

Mitel 5304 IP Phone Quick Reference Guide



What do these keys do?	
▲ ▼ Up/Down Arrow Keys	Used to turn volume of caller up & down when on a call and to adjust ringer volume
✉ Message	Used to send and answer messages
Personal Programmable Keys (8)	Can be programmed as LINE, GROUP, STATUS, SPEEDCALL or FEATURE keys ie. transfer, hold, redial, conference. <i>N.B. the bottom key is your prime key and cannot be changed.</i>

Answering Calls	
To answer a call you must pick-up the handset, press the prime key	
Internal	Single ring, prime key flashes, lift handset, or press flashing key. Display will show who is calling you before you answer.
External	Double ring, prime or line key flashes, lift handset or press flashing key.
Calls Forwarded to You	Display shows "from XX", answer as above.



Call Waiting – What Can You Do?

(Only available if programmed on feature keys)

While on call, you hear call waiting tone, you can either **HANG UP** or press the **[WAIT]** feature key – this holds your current call and brings the call waiting through – press **[WAIT]** again to hold the new call and reconnect with current call.

Someone Answer That Phone

Group Pick Up

Lift handset and press PICK UP feature key (if programmed) or dial **3

Answer Ringing Extension

Lift handset and dial *3 plus ringing extension number

Need To Make A Call

Operator Call

Dial 0

Making Internal/Network Call

Dial extension number you required

Making External Calls (Options)

- Dial 9 and required telephone number
- Dial System Speedcall code XXXX
- Dial Personal Speedcall code #3(00-99)
- Press [REDIAL] key (if programmed)
- Dial *9 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 [SUPERKEY], if programmed
- Press * to select PHONEBOOK
- Use dialpad to display the first few letters of the name you want to look up
- Press 0 to select LOOKUP
- Use 0 to select NEXT if required
- Press SELECT to call



I'll Put You Through

- Press **[TRANSFER/CONFERENCE]**
- Dial required extension number and wait for answer
- Either **HANG UP** or press **[RELEASE]**
- Press **CANCEL** to return to original call

Let's Speak To..... As Well (Setting Up Outgoing Conference)

With a call in progress

- Press TRANSFER/CONFERENCE
- Dial the next person – when they answer you can speak privately if required
- When ready press TRANSFER/CONFERENCE again
- Repeat above steps to add additional parties (maximum of 8)

Can't Get Through

If Extension You Are Calling is Busy (Options)	<ul style="list-style-type: none"> • Press MESSAGE, if programmed, and hang up • Press CALLBACK feature key, if programmed • Dial # and hang up
To Cancel All Callbacks	Press ##1
To Cancel An Individual Callback	Press #*1 and their extension number

Going Somewhere?

Calls may be forwarded (to an extension or voicemail) immediately, when you are busy or if you don't answer.

	Switch On	Switch Off
	SUPERKEY and ^&# keys	SUPERKEY and ^&# keys
Always	#9 and destination	##9
Busy – Internal and External	#0# and destination	##0#
No Answer – Internal and External	#0* and destination	##0*



Secretarial Service

This facility allows the Secretary to control the call forwarding facility from their phone. A STATUS key (showing if the Manager is engaged) and a RING key may also be programmed

To Activate

Dial #9 and the Manager's extension or press pre-programmed key

To Deactivate

Dial *7 and the Manager's extension number or press pre-programmed key.

Programming Personal Speedcalls (00-09) (if available)

Dial ##3 (00-09) 9 plus complete telephone number being stored, then hang up.