
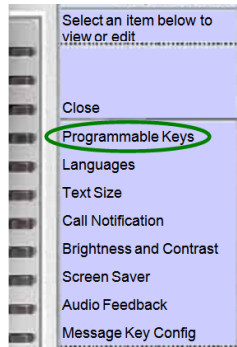


PROGRAMMING SPEED-CALL KEYS...

Blue text = display prompt. Green text = key press.

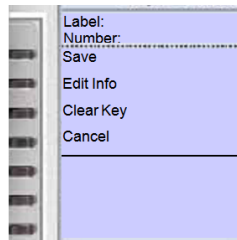
- Press the blue  **Applications** key
- Press **Settings**
- The display updates (yours may look different than shown).
- Prompts appear in the Information (top) portion of the screen.
- The Footer shows available options



- Press **Programmable Keys**
- Select a key to program on any page
- Assign a feature to this key.

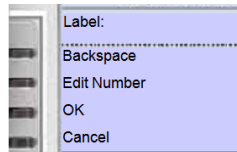
Note: There are 6 pages of options. Many will not work due to system settings.

- Press **Speed Call**
- Press **Edit Info**
- Enter letters much as you would on a cell phone. Multiple presses of a key on the keypad will cycle through lower-case letters first, then upper-case letters. Pause and the letter is inserted.



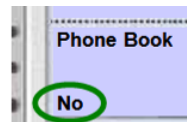
- Caution:** A slight pause may insert the wrong letter.
- Use **Backspace** to correct.
- Press **[*] [*]** to insert a space.

- When finished entering the name press **Edit Number**
- Use the keypad to enter an internal extension, or enter **9** for an outside line, plus the rest of the number
- Press **OK** when done
- Press **Save** to save the entire entry
- Press **Close** if done, or begin to program another key
- Press **Close** again to exit the **Settings** menus



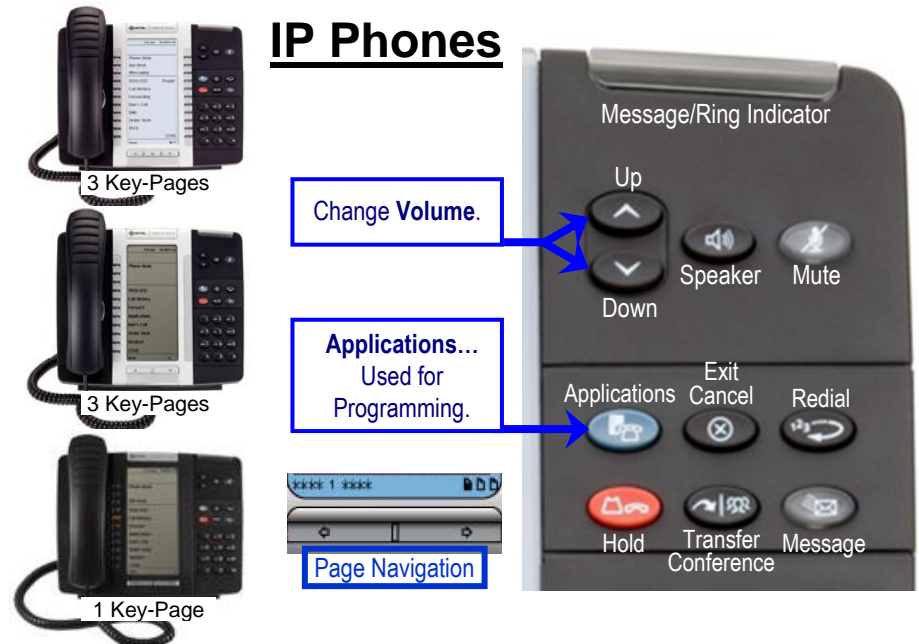
SUPERKEY... May appear on one of your Key-pages. Use for **Ringer Adjustments**. (Use the Applications key for all other programming, **not** Superkey functions.)

- Press **Superkey** (Phone Book appears as shown. Use to lookup names and extension numbers in your organization.)
- Press **No** to scroll through menus until **Ringer Adjust?** appears.
- Press **Ring Adjust**, then **Ringer Pitch** (or **Ringer Vol**).
- Use the volume up/down keys to make selection/changes
- Press **Superkey** when done to exit the menus.



MITEL 5340, 5330, & 5320

IP Phones



DEFAULT WINDOW & KEYS (Your display may look different.)

Status: Displays time, date, and icons indicating feature states.

Information: Caller ID, Redial number, and instructions when using applications.

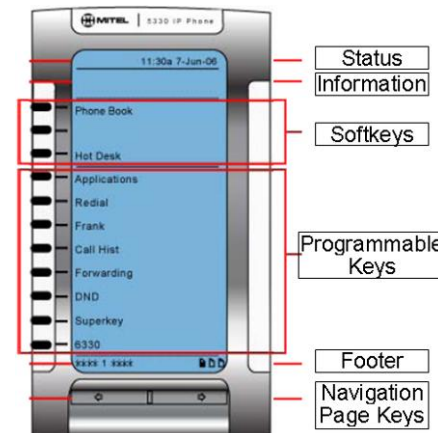
Softkeys: Access specific call control features, which are context sensitive. These keys are non-programmable, specific to the current state of the phone.

Programmable Keys: Launch specific features/functions. Use the **Settings** application to program these keys (some will already be programmed for you).

Footer: Displays page number / indicator.

Page Keys: Navigate key pages (5340/30).

NOTE: The bottom 2 keys on key-page 1 of all phones are your personal lines.

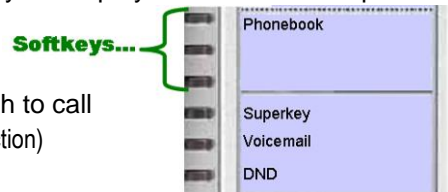


USING YOUR PHONE

NOTE: **SK** below refers to Softkey options that appear in the display
This is a very small sampling of softkey options that will appear as you use your phone. Watch your display to see available options!

PLACE AN OUTGOING CALL

- ☎ Dial **9** + the number you wish to call
SK = ← (backspace function)



PLACE AN INTERNAL CALL

- ☎ Dial the *extension number*
SK = Call Me Back (Best used when reaching a busy internal phone)
Monitors the dialed extension and rings you back when they hang-up.
When you pick up your phone it connects you to the other phone.

PLACE A CALL ON HOLD

- ☎ With a call on the line, press the red Hold key

To reconnect with the caller:

- ☎ Press the flashing line key (*on page 1 of your page keys*)

TRANSFER A CALL

- ☎ With a call on the line, press the **Trans/Conf** key
 - ☎ Dial destination number
 - ☎ (Optional) Wait for answer and announce call if desired
 - ☎ Press **Cancel** key to return to caller (or **Back to Held SK**)
 - ☎ **Hang-Up** to transfer call (or press **Release Me SK**)
- Note: With a WIRED headset, press the **Release Me SK**, then the **Cancel** key.

CONFERENCE CALLS

- ☎ With a call on the line, press the **Trans/Conf** key
- ☎ Dial next party (internal or external)
- ☎ Press the **Trans/Conf** key again to bring all parties together
- ☎ Repeat all three steps to add more parties up to 8 total.

REDIAL Dials the last *outside* number

DO-NOT-DISTURB

- ☎ Press the **DND** key to turn Do-Not-Disturb **ON** or **OFF**

DIALING 9 1 1 ... For immediate access to emergency services.

- ☎ Dial **9 1 1** or **9 9 1 1**
- ☎ **Verify your location and state the nature of the emergency**



MESSAGE KEY INSTRUCTIONS

If an internal caller trying to reach you presses their Message key, or if you have new voicemail, a Call-Back request is set on your phone...

- ☎ **When blinking**, press the **Message** key (screen updates)...
- ☎ Press **Call** to ring the displayed caller (the message center, or the person requesting a Call-Back).
- ☎ Press **Erase Msg** to delete a Call-Back Request. It will NOT delete a voicemail message, but will temporarily cancel the flashing indicator.

APPLICATIONS KEY

Press the blue **Applications** key to access **Call History** (see below); **Call Forwarding**; and **Settings** (see below and next page).

CALL HISTORY SCREENS

- ☎ Press the blue **Applications** key; then press **Call History**.

The display updates (yours may look slightly different)...

Select the category you wish to view.

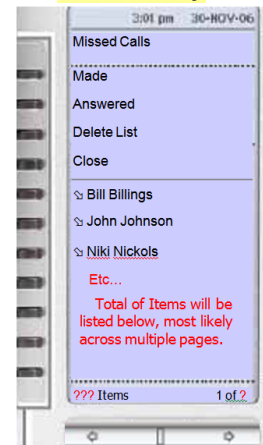
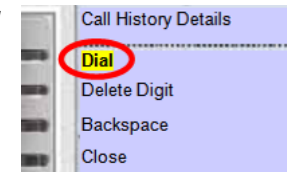
Callers will be listed in chronological order.
Use the **Page Keys** to scan multiple pages.

Press the key next to a specific caller to view **Call History Details** (shown partially below)...

To return *inbound outside* calls...

Press **9 + Dial**

(or **9 + 1 + Dial**
if long distance)



TEXT SIZE

- ☎ Press the blue **Applications** key, and then press **Text Size**.
- ☎ Select **Large Text** (default) or **Small Text**
- ☎ Press **Save** and then **Close**

Note... Large Text shows one line of text for each key.
Small Text shows 1 or 2 lines of text for each key based on available info.
With an active call, Small Text will show name and number if available.