Telephone And Voicemail User Guide

<u>Mitel 5320 & 5330</u>

5320

5330

FEATURE BUTTONS

▲ (Up) — Provides volume control for the ringer, handset, and handsfree speakers.

▼ (Down)

🔊 (Speaker) — Enables and disables Handsfree mode.

🎤 (Mute) — Mutes the microphone during a call.

📞 (Applications) — Activates the Applications Menu which 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 and returns to the previous menu level.

¹²³ (Redial) — Calls the last external number dialed. You cannot redial internal numbers.

⌂ (Hold) — Places the current call on hold. Left/Backspace when entering dialpad characters.

↝|Ω (TRANS/CONF) — Initiates a call transfer or establishes a three-party conference call.

✉ (Message) — Connects to voice mailbox and notifies when you have messages.

TO MAKE A CALL:

To an external number:

Step 1. Pickup handset or Press Speaker button 🔊

Step 2. Dial **8** then the desired telephone number including area code if out of the area.

To an internal extension:

Step 1. Pickup handset or Press Speaker button 🔊

Step 2. Dial the desired 4 digit extension number

TO ANSWER A CALL:

Step 1. Pickup handset or Press Speaker button 🔊

Step 2. Began Speaking

TO END A CALL:

Step 1. Press ⊗ cancel button, replace the Handset or pressing the Speaker button

PLACE A CALL ON HOLD:

Step 1. Press ⌂ the Hold Button (The line key flashes.)

TO RETRIEVE THE CALL FROM HOLD:

Step 1. Lift the Handset or Press 🔊

Step 2. Press the Flashing Line Key

LAST NO. REDIAL:

Dials the last number that you called.

Step 1. Press ¹²³ Redial button

TRANSFER CALL:

Step 1. Do NOT put the caller on hold. Press ↝|Ω Transfer / Conference button

Step 2. Dial the extension or 8 + number you want to transfer the call to. You may announce the call before you transfer then hang up or simply hang up by replacing the handset. The ⊗ cancel button will bring the caller back to you.

CONFERENCE CALL

Step 1. With the caller on the line, press ↝|Ω Transfer / Conference button

Step 2. Make or answer the second call

Step 3. After the second call is connected, press ↝|Ω Transfer / Conference button *(All three of you are connected.) You can have up to 8 parties in conference.*

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

Step 1. Press the AddHeld Softkey
Step 2. Press the Flashing Line key of the call you would like to add to Conference

To alternate between the two parties:

Step 1. Press Split Softkey
Step2. Press the TradeCall Softkey

ADJUSTING RING VOLUME:

Step 1. While the Phone is ringing simply adjust by Pressing the UP or Down Arrow buttons. To lock it in press both UP and Down Arrows at the same time.

CONTRAST ADJUSTMENT:

Adjust the background of your telephone display via the Settings application.

To adjust the display contrast using the Settings application:

Step 1. Press

Step 2. Press Settings

Step 3. Press Contrast + or - to adjust
Step 4. Press Save
Step 5. Press Close
Note: Press **Cancel** at any time to exit this application without making any changes.

CALL FORWARD:

Step 1. Press

Step 2. Press Call Forwarding
Step 3. Enter the number you wish to forward to
Step 4. Press Activate
To Cancel: Repeat Steps 1 and 2 then press Deactivate.

SPEED CALL:

Allows you to dial a specific number with one key press
To program a personal speed Call number:
Step 1. Press **Menu** or
Step 2. Press **Settings**
Step 3. Press **Programmable Keys**
Step 4. Press the **Key** you wish to program
Step 5. Press **Speed Call**
Step 6. Press **Edit Info** and enter the name of the Speed Call
Step 7. Press **Ok**
Step 8. Press **Edit Info then Press Edit Number** and enter in the phone number for the Speed Call (same way you would dial it)
Step 9. Press **OK then Press Save**

VOICEMAIL REFERENCE GUIDE

Initializing your Voice Mail box for the First Time:

Can only be done from your phone extension the first time:

Step 1. Lift Handset and Press ✉ Voicemail button.

Step 2. When prompted enter password **1111**

Step 3. Follow Voice mail prompts

Step 4. Press 8 for User Options

Step 5. Press 7 to enter your new Password (Your new password must be 4 to 10 digits and cannot contain # or *) enter new password followed by the # key

Step 5. The system prompts you to record your Greeting for your callers.

Step 6. Press 8 for User Options

Step 7. Press 4 to record a greeting for your callers

Step 8. At beep record you're greeting to your callers followed by the # key

Sample Greeting: You have reached _____, with Frontier Communications. I can help, but I am unable to answer your call at this time. Please leave your name, telephone number and message. I will return your call as soon as possible. To reach an operator press 0.

Step 9. Press 3 to Erase Message, 7 to Review Message, Press 9 to Save Message

Step 10. You will now be prompted to record your name for the Directory

Step 11. Press 8 for User Options

Step 12. Press 6 to record Name (record only your First and Last name here)

Step 13. At beep record your name, followed by the # key

Step 14. Press 3 to Erase Message, 7 to Review Message, Press 9 to Save Message

> You have now successfully set up your mailbox, and can send and listen to messages or Hang up

Open Your Mailbox after the First Time Initiation: *From **your** phone extension:*

Step 1. Lift Handset and Press ✉ Voicemail button

Step 2. At **"Pswd"** prompt, enter your current password

Open Your Mailbox from someone else's phone extension:

Step 1. Press ✉ Voicemail button

Step 2. Press * key, when prompted enter in your Mailbox number (which is your extension) followed by the *****key. When prompted enter your password

Open Your Mailbox from an external (outside) telephone:

Step 1. Dial the Main telephone number

Step 2. Press *, when prompted to enter a Mailbox number, enter your mailbox number (which is your extension) followed by the ***** key.

Step 3. When prompted enter your Password

Step 4. Follow voicemail prompts.

To Listen to Messages:

Step 1. Press ✉ Voicemail button

Step 2. When prompted enter your Password

Step 3. Press **7** to Listen to **Messages**

While Listening To Your Mailbox Messages

2	Lets you reply to a Message
3	Deletes the Message
4	Forwards the Message
5	Keeps the Message
7	Plays the Message again

Change Your Password:

Step 1. Press ✉ Voicemail button
Step 2. Enter your current password
Step 3. Press 8 to access your Personal Options
Step 4. Press 7 to change Password
Step 5. Enter new 4 to 7 digit password followed by # key.

Record Your Name For The Directory:

This is not your greeting, record only your name.

Step 1. Press ✉ Voicemail button
Step 2. Enter your password
Step 3. Press 8 for your Personal Options
Step 4. Press 6 to re-record your name
Step 5. Press 5 to Listen to your name, Press 7 to re-record your name, Press 9 to exit to main menu
Step 6. Record Name, **to end your record press the # key**

    7 Replays Greeting
    3 Erase & Re-Records Greeting
    9 Accepts Greeting/Name Recording

Record Your Personal Greeting:

Step 1. Press ✉ Voicemail button
Step 2. Enter your password
Step 3. Press 8 for Personal Options
Step 4. Press 4 to Record **Personal** Greeting

    5 Listen to current Greeting
    7 Erase & Re-Records Greeting
    9 Exit Greeting and Return to Main Menu

Step 5. Press 7 to Record, **to end your record press the # key**

    Sample Greeting: You have reached _____, with Frontier Communications. I can help, but I am unable to answer your call at this time. Please leave your name, telephone number and message. I will return your call as soon as possible. To reach an operator press 0.

    7 Replays Greeting
    3 Erase & Re-Records Greeting
    9 Accepts Greeting/Name Recording

Transfer A Person Directly To A Mailbox:

*The person will go directly to their mailbox and the telephone will **not** ring.*

Step 1. Press ✉ Voicemail button
Step 2. Dial the mailbox number you wish to transfer the caller
Step 4. Hang up and the Caller will then be transferred to mailbox greeting

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<u>**Initial Passcode = 1 1 1 1**</u>
Follow tutorial to create new passcode, record name, and record greeting.

Mitel's NuPoint Messenger Flow

Enter destination mailbox,
& record introduction …

Accessing Voice Mail

<u>From Your Phone</u>
Press -Msg or Voice Mail key

Passcode: _____

<u>From any other Phone</u>:
Press V-Msg or envelope key

Enter: * plus your own
Mailbox Number
followed by another *
Passcode: _____

<u>From Outside</u>
Dial the Main Number or your
office number, when your
message answers, press * and
follow the directions.
At the start of the Co. greeting . . .
Press * *(not prompted in the company
greeting!)*

• Enter your Mailbox number
• followed by your Passcode
IF YOU HAVE A DID NUMBER:
Dial your own DID,

At the start of your greeting….

Press * *(tells system owner is calling)*

Enter your Passcode:_____

Play Messages (7)
P to Play

[*] Rewind in 5 second increments
[#] Fast Forward in 5 second increments
[1] Pause in 30 second increments
[8] To skip to Top of next message

P (7) to Play again
A (2) to Answer
G (4)to Give to another user
K (5) to Keep
D (3) to Discard
M (6) to Make a new message
X (9) to eXit message review

R to Review
D to Discard and Re-Record
A to Append
M for Message Addressing Options
X to Send and Exit

Make Message (6)
M to Make (record) Msg

Enter Mailbox Number(s),
[#] *when finished entering mailboxes*
[#] *When finished recording
message.*

R (7) to Review
D (3) to Discard and Re-Record
A (2) to Append
M (6) for Message Addressing Options
X (9) to Send and eXit to Main Menu

Message Addressing Options:

C (2)to make Confidential
R (7)to Request Receipt
U (8)to mark Urgent
F (3)to mark for Future delivery

Press (9)**X** to eXit and return
to previous menu options.

User Options (8)
U for User Options

G (4)to change Greeting
N (6)to change Name
P (7)to change Passcode
L (5)for Distribution Lists (01 - 09)
T (8)to repeat Tutorial *(reset mbx passcode, greeting, and passcode)*
X (9)to eXit to Main Menu

L (5)to Listen to Greeting/Name
R (7)to Record Greeting/Name
X (9)to eXit to Previous Menu

X to Exit   **0** for an Operator