfree Answerback call:

Press either  (SPEAKER) or  (CANCEL).

When the Handsfree Direct Page call ends, the **MUTE** key light returns to the state it was in before the call was established.

DIRECT PAGING - HANDSFREE ANSWERBACK DISABLED

Your administrator enables or disables Handsfree Answerback and you can also turn it on or off on your phone. To turn Handsfree Answerback off, see "Direct Paging - Handsfree Answerback Enabled" elsewhere in this guide. When Handsfree Answerback is disabled on your phone and you receive a Direct Page, the Direct Page is indicated by a single burst of tone.

To answer Direct Page calls when Handsfree Answerback is disabled:

Phone state before Page arrives:

Phone is idle and MUTE is OFF.

To answer the Direct Page (indicated by single burst of tone):

1. Check that MUTE is ON solid.
2. Lift the handset OR press the **MUTE** key to answer in Handsfree mode. (The light turns OFF.)
3. Begin speaking.

You are on a handset call or headset call, and MUTE is OFF


1. Check that MUTE is flashing.
- 2., Press MUTE. The light turns ON solid and you are now speaking to the paging party and have MUTED your handset/headset call.

You are on a MUTED handset/headset call, OR, you are on a Handsfree call

3. Speak to the paging party. Press MUTE to alternate between handset and handsfree calls. The party paging you receives a busy tone. Handsfree Answerback does not interrupt your call.

To end a Direct Page call, do one of the following:

Hang up the handset to end a handset call.

Press  (SPEAKER) to end a Handsfree call.


Press  (CANCEL).

When the Handsfree Direct Page call ends, the (MUTE) key light returns to the state it was in before the call was established.

Do Not Disturb

When you enable Do Not Disturb, callers will get a busy tone, and an on-screen text message indicating that you do not wish to be disturbed.

To activate or deactivate Do Not Disturb:

Press the **Do Not Disturb** key that you programmed. The key is highlighted when Do Not Disturb is activated and is not highlighted when Do Not Disturb is not activated. The phone status line shows the Do Not Disturb  icon.

To activate Do Not Disturb from a remote extension:

1. Lift handset.
2. Dial the number of the station to which Do Not Disturb is to apply.
3. Hang up.

To deactivate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial the appropriate feature access code.
3. Dial the number of the station with Do Not Disturb activated.
4. Hang up.

Group Listen


With Group Listen, you can carry on a conversation using the handset or headset while allowing others nearby to listen to the person at the far end over the handsfree speaker. The handsfree microphone is disabled in Group Listen mode.

To activate Group Listen while in a handset conversation:

Press the **Group Listen** key.

Audio from the far-end party is now heard through both the handset/headset and the speaker.

To make the call a normal two-way speaker call:

Press  (SPEAKER).

To exit Group Listen mode (and return to a normal handset/headset call):

Press the **Group Listen** key.

To activate or deactivate Group Listen while in headset mode:

Press the **Group Listen** key.

Headset Operation

To enable Headset Operation:

Press the **Headset** feature key.

To answer a call (when Auto Answer is disabled):

Press the flashing line key or Float Key.


To answer call (when Call Notification is enabled)

Select **Close** and then select the prime line.

To hang up:

Press  (CANCEL).

To mute your headset microphone:

Press the  (MUTE) key. The light turns ON.

To turn mute off and return to the conversation:

Press the  (MUTE) key. The light turns OFF.

Make Busy

You can use the Make Busy feature to have your phone appear busy to other callers. If callers dial your phone number when Make Busy is enabled a message indicating that your line is busy is displayed on their phones.

To enable Make Busy:

Press the key you programmed to **Make Busy**. The key illuminates when Make Busy is activated and *MAKE BUSY* is displayed.

To disable Make Busy:

Press the key you programmed to **Make Busy**.

Message Waiting Indicator

The Message Waiting Indicator (MWI) feature allows you to be notified when messages have been left on another phone. Once you have programmed a key to MWI, this key is always enabled.

To use MWI to contact the extension that left a message:

Press the key you have programmed to MWI.

Messaging - Advisory

Advisory Messaging enables you to select a notice that appears on your phone display to inform people visiting your desk of your whereabouts. Select from a variety of advisory messages, including "On vacation", "In a meeting", or "Out to Lunch".

To turn Messaging - Advisory on:

1. Press **Superkey** (must be programmed to a key).
2. If necessary, press the **No** softkey until "Advisory Msgs" appears.
3. Press the **Advisory** softkey.
4. Press the **Next** softkey until the desired message appears.
5. Press the **Turn Msg On** softkey.

To turn Messaging - Advisory off:

1. Press Superkey (must be programmed to a key).
2. If necessary, press the **No** softkey until "Advisory Msgs" appears. .
3. Press the **Yes** softkey when "Advisory appears.
4. Press the **Turn Msg Off** softkey .

Music

To turn Music on and off when the phone is idle, do one of the following:

To turn the music on, press the key that you programmed to Music or the **Music** softkey.

To turn the music off, press the key that you programmed to Music or the **Music** softkey.

When the Music is activated, the key you have programmed is highlighted.

Override (Intrude)

When you dial a number whose owner has enabled Make Busy, your phone displays the message indicating that the line is busy. You have the option to override this setting.

To use Override when you encounter a busy tone:

1. Press the key you programmed as Override.
2. Wait for an answer.

Reminder

To program a Reminder:

1. Press **Superkey** (must be programmed to a key).
2. Press the **No** softkey until "Timed Reminder" appears.
3. Press the **Reminder** softkey.
4. Enter the time in 24-hour format.
5. Press the **Save** softkey.

To view, change, and/or cancel a pending Reminder:

1. Press Superkey (must be programmed to a key).
2. Press the **No** softkey until "Timed Reminder" appears.
3. Press the **Reminder** softkey.
4. Do one of the following:

To change the Reminder, press the **Change Key** softkey, enter the new time, and press the **Save** softkey.

To cancel the Reminder, press the **Cancel No.** softkey.

To exit without canceling the Reminder, press **Superkey** (must be programmed to a key).

To acknowledge a Reminder when your phone rings once:

Press the **Confirm** softkey.

Speed Call

Speed Call is an application that allows you to dial a specific number with one key press. You must program Speed Call on a Programmable key. For more information on programming this key, see [Program Feature Keys Using the Settings Application](#).

To make a Speed Call:

Press the key that you have programmed as your Speed Call key.