Quick Reference Guide

Mitel

5320e IP Phone



Mitel 5320e IP Phone

- Display
- Ring/Message Indicator
- Volume, Speaker, and Mute Controls
- Fixed-Function Keys
- Key Pad
- Page Navigation Keys
- Personal Keys
- Speaker
- ➤ Handset

Fixed-Function Keys

- Speaker
- Mute
 - Applications
- ⊗ Cancel
- ¹²³ Redial
- Realar
- ∐∽ Hold
- Transfer / Conference
- Message

Make a Call

Lift the handset, or Press (1). Dial the number, or Press a **Speed Call** key, or Press ¹². , or Dial the prefix for external calls (e.g. 9) and the number.

Answer a Call

Lift the handset, or Press (1), and begin speaking.

End a Call

Press \bigotimes , or Press **Hang-Up**, or Replace the handset.

Place a Call on Hold

Press \square_{\bigcirc} . The line key flashes. Replace the handset if necessary.

Retrieve a Call from Hold

Lift the handset, or Press III). Press the flashing line key.

Adjust Volume Levels

Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume Save. while using the handset or speaker. Press

Press repeatedly to raise the volume, or repeatedly to lower the volume.

Press \cancel{P} to mute the microphone.

Transfer a Call

Press 🖍 🔊

Dial the number.

Hang up, or announce the transfer and then hang up.

Conference a Call

Press 🕿 👧

Dial the number. Wait for an answer. Press

Program a Speed Call

Press **Applications** OR Press **Settings**. Press **Settings**. Press **Programmable Keys**. Press the key you wish to program Press **Speed Call**. Press **Edit Info** and enter the appropriate letters, or use the keypad. Press **Edit Number** and enter the phone number for the Speed Call. Include the 9 for external numbers. Press **OK**, and then press **Save**. Press **Close**, and then press **Close** again.

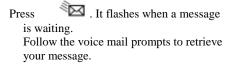
Program a Feature Key

Press Applications OR 2. Press Settings. Press Programmable Keys. Press the key you wish to program Press 2. Press to scroll through all feature choices. Select the desired Feature. Or press View Applications to select an application. Press Save.

Press Close, and then press Close again.

Retrieve a Message

Lift the handset



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Phonebook

Press Phonebook.

Enter the first few letters of the person's last name (for the letter c press the 2 key three times).

Press Lookup.

If more than one match is found,

press Next.

Press Call to be connected or Retry to try again.

ACD

To Log In

Press the **Hot Desk** key. Press the **LogIn** key. Enter your **Agent ID**. Press **OK**. Enter your **PIN** (1-2-3-4 – same as Voicemail log in) Press **OK**.

To Log Out

Press the **ACD Logout key**. Press the **Cancel** key.

Auto Log-out

If a call is presented to you and you do not answer it, you will be logged out and will be required to log in again. The caller is requeued as the oldest call in the path (first to be answered). It is a good idea to continually check your screen to ensure you are still logged in.

Make Busy

The Make Busy Feature Key will activate and deactivate the Make Busy feature. This feature allows you to take a short break from the phone, without being logged out. Your management will need to advise how and when you would use this feature. While in Make Busy, you will not receive ACD calls, however, other types of calls will still ring to the set.

- 1. Press the **Make Busy** key, the key will light.
- 2. Enter the Make Busy reason code

MAKE BUSY appears on the display, which means you will not receive any ACD calls.

3. To turn it off and resume taking ACD calls, press the **Make Busy** key so that the light goes out.

MAKE BUSY disappears from the display and you are now ready to take ACD calls.

Work Timer

The work timer is a programmable time period that provides a 'wrap up' time following an ACD call for the agent to complete the necessary computer and/or paper work. The work timer places the agent in a temporary make busy state. During the work timer, no ACD calls will be presented to the agent, however, other types of calls will still ring to the set.

The work timer is automatic to the agent but can be cancelled before the timer expires by pressing the Cancel Timer softkey. Timer is set for **5 seconds.**