

















# networkWCS Release 6.0 Quick Reference Guide Mitel 5320 IP Phone




Fixed Function Key Legend			
	<b>Settings</b> key - allows the user to set the contrast and brightness of the display	<b>Hold</b> key - puts current call on hold	
	<b>Cancel</b> key - cancels current action	<b>Transfer and Conference</b> key - pressing once starts transfer, twice starts conference	
	<b>Redial</b> key - displays list of recently dialed calls. This key can also be used to dial from a displayed list.	<b>Message</b> key - accesses your voicemail	

Additional Information on the operation of this phone is available in the *Mitel IP Phone User Reference Guide* or by selecting **Help** from the web administration interface.

<p><b>Make a call</b></p> <ol style="list-style-type: none"> <li>Lift the Handset, or press a <b>Line Appearance</b> memory key, or press the  function key.</li> <li>Dial the number from the keypad. - or - Press a <b>speed dial</b> memory key.</li> </ol>	<p><b>Place a call on Hold</b></p> <p>While on a call press the  function key.</p> <p><b>Retrieve a call from Hold</b> Press the flashing <b>Line Appearance</b> memory key.</p>
<p><b>Make a call using Redial</b></p> <ol style="list-style-type: none"> <li>Press the  function key (or the <b>REDIAL</b> softkey), then:</li> <li>Choose the number by scrolling through the list with the Arrow keys.</li> <li>Press the <b>Dial</b> softkey.</li> </ol>	<p><b>Transfer a call</b></p> <ol style="list-style-type: none"> <li>Press the  function key (or the <b>TRANS</b> softkey).</li> <li>Dial the number.</li> <li>Press the  function key (or the <b>TRANSFER</b> softkey) and hang up. - or - Announce the call, press the  function key (or the <b>TRANSFER</b> softkey) and hang up.</li> </ol>
<p><b>Make a call using the Directory</b></p> <ol style="list-style-type: none"> <li>Press the <b>MENU</b> softkey</li> <li>Press the <b>DIR</b> softkey.</li> <li>Enter the first letter of the name using the keypad.</li> <li>Use the <b>Arrow</b> keys to find the name.</li> <li>Press the <b>DIAL</b> softkey.</li> </ol>	<p><b>Make a three-way call</b></p> <p>While on a call:</p> <ol style="list-style-type: none"> <li>Press the  function key twice (or the <b>CONF</b> softkey once).</li> <li>Dial the second number.</li> <li>Announce the call.</li> <li>Press the  function key once (or the <b>CONF</b> softkey) to join the parties.</li> </ol>
<p><b>Mute a call</b></p> <p>While on a call press the  function key to toggle between turning off and on the microphone.</p>	<p><b>Retrieve a message</b></p> <ol style="list-style-type: none"> <li>Press the  function key</li> <li>Follow the voice instructions.</li> </ol>

## 1 Activating a phone

To activate a phone you need (1) an extension number, (2) a phone, and (3) a PIN. The administrator can provide you with an extension number and default PIN.

- 1 Connect one end of an Ethernet cable to the network LAN jack and the other to the phone port marked by the  symbol on your 5320 IP phone.
- 2 If your network is not configured with Power Over Ethernet, connect the phone power pack to a power outlet.
- 3 If you also need to connect your computer to the LAN, connect an Ethernet cable from your computer's network port to the phone port marked PC.
- 4 Wait for the phone to show "Logged Out".
- 5 Press the **ACTIVATE** softkey.

The Information area display will show:

Extension:

- 6 Enter your extension. If you have login/logout privileges, the Information area display will show:

PIN:

- 7 Enter your PIN.
- 8 Press the **ENTER** key. The Information area display will show:

Extension: xxx

- 9 where xxx is the extension of your phone.  
You have now successfully activated the phone and can now make calls.

## 3 Programming memory keys

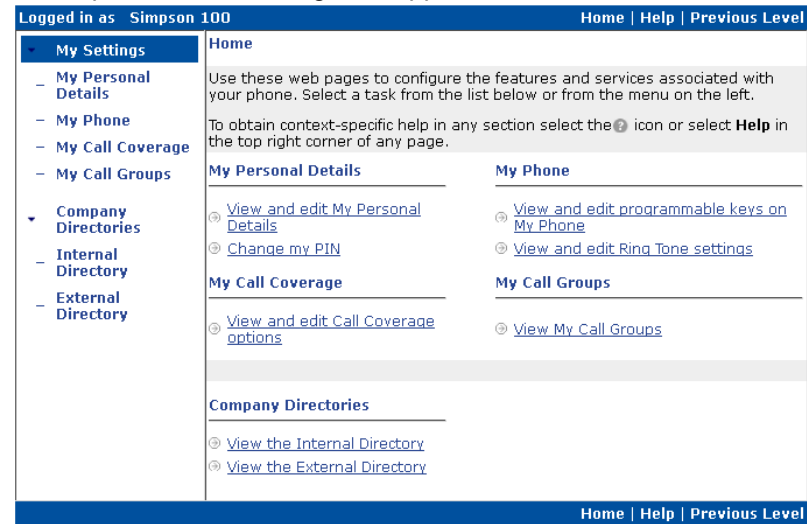
To customize your phone features, follow these steps:

- 1 Log into the web administration interface.
- 2 Select **My Phone** in the left-hand menu.
- 3 Select **Mitel 5320 IP Phone** from the **Phone Model** drop-down list if this is not already displayed.  
NOTE—The phone that you are currently logged into will be marked with an \*.
- 4 Select the page of the key you want to program.
- 5 Select the memory key that you want to program.
- 6 Enter the information in the fields displayed in the **Program Memory Details** window.
- 7 Select **Save** or **Close Window**.
- 8 The programmed memory key labels are shown beside the keys on the phone's Memory Key Label Display.

## 2 Logging in to the web administration interface

To log in to the web administration interface, follow these steps:

- 1 Open your web browser (Internet Explorer 6.0 or higher or Mozilla Firefox 1.5.0.4 or higher).
- 2 Enter the URL for telephone users (provided by your administrator). The Login screen appears.
- 3 Enter your extension and PIN (provided by your administrator). Your personal Home Page will appear.



For assistance on performing any of the functions on this page, select **Help** or refer to the *Mitel IP Phone User Reference Guide*.

## 4 Setting up your call coverage

Call coverage allows you to specify where calls you do not answer should be directed. Call coverage options include voice mail, an auto attendant, a co-worker's extension, or another phone number such as your home number or cell phone.

To configure your call coverage, follow these steps:

- 1 Log into the web administration interface.
- 2 Select **My Settings** in the left menu.
- 3 From the menu appearing in the main frame, select **View and edit call coverage options**. The main frame will display the call coverage options.
- 4 Follow the on-screen instructions.
- 5 Click **Save**.

## 5 Recording your name announcement

Callers hear your recorded name announcement as confirmation when they use the auto attendant name directory to contact you.

NOTE—The recorded announcement is for the auto attendant. It is not your voice mail greeting.

To record, or re-record your name announcement, follow these steps:

- 1 Log into the web administration interface.
- 2 Select **Personal Details** in the left menu.
- 3 Select the **Record** button on the **Personal Details** page.
- 4 When a **Record Prompt** pop-up window is displayed, follow the instructions.