

# MiVoice Business

MiVOICE 5320e

USER GUIDE

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MiVoice 5320e IP Phone - User Guide  
April 2016

**IMPORTANT!** THIS TELEPHONE IS NOT SUITABLE FOR DIRECT CONNECTION TO THE PUBLIC-SWITCHED TELEPHONE NETWORK. CONNECT THE TELEPHONE TO A MITEL NETWORKS SYSTEM ONLY.

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## About Your Phone

The Mitel® 5320e IP Phone is full-feature, dual port, dual mode enterprise-class applications phone that provides voice communication over an IP network. It features a large graphics display (160 x 320) wideband audio and self-labeling keys. The 5320e IP Phone offers seven programmable multi-function keys for one-touch feature access. It provides ten fixed feature keys for convenient access to features such as Conferencing, Redial, and many customizable user settings as well as navigational keys to access various screens and application layers. The 5320e also supports the Mitel Unified Communicator® (UC) Express application, which is a PC-based desktop programming tool that allows you to easily configure your phone from your Personal Computer (PC).

The 5320e IP Phone supports Mitel Call Control (MiNet) protocol. It also supports Hot Desking and Clustered Hot Desking as well as Resiliency. The 5320e phone is ideal for executives and





## Ring/Message Indicators

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

## For Users on Resilient Mitel Communications Director (MCD) ICP Systems

If during a call, you hear a beep repeated every 20 seconds it means that your phone is switching to a secondary MCD system. The call continues and there is a change in the operation of some keys and features on your phone. Normal operation resumes when your phone switches back to the primary system. If your phone is idle and switched to the secondary system, you'll see a flashing rectangle on the display. The rectangle remains until the switch to the primary system is complete.

If the phone fails over to the secondary ICP, you have access to your mailbox on the secondary ICP only if your Administrator has programmed a mailbox for you.

### Notes:

The mailbox on the secondary ICP will not contain the same messages as the mailboxes on the primary ICP. Any preferences that are voice mail related are not carried from the primary ICP to the secondary ICP. These preferences must be set on both ICPs.

The Settings application does not support resiliency. Your logs, contact information and any Settings on the primary ICP will not be carried from the primary ICP to the secondary ICP.



## Using Your Default Phone Window and Keys

The 5320e IP Phone's default phone window 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 **Menu** key to access your phone's applications and settings. You can then program your phone's settings. See [\*Using Your Phone Applications\*](#).

Status Line

Information Area





Softkeys

Programmable  
Keys

Footer

Navigation  
Page Keys

## 5320e IP Phone Default Window and Keys

Feature	Function
1) Softkeys	Allow you to access specific call control features, which are context sensitive. Non-programmable feature keys, which are specific to the application or state of the set. The 5320e provides three softkeys.
2) Programmable Keys	Launch specific call control features. Use the <i>Settings</i> application or the UC Express application to program these keys. The 5320e provides 7 programmable keys plus 1 prime line key. For instructions on programming the keys, see <a href="#">Programming Features on Your Keys</a> .
3) Navigation Page Keys	Display additional pages of information. The 5320e has two page navigation keys: Back and Next.
4) Status Line	Displays time, date, and icons indicating feature states as follows: <ul style="list-style-type: none"> <li>• <b>Message Waiting</b> (  ) - Indicates new voice mail.</li> <li>• <b>Headset</b> (  ) - Indicates that the phone is in headset mode.</li> <li>• <b>DND</b> (  ) - Indicates DND (Do not disturb) mode.</li> <li>• <b>Logged in as</b> (  ) - Indicates that a hot desk user is logged in.</li> </ul>
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 5320e IP Phone provides applications that simplify the use of your phone.

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



- 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.
  - 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 **Menu**        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 **Menu**        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)
  - **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 5320e IP Phone help and documentation:

1. Press the **Menu** key.
- 2.



## Customizing Your Phone

Use the *Settings* application to customize your phone.

**Note:** The System Administrator can invoke a Lock to Factory default option on a per-phone basis. When this is in effect, the system administrator sets the settings for Programmable Keys and you cannot change them.

## 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.

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							
		“							
#	#	.	,	(	)	+			

Characters are automatically inserted after a one-second delay. If you make an error, use **Backspace** to make corrections.

Press **Left Arrow** or **Right Arrow** 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.

## 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

## Specify Display Brightness and Contrast

**Note:** Brightness adjustment on a 5320e IP Phone is available on models with backlit displays only.

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

1. Press the blue

## Specify Text Size

To specify the text size that displays on the phone:

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

7.

3. Press PC Connectivity.
4. Press the checkbox Enable.
5. Press Save.

**Note:** You can use UC Express for easy PC-based programming of the labels on your phone.

## Programming 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
- Unified Communicator Express application

You can assign the following to a programmable Key:

- Features and Fixed function keys: see [Program Feature Keys Using the Setting Application](#).
- Applications: Settings, Call Forwarding (see [Program Phone Application](#))

**Note:** Only the System Administrator can program line select and 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
Night Answer	Night Ans
Account Code Verified	Acct Verified
Account Code Non-Verified	Acct Non-Ver
Hot Desking	Hot Desk
Phonebook	Phonebook
Speak@Ease™	Speak@Ease
Auto Answer	Auto Ans
Paging	Paging
Call Pickup	Call Pickup
Call Back	Call Back
Headset	Headset
Make Busy	Make Busy
Campon	Campon
Override	Override
Direct Page	Page

<b>Feature</b>	<b>Default Label</b>
Do Not Disturb	DND
Single Flash	Flash
Double Flash	Dbl Flash
Meet Me Answer	Meet Me
Message Waiting Indicator	Msg Waiting
Emergency Call	Emergency
Tag Call	Tag Call
Privacy Release	Privacy Rls
Swap	Swap
Release	Release
Call History	Call Hist
Call Park	Call Park
Call Park Retrieve	Park Retrieve
Group Listen	Grp Listen
Superkey	Superkey
Redial	Redial
Speaker	Speaker
Message	Message
Hold	Hold
Transfer/Conference	Trans/Conf
Cancel	Cancel
Analog Line	Analog Line

### Applications available for programming on programmable keys

<b>Application</b>	<b>Default Label</b>
Applications List	Applications
Call History	Call Hist
Call Forwarding	Forwarding
Help	Help
Settings	Settings
Call Info	Call Info



## Program Feature Keys Using the Settings Application

### To program a Phone Feature or hard key:

1. Press **Menu** key.
2. Press Settings.
3. Press Programmable Keys.
4. Press the key you wish to program.
5. If applications are displayed, press View Features.
6. Use the Page Navigation keys to move through the features list.
7. Select the desired feature or fixed function key from the list. A default label is automatically assigned to the key.
8. Enter the required information in the fields provided, if necessary.
9. 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.
  - Press Close.

### To program a *Phone Application*:

1. Press **Menu** key.
2. Press Settings.
3. Press Programmable Keys.
4. Press the key you wish to program.
5. If Features are displayed, press View Applications.
6. Select the desired application.
7. Press Save.
8. Press Close.

### To program Speed Call:

1. Press **Menu** key.
2. Press Settings.



## Making and Answering Calls

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

- 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.
- Use **Phone Book** (see Phone Book below).

### Phone Book

To use Phone Book:

**Note:** You can enter the first or last name, or both.

1. Press **Phone Book** (if available) or the key programmed as **Phone Book**.
2. Enter the name of the desired party, as follows:
  - For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.
  - Use the <— softkey to correct errors.
  - If the next letter in the name is on the same digit key as the previous letter, press the —>

## 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)**.

- 3.** Begin speaking when the called party answers. Your phone's Handsfree microphone and

-

## Call Handling

### Hold

To place a call on Hold:





4. Do one of the following:
  - To complete the Transfer, hang up or press the **Release** feature key.
  - To abort the Transfer, press **(CANCEL)** at any time before the last digit in the destination number is dialed.

**Note:** Both the FAC and the destination number can be programmed to a single Speed Call key.

**Note:** When the phone is in idle state and there are no messages in the mailbox, pressing the Message key connects you directly to your voice mail.

## 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:**

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:**

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 Menu 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 Menu key.
2. Press Call Forwarding.
3. Press Profiles.
4. Press None setting.
5. Press Activate.
6. Press Close.

## Using Other Features

Certain features require access to a Superkey menu; therefore, a Superkey must be programmed to a key to access this menu. See Programming Features on Your Keys for information on how to program a Superkey.

### Account Codes

An account code is a series of digits that you assign to your calls, usually for accounting purposes. The code identifies the account in the call records that your system generates. A forced account code is usually entered from another extension, enabling you to use features or make calls that the extension otherwise could not. If you want this feature enabled on your phone, ask your System Administrator.

#### **To use Account Codes:**

1. Lift the handset.
2. Dial the Account Code digits.
3. Press #.

#### **To enter an Account Code during a call:**

1. Press Superkey (must be programmed to a key).
2. Select Account Code.
3. Dial the Account Code digits.
4. Press the Save softkey.
5. Do one of the following:
  - For a verified account code, press the Yes key.
  - For a non-verified account code, press the No key.

### 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.

## Attendant Call Hold - Remote Retrieve

To retrieve a call placed on Hold by the attendant:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the digits announced by the attendant.

## Callback

The Callback feature allows you to be notified when a busy phone becomes free or when a phone has been used after a no-answer condition was encountered.

**To request a Callback when you reach a busy or unanswered station:**

1. Press Call Me Back.
2. Hang up.

When the party is available, your phone starts ringing, and the display shows the Callback ringing indicator.

**To answer a Callback:**

- When you see the Callback ringing indicator, lift the handset.

## 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.

**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.



## Call Park



## Call Pickup

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

1. Lift the handset.
2. 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.

## Campon

When you get a busy tone, you can use the Campon feature to be notified when the busy party becomes available.

### **To Campon to a busy station:**

- Press the I Will Wait softkey.

### **To retrieve a call when you hear the Campon tone:**

- You can use the Trade Call or Call Swap feature with the (TRANS/CONF) hardkey or a programmable line key.

## Direct Paging

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 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 directory 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"> <li>1. Check that MUTE is OFF.</li> <li>2. Listen for the paging party.</li> <li>3. Begin speaking.</li> <li>4. Lift the handset if you wish to switch from a Handsfree call to a handset call.</li> </ol>
You are on a handset or headset call, and MUTE is OFF	<ol style="list-style-type: none"> <li>1. Check that MUTE is flashing.</li> <li>2. Press MUTE. The light turns ON solid, and you are now speaking to the paging party and have muted your handset/headset call.</li> <li>3. Speak to the paging party. Press MUTE to alternate between handset/headset and handsfree calls.</li> </ol>
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 **5** (SPEAKER) or **6** (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 OFF.

## Direct Voice Call

Direct Voice Call feature allows you to establish a two-way handsfree call at another extension whether or not it has Handsfree Answerback or Auto-Answer turned on. Only extensions programmed by the system administrator to receive Direct Voice Calls can be called using this feature.

To make a Direct Voice Call:

1. Lift handset.
2. Dial the appropriate feature access code.
3. Dial the extension you want.
- 4.



**To activate or deactivate Group Listen while in headset mode:**

- Press the Group Listen key.

## Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or directory number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

**To make a Group Page:**

1. Lift the handset.
2. Press Direct Page or dial the appropriate feature access code.
3. Do one of the following:
  - To page your prime page group, press #.
  - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

**To respond to a Group Page by using Meet Me Answer:**

1. Lift handset.
2. Press the key you have programmed to Meet Me Answer or dial the appropriate feature access code.  
(See Programming Features on Your Phone for instructions on programming features to your phone.)
3. Do one of the following:
  - To respond to a page from your prime page group, press #.
  - To respond to a page from a specific page group, dial the page group directory number.

## Group Presence

Group Presence allows members of call groups ( Hunt, ACD, Ring, and Personal Ring) to make themselves absent or present in a group. Only members who are present in a group are offered calls to that group.

If you are in a Personal Ring group (see Handoff – Personal Ring Groups), Group Presence lets you choose which device in the group you want to use to receive calls by making it 'Present' and the others 'Absent.'

You can also change the presence status of other users if allowed by your system administrator.

Users belonging to multiple groups can control their presence in each group separately through the use of feature keys (one for each group), or by dialing a feature access code (FAC) followed by the group number. For information about programming feature keys, see page 17.

To join a group:

1. Lift the handset.
2. Do one of the following:
  - Press the Group Presence feature key to join the group associated with the key.
  - Dial the Group Presence - Join Group feature access code followed by the group directory number.

The LED associated with the key is steady lit when the member is present and off when absent.

To leave a group:

1. Lift the handset.
2. Do one of the following:
  - Press the Group Presence feature key to join the group associated with the key.
  - Dial the Group Presence - Leave Group feature access code followed by the group directory number.

The LED associated with the key is steady lit when the member is present and off when absent.

To change another group member's presence status:

1. Lift the handset.
2. Dial the Group Presence - Join Group Third Party or Group Presence - Leave Group Third Party .
3. Dial the directory number of the group member.
4. Dial the group directory number.

**To change the presence status of another Personal Ring Group member using a feature key:**

- Press the Personal Ring Group Presence feature key.

The LED associated with the key is steady lit when the member is present and off when absent.

## Handoff - Personal Ring Groups

Personal Ring Groups (PRGs) associate two or more of your devices, such as your office phone and cell phone, with a single user Directory Number (DN). PRGs are set up by the system administrator. Group member devices ring simultaneously when called.

You can use the group Handoff feature to “Push” or “Pull” calls between group member devices. A Push passes the call to the group, where it can be answered by any other present group device. A Pull takes an in-progress call away from another member.

### **To use Handoff to Push an in-progress call to the PRG:**

- Press the Handoff key.

### **To Pull an in-progress call from another member of the PRG:**

- Lift the handset (optional if the device supports hands free operation).
- Press the Handoff 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.



## Hot Desking

Hot Desking allows you to log into the telephone system from any phone designated as a Hot Desk phone. When you log in at the phone using y

## Hot Desk - PIN Change

### To change your Hot Desk PIN:

1. Log into a Hot Desking phone.
2. Press Superkey (must be programmed to a key).
3. Press the HotDesk PIN softkey.
4. Press the Yes softkey.
5. Enter the current PIN or skip to step 6 if a PIN has not yet been assigned.
6. Press the Enter softkey.
7. Enter the new PIN.  
The PIN can include digits from 0 to 9 only and can be from 0 to 8 characters in length.
8. Press the Enter softkey.
9. Re-enter the new PIN.
10. Press Superkey.

## 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.
  1. Press Superkey (must be programmed to a key).
  - 2.

**You can check for messages from a remote station:**

1. Press Superkey (must be programmed to a key).
2. Press the No softkey until "Remote Msging?" appears.
3. Press the Yes softkey.
4. Dial your directory number.
5. Press the Enter softkey.
6. If a password is required, enter your password and press the **Enter** softkey.
7. Press the Yes softkey.

**You can set, change, or clear a password (up to 7 digits, not including 0):**

1. Press Superkey (must be programmed to a key).
2. Press the No softkey until "Set Password?" appears.
3. Press the Yes softkey.
4. Do one of the following:
  - To enter a new password, enter your password.
  - To change or clear your password, enter your current password.
5. Press the Enter softkey.
6. To change or clear your password, do one of the following:
  - To change your password, enter your new password and press the **Enter** softkey.
  - To clear your password, enter 0.
7. Enter your new password again.
8. If you are setting up or changing a password, press the **Enter** softkey.
9. Press Superkey (must be programmed to a key).

## Messaging - Cancel Callback

**To cancel a Callback:**

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the number of the called station.
4. Hang up.

## Messaging - Cancel All Callbacks

**To cancel all Callbacks:**

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

## 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



**To activate Phone Lock:**

- Press the **Phone Lock** feature key or enter the Phone Lock Feature Access code.

**To de-activate Phone Lock:**

- Press the **Phone Lock** feature key or enter the Phone Unlock Feature Access code.
- Enter your user PIN to unlock the set.

**Note:** If a user PIN has not been assigned, enter # when prompted for the PIN to unlock the phone.

## User PIN

A Personal Identification Number (PIN) allows a user to log into a set as a hot desk user. It is also used to de-activate the Phone Lock feature. PINs must be from 0 to 8 digits in length. Only digits (0 to 9) are permitted. The default PIN is blank (length zero).

Users will have one generic PIN that can be used for any required features.

The User PIN initially has a zero length, allowing a user, for example, to unlock a phone using a blank PIN for Phone Lock. Setting the User PIN on the set requires the PIN to have at least one digit.

**To change the User PIN:**

- 1.

## Record-a-Call



## 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.

## Tag Call

Tag Call allows you to signal that you are the victim of a threatening or malicious call. Using the tag, your system administrator or Telephone Company can identify the source of the call and provide this information to appropriate personnel or authorities.

**CAUTION:** Tagging a non malicious call may result in fines or other penalties.

### To tag a malicious call:

1. Press the programmed Tag Call key while the call is in progress. For information on how to program keys, see to Programming Features On Your Keys

-OR-

Press (TRANS/CONF).

2. Dial the appropriate feature access code.  
If the call was successfully tagged, *Thank You* is shown on the display; otherwise, *Not Allowed* is displayed.

**Note:** Tag Call can be used on active two-party calls only. Calls on hold and conference calls cannot be tagged.

## Timed Reminder

### To program a Timed 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).



