

## MiVOICE BUSINESS MITEL 5320 IP SET



### ABOUT YOUR SET

- 1 – Display
- 2 – Ring Message Indicator
- 3 – Volume, Speaker, Mute controls
- 4 – Fixed Function Keys
- 5 – Dialpad
- 6 – Navigation Page Keys
- 7 – Programmable Feature and Softkeys
- 8 – Speaker
- 9 – Handset



### FIXED KEYS



**(Up) and (Down):** provide volume control for ringer, handset and speaker.



**Speaker:** Activates Handsfree Mode (speakerphone)



**Mute:** Turns microphone on/off



**Menu:** Provides access to menus for your phones applications and settings



**Cancel:** Ends a call and when programming the phone eliminates any input and returns to the previous menu level



**Redial:** Calls the last external number dialed



**Hold:** Places the current call on hold. Also use as backspace when entering dialpad characters



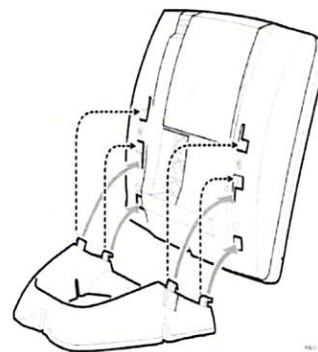
**Transfer/Conference:** Initiates a call transfer or establishes a three party conference call



**Message:** Connects to your voice mailbox and flashes to notify you of new messages

### ADJUST THE VIEWING ANGLE

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.



## MITEL 5320 IP SET CALL HANDLING



### TO MAKE A CALL

1. Pickup your handset
2. Do one of the following:
  - For internal calls, dial the extension number of the person you wish to reach
  - For external calls, dial **9** plus the phone number


### TO ANSWER A CALL

1. Lift the handset, or press  to answer on speakerphone

### TO END A CALL

1. Do one of the following
  - Hang Up
  - Press the  (**Cancel**) key
  - Press the  (**Speaker**) key, if using handsfree



### TO PLACE A CALL ON HOLD

1. While on the call, press  (**Hold**)


### TO RETRIEVE A CALL FROM HOLD

1. Press the flashing Line/Ext key where the call is holding



### TO TRANSFER A CALL

1. While on the call, press  (**Transfer/Conference**)
2. Do one of the following:
  - To transfer internally, dial the extension number you wish to transfer to
  - To transfer externally, dial **9** plus the phone number you wish to transfer to
3. Stay on the line to announce your transfer, press the **Release Me** softkey or hang up to complete your transfer
  - To cancel the transfer, press  (**Cancel**)

### TO TRANSFER A CALL TO VOICE MAIL

1. With the caller on the line, press the  (**Message**) key
2. Dial the extension number to transfer to or press the DSS/BLF key for that person
3. Hang up immediately

### TO INITIATE A CONFERENCE CALL

1. While on the first call, press  (**Transfer/Conference**)
2. Dial the extension number of the next party, or dial **9** plus the phone number of the next party
3. Wait for an answer (you cannot conference in a ringing phone)
4. Press  (**Transfer/Conference**), you will hear a tone before the new party is connected


### TO ADD A CALL ON HOLD TO AN EXISTING CONVERSATION OR CONFERENCE

1. With a call on the line and a call on hold press the **Add Held** softkey
2. Press the flashing line key to add the part on hold to your conversation





## MITEL 5320 IP SET CUSTOMIZATION

### DISPLAY BRIGHTNESS / CONTRAST WHILE YOUR PHONE IS IDLE

1. Press the  (Menu) key
2. Press **Settings**
3. Press **Brightness and Contrast**
4. Press the **Brightness and Contrast +** and **-** keys to adjust the brightness and contrast of your screen
5. Press **Save**
6. Press **Close**

### ADJUST THE RINGER VOLUME AND RINGER PITCH


To adjust the Ringer Volume while the phone is idle:

1. Press  (Menu) key
2. Press **Superkey**
3. Press the **No** softkey until "Ringer Adjust?" appears
4. Press **Ring Adjust**
5. Press **Ringer Pitch**
6. Press the **Up** or **Down** arrow keys to adjust (the same keys used for volume control)
7. Press **Next**
8. Press **Ringer Vol**
9. Press the **Up** or **Down** arrow keys to adjust
10. Press **Next**
11. Press  (**Cancel**) two times to exit


To adjust the Ringer Volume while the phone is ringing:


1. Press the **Up** or **Down** arrow keys to adjust (the same arrows used for volume control)

### TO ADJUST TEXT SIZE

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

### PROGRAM A SPEED CALL

1. Press the  (Menu) key
2. Press **Settings**
3. Press **Programmable Keys**.
4. Press the key you wish to program. If it's already programmed, press **Clear Key**.
5. Press **Speed Call**.
6. Press **Edit Info** and enter the label for the Speed Call, using the dialpad
7. Press **Edit Number** and enter the phone number for the Speed Call, include a **9** for an outside line
  - The maximum length is 26 characters. 0-9, # and \*. Pause and flash are not allowed.
8. Press **Ok**, and then press **Save**.
9. Press **Close** 2 times to exit the programming menus

**Notes:** To return to the Feature or Menu list at any time, press the  (Menu) key

- You can also choose to Edit the Label, Clear Information, and Clear Key

## MITEL 5320 IP SET ADDITIONAL FEATURES

### DO NOT DISTURB

1. Press **DND** to turn this feature on and off

### PAGING

1. Pick up the handset and press the **Page** button
2. Make your announcement
3. Press the hook switch for a silent exit

### RECORD A CALL

1. While on a call, press the **Record** button
2. You will see the following softkey options:
  - To pause the recording, press the **Pause** softkey
  - To resume recording after pausing; press the **Resume** key
  - To stop a recording without saving it; press the **Stop & Erase** softkey
  - To stop and save a recording; press the **Stop & Save** softkey
3. The recorded message will be sent to your voicemail box

### PHONE BOOK

1. Press the **Phone Book** softkey
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 **→** softkey.
  - If required, press **→** softkey to add a space between the first and last name.
3. Press the **Lookup** softkey.
4. If no match exists, edit the original entry.
5. If more than one match is found, press the **Next** softkey
6. Do one of the following:
  - To make the call, press the **Call** softkey
  - To edit the entry, press the **Backup** softkey
  - To exit, press **Cancel**