











## Mitel 5320 Quick Reference Sheet



What Do These Keys Do?		
	<b>Softkeys (3)</b>	Top left beside display. Used to select/activate a feature that appears in the display. These keys are unlabelled because they will do different things at different times
	<b>UP/DOWN Arrow Keys:</b>	Used to turn volume of caller up & down when on a call and to adjust the ringer volume.
	<b>Speaker:</b>	Used to activate/deactivate loudspeaker.
	<b>Mute:</b>	Enables Mute, for phone's handset, headset or hands-free microphone.
	<b>Menu:</b>	Used for programming Personal keys and accessing various features.
	<b>Cancel:</b>	Used to cancel your last action.
	<b>Redial:</b>	Used to redial the last external number you dialed.
	<b>Hold:</b>	Used to hold calls (not used for transfer).
	<b>Trans/Conf:</b>	Used for enquiry, transfer and conference calls.
	<b>Message:</b>	Used to send and receive messages.
	<b>Personal Keys (7)</b>	These keys may be programmed as LINE, GROUP, STATUS, SPEEDCALL or FEATURE keys, however the bottom <b>Left</b> key on your home page is your <b>prime</b> key and cannot be changed-this is your extension.
	<b>Navigation Page Keys:</b>	Used to display additional pages of information, back and next key.

### User Information

**To specify User Information:** Press **Menu Key**, press **Settings** key, select **User Information**, select **Edit Name**, enter your name, select **Save**, Select **Edit Number**, enter your extension number, select **Save**, select **Save**, press **Settings** key.

### Answering Calls

To answer a call you may pick up the handset and/or press the flashing key or press **[SPEAKER]**

<b>Internal:</b>	Single ring, prime key flashes, pick up handset, or press flashing key, or press <b>[SPEAKER]</b> . Display shows who is calling you before you answer.
<b>External:</b>	Double ring, prime or line key flashes, pick up handset or press <b>[SPEAKER]</b> and/or press flashing key.
<b>Calls Forwarded to You:</b>	Display shows "from XXXX", answer as above.

### Call Waiting – What Can You Do (Only Available if Programmed on Feature Keys)

While on a call, you hear call waiting tone, you can either hang up and take the waiting call or press **[TRADE]** - this holds your current call and brings the waiting call through

Press **[TRADE]** again to hold the new call and reconnect to your original call


### Someone Answer That Phone

Group Pick up:	Lift handset and press <b>PICK UP</b> feature key or *6
To answer any ringing extension	Dial **6 plus the ringing extension number.

### Need To Make A Call

Operator Call	Dial <b>0</b>
Making Internal/Network Calls	Dial the Extension Number you require.
Making External Calls	Dial <b>9</b> and the required telephone number <u>or</u>
	Dial System Speedcall code <b>XXXX</b> <u>or</u>
	Press <b>[PHONEBOOK]</b> to look-up internal & system speedial numbers <u>or</u>
	Dial Personal Speedcall code: *1(00-09) <u>or</u>
	Press <b>[REDIAL]</b> key for Last Number Redial.

### Hold on I'll Find Out



To hold a call press the **[HOLD]**  key.

To retrieve a held call press the fast flashing line key.

### What Is Their Extension Number?



Press "**PHONEBOOK**", use dialpad to display first few letters of the name you want to look up, press "**LOOK UP**", use "**NEXT**" if required and when the correct name appears in the screen press the "**CALL**" key.

### I'll Put You Through

To make an enquiry/transfer a call: press **[TRANS/CONF]**  (caller is automatically held), dial required extension number, wait for answer if necessary and hang up to transfer the call - or press **[CANCEL]**  to return to original call.


### Let's Speak To... As Well



Setting up an outgoing conference:

With a call in progress, press  **[TRANS/CONF]**, dial the next person, when they answer, speak privately if required, and when ready, press  **[TRANS/CONF]** again - a conference is established.

Repeat above steps to add additional parties to the conference (maximum of 8).

Setting up an Incoming Conference:

With a call in progress, your second line is flashing, press **[TRANS/CONF]** , select second line to answer call and speak privately, press "**ADD HELD**" softkey, then select first line that was held, a 3 party conference is now established.

To add a further incoming call to your conference, press **HOLD** , then select incoming line key, press **HOLD** , select original line key (flashing quickly) press "**ADD HELD**", press second line flashing, you have a 4 party conference.



### Can't Get Through

If the extension you are calling is busy or there is no answer:

Press **[MESSAGE]** and hang up - their message lamp will begin to flash immediately or

Press **CALLBACK** feature key or Dial **6** and hang up.

When the extension is free or is next used an automatic callback will take place or

*Press "WAIT" and do not hang up - the busy extension will hear call waiting tone and can swap to your call, or when they hang up their telephone will ring.*

### Message Light Is Flashing

Press **[MESSAGE]**, press **"YES"**, the name of the caller is shown, press **"MORE"** for date and time, and press **"CALL"** to be connected.

### Going Somewhere

Calls may be forwarded immediately, when you are busy or if you don't answer and may be switched on or off using the **[SETTINGS]** and following the prompts, or by dialling feature access codes shown.

ALWAYS	<b>*81</b> + destination, forwards all calls to destination
B-INT	<b>*83</b> + destination, forwards internal calls if you are busy
B-EXT	<b>*84</b> + destination, forwards external calls if you are busy
B-INT/EXT	<b>*85</b> + destination, forwards all calls if you are busy
NA-INT	<b>*86</b> + destination, forwards internal calls on no answer
NA-EXT	<b>*87</b> + destination, forwards external calls on no answer
NA-INT/EXT	<b>*88</b> + destination, forwards all calls on no answer

To **CANCEL** dial above code without dialling the destination.

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### Secretarial Service

This facility allows the Secretary to control the call forwarding facility from his/her phone.

*A DSS/BLF key may be programmed for manager's phone.*

To activate Secretarial Service (from SEC phone) dial **\*82** plus Manager's extension number or press pre-programmed key.

To cancel Secretarial Service (from SEC phone) dial **#82** plus Manager's extension number or press pre-programmed key.

### Programming Personal Keys

Personal Keys may be programmed as **SPEEDCALL** or **FEATURE** keys.

Press **MENU**  key, press **SETTINGS**, press **PROGRAMMABLE KEYS**,

Press the Personal Key to be programmed, press "**View Features**", use the Page Navigation Keys, to move through features list.

To program an external number or internal extension key, use feature "**SpeedCall**", press "**Edit Number**", enter **9 + Tel. Number** or **Extension Number**, press "**Save**", select "**Edit Label**" and enter Name for key, press "**Save**" and "**Save**" again, press "**Close**" to exit.