



silhouette

Release 6.4

Mitel IP Phone Reference Guide

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Table of Contents

About this Document.....	1
Typographical Conventions.....	1
Using the Phone System.....	3
What's New in Release 6.4.....	4
Call Waiting Tone.....	4
Contact List Import Enhancements.....	4
IE Support.....	4
My Call Handling.....	4
N-Way Calling.....	4
User PIN Strength Enforcement.....	4
Using Phones.....	5
Mitel 5304 IP Phone.....	7
Mitel 5212/5312 IP Phone.....	8
Mitel 5224/5324 IP Phone.....	9
Mitel 5220 IP Phone.....	9
Mitel 5320 IP Phone.....	11
Mitel 5330 IP Phone.....	12
Mitel 5340 IP Phone.....	13
Mitel 5360 IP Phone.....	14
Mitel 5310 IP Conference Unit.....	14
Using Other Phones.....	15
Compatible Peripherals Matrix.....	15
Using a Programmable Key Module.....	16
5610 Cordless Phone.....	17
Requirements and Conditions.....	17
Using a Repeater.....	17
5610 Cordless Features.....	18
Cordless Installation.....	19
Cordless Registration.....	22
Configure the SIP Domain.....	28
Troubleshooting.....	29
Initial Setup for Phone Service.....	31
Activating Phones.....	31
5304 and 5212/5312 Phones.....	31
5212-5312/5224/5320-5320e/5324/5330-5330E/5340-5340e/ and 5360e Phones.....	32
Answering Calls.....	32
Using the Handset.....	33
Using the Speakerphone.....	33
Switch from Speakerphone to Handset.....	33

Answering Second Calls.....	34
Answering Call Group Calls.....	34
Splash Ring.....	34
Making Calls.....	35
Making Second Calls.....	35
Using Phone Features.....	37
Commonly Used Features.....	38
Call Coverage.....	38
Call Groups.....	38
Call Lists.....	39
Deflect Call.....	41
Login.....	41
Logout.....	42
Monitor Groups.....	43
N-way Calling.....	45
Phone Directory.....	46
Speaker.....	47
Transfer Calls.....	48
Twinned Calls.....	49
Voicemail.....	50
Other Features.....	50
Account Codes.....	51
Call Pickup.....	52
Company Speed Dial.....	53
Forwarding Phones.....	53
Handsfree answerback.....	56
Hold.....	56
Hold Notification.....	56
Intercom Calls.....	57
Internal Phone Settings.....	58
Line Appearance.....	58
Mute.....	58
One Touch Speed Dial.....	59
Page.....	59
Park and Retrieve.....	60
Redial.....	61
Volume Control.....	61
Using Headsets.....	63
Connect and Configure Headsets.....	64
Answer Call With Headset.....	64
End Calls with the Headset.....	64
Mute the Headset.....	64
Make Calls with the Headset.....	64

Switch to the Handset.....	64
Personalizing Phone Usage through the Web.....	65
Web Login.....	66
Web Lockout.....	66
Stopping Security Alert at Login.....	66
Request a New PIN.....	67
Change PIN.....	67
Web Logout.....	69
Quick Set-up.....	69
Record Auto Attendant Name Announcement	69
Set up Call Coverage	70
Setting your Language.....	70
Setting your Language for the Web Interface.....	70
Setting your Language for the Phone Display.....	71
Language for Voicemail.....	72
User Details.....	72
Change User Details.....	72
Record Name Announcement.....	73
Permissions.....	73
Permission Types.....	74
My Settings.....	74
My Personal Details.....	75
My Phones.....	75
My Call Handling.....	91
My Call Groups.....	94
My Voicemail.....	95
Listen to Voicemail Messages.....	95
Enable Message Waiting Indicator.....	95
Configure Email Notification of Voice Messages.....	96
Configure Email Forwarding of Voicemail Messages.....	96
Configure Dial-0 Destination.....	96
Configure Language for Voicemail Retrieval.....	97
Configure Voicemail Timezone.....	97
Reset Voicemail PIN.....	97
Dynamic Site.....	98
Create a Dynamic Site.....	98
Release a Dynamic Site.....	99
View Dynamic Site Information.....	99
Connect your Phone to a Dynamic Site.....	99
Contacts.....	99
Personal Contacts.....	100
Internal Contacts.....	105
External Contacts.....	105

Sort Contact List.....	105
Find a Person in Internal Contacts.....	105
Find an Entry in External Contacts.....	106
Click to Call.....	106
Multi-desking.....	107
Multiple Login	107
Simultaneous Ringing	107
Outgoing Calls	108
List of Devices on User Details Page	108
List of Devices on My Phones Page	108
Mobile Webadmin.....	109
Mobile Webadmin Access.....	110
Mobile Webadmin My Phones.....	110
Designate Device as C2C Originator.....	113
Designate Intercom Recipient.....	113
Log out from Device.....	113
Mobile Webadmin My Settings.....	113
Mobile Webadmin Call Forwarding.....	113
Mobile Webadmin Do Not Disturb.....	114
Mobile Webadmin Twinning.....	115
Mobile Webadmin Call Coverage.....	115
Glossary of Terms.....	117
Index.....	123

About this Document

This document is intended for system administrators.

Typographical Conventions

The following typographical conventions are used in the documentation.

- **Bold text**
Indicates GUI components, such as menu items and buttons.
- *Italic text*
References titles of publications and is used for emphasis.
- Monospace text
Indicates paths and filenames, and is used for code.

Using the Phone System

This section explains your phone features and how to use them after they have been enabled through the web interface.

The Mitel 5320, 5330, 5340, and 5360 IP phones provide support for all the user functionality. The phones also include Memory key label LCD display. See the following:

- [Mitel 5320 IP Phone](#)
- [Mitel 5330 IP Phone](#)
- [Mitel 5340 IP Phone](#)
- [Mitel 5360 IP Phone](#)

The Mitel 5224/5324 IP Phone has the same functionality without the Memory key label LCD display. See [Mitel 5224/5324 IP Phone](#).

The Mitel 5220 IP Phone has similar functionality to the 5224, but with fewer programmable keys. See [Mitel 5220 IP Phone](#).

The Mitel 5212/5312 IP Phone has a smaller set of memory and feature keys than the others. See [Mitel 5212/5312 IP Phone](#).

The Mitel 5304 IP Phone is similar to the 5212/5312 IP phone but with less memory keys and less LEDs. See [Mitel 5304 IP Phone](#).

A Mitel 5310 conference unit can also be connected to a Mitel 5224/5324 or 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 IP phone to provide optimal hands-free sound quality. See [Mitel 5310 IP Conference Unit](#).

Programmable Key Modules (PKMs) can be added to the Mitel 5224/5324 IP phones to provide additional programmable memory keys - see [Using a Programmable Key Module](#).

For information about using the web interface to personalize your phone, see [Personalizing Phone Usage through the Web](#).

For information about language settings, see [Setting your Language](#).

What's New in Release 6.4

Release 6.4 contains the following new features and feature enhancements:

Call Waiting Tone

Call Waiting Tone (CWT) provides an audible reminder to subscribers alerting them that a call is waiting to be answered on another line appearance. See [Call Waiting Tone](#).

Contact List Import Enhancements

Subscribers can now manage their own personal contacts, including adding, editing, and importing. Users can import contact lists through CSV and syncing through Google. See [Personal Contacts](#).

IE Support

silhouette now supports Internet Explorer version 8, 10 and 11.

My Call Handling

Subscribers now have the ability to configure DND and call forwarding via webadmind to one of four currently supported options: Auto-Attendant, Co-Worker, Another Number, or Call Coverage. See [My Call Handling](#).

N-Way Calling

silhouette now has the ability to dynamically add more than 3 users to a conference call. See [N-way Calling](#).

User PIN Strength Enforcement

This feature allows Service Providers to restrict PINs to non-consecutive and non-repetitive numbers, in order to prevent easily guessed PINs such as “111111” or “123456”. See [Change PIN](#).

Using Phones

This section describes using the Mitel IP phones, including

- [Initial Setup for Phone Service](#)
- [Activating Phones](#)
- [Answering Calls](#)
- [Making Calls](#)
- [Using Phone Features](#)
- [Using Headsets](#)

Mitel 5304 IP Phone

The Mitel 5304 IP phone has the following features:

- Nine (9) programmable keys
 - Two (2) Programmable keys with LEDs, which are dedicated as Line Appearance keys.
 - Seven (7) Programmable keys without LEDs
- Lamp for Messaging waiting and alerting
- Speaker (no microphone)
- Supports G.711 and G729
- Sets conform to ROHS Standards
- Power Over Ethernet (POE)

The 5304 does not support 5412, 5448 PKMs nor does it support the 5310 conference unit.



Mitel 5212/5312 IP Phone

The Mitel 5212/5312 IP phone has the following features:

- Handsfree speakerphone
- 2-line 20-character backlit LCD display
- 12 multi-function memory keys with color LEDs
- 6 Fixed function keys
- 24 Memory keys
- Mute and Speaker keys
- Dedicated headset jack
- Wall mountable



Mitel 5224/5324 IP Phone

The Mitel 5224/5324 IP phone has the following features:

- LCD
- Key pad
- Softkeys
- 6 Fixed function keys
- 24 Memory keys
- Scroll Keys
- Message waiting lamp
- Handset
- Microphone



Mitel 5220 IP Phone

Mitel 5220 IP phone has the following features:

- LCD
- Key pad
- Softkeys
- 8 Fixed function keys
- 14 Memory keys
- Scroll Keys
- Message waiting lamp
- Speaker
- Handset



Mitel 5320 IP Phone

The Mitel 5320 IP phone has the following features:

- Handsfree speakerphone
- Date/Time Display
- 2-line 20-character backlit Information Area Display
- 3 pages of 8 (total 24) multi-function memory keys with color LEDs
- Memory key label LCD display
- 6 Fixed function keys
- Mute and Speaker keys
- Message Waiting Lamp
- Dedicated headset jack
- Wall mountable



Mitel 5330 IP Phone

The Mitel 5330 IP phone has the following features:

- Handsfree speakerphone
- Date/Time Display
- 2-line 20-character backlit Information Area Display
- 3 pages of 8 (total 24) multi-function memory keys with color LEDs
- Memory key label LCD display
- 6 Fixed function keys
- Mute and Speaker keys
- Message Waiting Lamp
- Dedicated headset jack
- Wall mountable



The Information Area Display shows information about the current telephone call (such as name and number). There are three softkeys. The meaning of each softkey is displayed directly beside the key. There are three pages of 8 memory keys. The icons at the bottom of the phone indicate which page is current. The page navigation buttons can be used to switch pages. The memory key labels are also displayed beside each one.

Mitel 5340 IP Phone

The Mitel 5340 IP phone has the following features:

- Handsfree speakerphone
- Date/Time Display
- 2-line 20-character backlit Information Area Display
- 3 pages of 16 (total 48) multi-function memory keys with color LEDs
- Memory key label LCD display
- 6 Fixed function keys
- Mute and Speaker keys
- Message Waiting Lamp
- Dedicated headset jack
- Wall mountable



The Information Area Display shows information about the current telephone call (such as name and number). There are three softkeys. The meaning of each softkey is displayed directly beside the key. There are three pages of 16 memory keys. The icons at the bottom of the phone indicate which page is current. The page navigation buttons can be used to switch pages. The memory key labels are also displayed beside each one.

Mitel 5360 IP Phone

The Mitel 5360 IP phone has the following features:

- Handsfree speakerphone
- Date/Time Display
- 2-line 20-character backlit Information Area Display
- 3 pages of 16 (total 48) multi-function memory keys with color LEDs
- Memory key label LCD display
- 6 Fixed function keys
- Mute and Speaker keys
- Message Waiting Lamp
- Dedicated headset jack
- Wall mountable



The Information Area Display shows information about the current telephone call (such as name and number). There are three softkeys. The meaning of each softkey is displayed directly beside the key. There are three pages of 16 memory keys. The icons at the bottom of the phone indicate which page is current. The page navigation buttons can be used to switch pages. The memory key labels are also displayed beside each one.

Mitel 5310 IP Conference Unit

The Mitel 5310 IP Conference Unit connects to the headset port of the Mitel 5224, 5324, 5330, or 5340 IP Phone and is designed to provide optimal performance in any office to a maximum of 15 feet by 25 feet (4.5 meters by 7.6 meters).

Note that there are two different conference unit types - one type connects to Mitel 5224/5324 IP phones, the other connects to Mitel 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 IP phones.

To attach the Mitel 5310 IP conference unit, follow the instructions in the box.

For Mitel 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 IP phones, you will need to program a memory key as a conference unit key in order to use the conference unit. See [Programmable Memory Key Features](#).

Features of the conference unit include

- Acoustic beam-forming technology to locate the direction of speech
- Noise reduction and automatic gain control to eliminate background noise
- Presentation mode that locks the microphone array to the current speaker
- Seven dual color LEDs that provide visual confirmation that the unit has picked up the speaker's voice
- Power supply from a 24V DC wall adapter
- Side-control unit with fixed function keys
- Optional mouse controller is available

Using Other Phones

silhouette supports usage of other phones using the SIP protocol. Not all features are supported on other phones. Consult the documentation provided with the other phones.

Compatible Peripherals Matrix

The following table summarizes which peripheral devices are supported for each of the listed phone models in the left hand column.

Mitel IP Phone Model	PKM 5412	PKM 5448	Conference Unit 5310	Wireless LAN Stand	Headset	Line Interface Module	DECT Handset
5212	No	No	No	Yes	Yes	No	No
5224	Yes	Yes	Yes	Yes	Yes	Yes	No
5230	Yes	Yes	Yes	Yes	Yes	Yes	No
5304	Yes	Yes	Yes	Yes	Yes	Yes	No
5312	No	No	No	Yes	Yes	No	No
5320	No	No	No	No	No	No	No
5324	Yes	Yes	Yes	Yes	Yes	Yes	No
5330	Yes	Yes	Yes	Yes	Yes	No	Yes
5340	Yes	Yes	Yes	Yes	Yes	No	Yes
5360	No	No	Yes	Yes	Yes	No	Yes

Using a Programmable Key Module

A Programmable Key Module (PKM) provides additional memory keys to those provided on your phone. The system supports the Mitel 5412 PKM which provides an extra 12 additional memory keys and the Mitel 5448 PKM which provides an additional 48 memory keys. If required you can have up to two 5448 PKM units on one phone.

The PKMs can be attached to Mitel 5224 or 5324 IP phones.

To attach the PKM, follow the instructions that are provided in the box.

To program the memory keys on the PKM, see [Programmable Memory Key Features](#).

5610 Cordless Phone

This section provides instructions on how to configure the IP DECT stand and 5610 Cordless Handsets to support SIP telephony.

- IP DECT Stand supports up to eight handsets and three simultaneous calls
- Each handset can be programmed as a separate extension on the *silhouette* system or you can program the cordless handsets in a personal ring group to allow a group of users to answer calls to the same extension number.
- The IP DECT stand provides call transfer, conferencing, and other basic features between handsets and is supported on LCD 16-Key Phone, Backlit LCD 24-Key Phone, Backlit LCD 48-Key Phone, Color Touch Screen LCD Phone and 24-Key Phone.
- Supported on Mitel 5312 / 5324 / 5320 / 5330 / 5340 and 5360 IP Phones
- Teleworker support
- Supports Dynamic Extension on *silhouette*
- Speakerphone capable, with adjustable volumes, including mute
- Handset supports operating time of 8 hours talk / 240 hours standby
- Optional IP DECT Repeater extends signal range
- DECT 6.0 cordless technology provides higher quality voice transmission, density, and less interference than other wireless technologies, such as Bluetooth®
- Operating range of up to 50 m (150 feet) indoors or 100 m (300 ft) outdoors

Requirements and Conditions

- Roaming (call handoff) is not supported between IP DECT stands.
- Although you can register up to eight handsets with an IP DECT stand, the stand only supports up to three simultaneous calls. If three calls are already in progress via the IP DECT stand, any other handset users who attempt to place a call will receive busy tone.
- For site applications where all the users registered to a stand are expected to place calls frequently, register a maximum of three handsets to the stand. For site applications where users will seldom place calls, it may be suitable to register more than three handsets to a single stand.

Using a Repeater

You can have up to six DECT repeaters connected to an IP DECT stand to extend handset signal range. Note that each repeater that you connect to the stand reduces the number of supported handsets by one. For example if you connect one repeater, then you can only register seven handsets; if you connect two repeaters, then you can only register six handsets. After registration is complete, the LED on the repeater remains on solid. While the repeater is supporting a call, the LED on the repeater flashes.

After installing a DECT repeater, test the signal range to ensure that the repeater has registered with the stand. Test the handset signal range by going to the limit of signal range. If the repeater has registered with the stand, the handset signal range should be approximately 50 meters (indoors) or 300 meters (outdoors) from the repeater.

Repeaters can be used to extend the signal in all directions but cannot be used in a series with one another.



Information on how to install and configure a repeater is beyond the scope of this topic.

5610 Cordless Features



IP DECT Stand Gateway



Handset + Charging Cradle



Repeater

- Call and Telephony Features
 - 8 handsets can be homed to one base
 - Maximum of 3 simultaneous calls, per base station
 - Call forward all, on busy, on no answer
 - Call timer
 - Call transfer and call hold
 - Caller ID with name from phone book
 - Distinctive ringing
 - Call log of incoming/outgoing/missed calls
 - Call return (from call log for internal calls only)



If a prefix digit is required to dial internal or external calls that have been logged, then you cannot dial directly from the call log. This is a common problem with call log capabilities.

- Contact directory (Maximum of 170 entries per stand)
- Speed dial
- Conferencing (3-party conference)
- Call hang up – upon return to charging cradle
- DTMF sending in call (RFC2833)
- Audio Features
 - Mute (disable microphone)
 - Receiver volume control
 - Ring tones melodies
 - Ringer volume
 - Key sounds (click, DTMF and special tones)
 - Low battery and out of range audible warnings
 - Speakerphone
 - Headphone jack (2.5 mm)
- Deployment
 - Configuration through local web-interface, handset user interface, or via a configuration file using TFTP from a network server.
- Other Features
 - Graphical menu system
 - Auto answer (when handset is lifted from charger)
 - Separate charging cradle for handset
 - Hearing aid compatible
 - Key lock option
 - Selectable menu language
 - On-hook dialing (pre-dial numbers before pressing off-hook button)
 - Operating time of 8 hours talk / 240 hours standby
 - Displayed information in idle mode (signal, battery level, time)
 - Message waiting indicator (missed calls, voice mail)
 - 128 x 128 bit display with 65536 colors and backlight
- Quality of Service
 - Type of Service (ToS)
- CODECs
 - G.711 (64 kbps, A-law and u-law)
 - G.729
- Interoperability
 - DECT interface (3081) or DECT 6.0 (3080)
 - Range maximum 50 meters indoor, maximum 300 meters outdoor
 - Wifi-friendly

Cordless Installation

1. Attach the base to a *silhouette* desk phone.
2. Remove the existing base (this one takes its place).

Once you have a cordless base attached to the *silhouette* Desk Phone you can no longer daisy chain it to another device.

3. Plug the cradle power cord into an electrical outlet.
4. Insert the included battery into the cordless.
5. Place the cordless on the stand to charge it.
6. You can register the repeater automatically or manually.
 - Auto Registration
 - a. Ensure that the repeater is switched off (disconnect the power plug).
 - b. Set the base station in registration mode. Press reset key on back of the base.
 - c. Switch on the repeater (connect the power plug).

The LED on the repeater flashes. After a short time the LED stays on permanently indicating that registration is complete and the unit is ready for operation.



If the registration is not immediately successful, the LED flashes continuously. In this case repeat the procedure.

- d. Before reinstalling the repeater (for example at another base station) reset the repeater as follows:
 - i. Switch off the unit (disconnect the power plug).
 - ii. Switch off the unit for 1-5 seconds and switch on again.
 - iii. Switch of the unit for 25-35 seconds and switch on again.

Now the repeater is ready for a new auto registration.

- Manual Registration

You need to do this for each repeater and you need a *silhouette* phone accessible to you to complete this task.

- a. Set the repeater in registration mode
 - i. Insert the repeaters power plug for 1-5 seconds in the socket and then remove it.
 - ii. Insert it once more and leave it there.

You now have five minutes to carry out the registration. If not complete by this point you must start anew.

- iii. Press the reset button on the back of the base to set it in registration mode.

The LED on the front of the repeater flashes. If the LED flashes very quickly without interruptions, skip the next step. If the LED flashes very quickly with brief interruptions go to the next step.

- iv. Register the handset.
 - A. If the base code has been changed, you must set it to "0000".
 - B. You must repeat the registration procedure even if the cordless unit was already registered to the base station

Now the LED flashes very quickly without interruptions.

- b. Assign a repeater number
 - i. You must now assign a repeater number to the repeater (select: 2-7 for up to six repeaters).



Each number can only be assigned once, when using more than one repeater. These numbers are independent of the cordless extension numbers.

- ii. Take one of the previously registered *silhouette* Cordless and Hook Off by pressing the Green Call Button.

The LED on the repeater stops flashing.

- iii. Press a number between 2-7.

When the repeater has accepted the chose number, the LED will flash a corresponding number of times.

- iv. Accept the registration by pressing the asterisk [*] key and then the Green Call Button.

The repeater is now automatically restarted.

The LED will go off for two seconds, flash for a moment and then will remain constantly illuminated.

The registration is now complete. You can now disconnect the repeater and move it to the desired location. Disconnecting the power will not delete the registration.

- v. Verification Tone

The verification tone enables you to establish whether the *silhouette* cordless is working in the extended area of the repeater. This tone is audible on the activated *silhouette* cordless as long as the unit is connected to the repeater. To toggle the verification tone, follow this procedure:

- A. Switch off the repeater (disconnect the power plug).
- B. Switch on the repeater for 1-5 seconds and switch it off again.
- C. Switch it on again.

The LED on the unit is flashing slowly, switch it off again.

- D. Switch it on again.

The verification tone is then activated or deactivated.

Cordless Registration

After you have physically installed the IP DECT Stand to a Mitel IP Phone, you must register the handsets with the IP DECT Stand. You can then configure the 5610 cordless handsets for operation using

- a web browser, such as Internet Explorer (recommended method)
- the menu on the 5610 cordless handset
- a configuration file that you install on a server in the Local Area Network

If you configure from the web browser interface or from the handset, you must configure each handset individually. If you use configuration files, a file must be created for each IP DECT Stand. The configuration file specifies the parameters of the handsets (up to eight) that are associated with an IP DECT Stand.

To complete registration and configuration, the following must be completed:

- "Add Site"
- "Add a User"
- [Register the Handsets with the IP DECT Stand](#)
- [Assign an IP Address to the IP DECT Stand](#)
- [Configure Handsets via IP-DECT Stand Configurator Web Interface](#)



After you configure the handsets on an IP DECT Stand, ensure that you [Change the Handset Display Name and PIN](#) from the default values to prevent unauthorized access.

Register the Handsets with the IP DECT Stand

To register a handset with the IP DECT Stand (gateway), place the handset in the charging cradle. The first handset automatically registers with the IP DECT Stand after approximately 30 seconds. To register each additional handset on the same IP DECT Stand, you must first reboot the stand by pressing **RESET** on the rear panel of the stand. While the stand is resetting, *Searching for Gateway* appears in the handset display. Note that you cannot register a handset while a call is being supported on another handset because you will be unable to reset the stand. Power-cycling the stand will not enable the stand to accept handset registration due to security.

If you have multiple IP DECT stands in close proximity of one another (within 50 meters indoors, or within 300 meters outdoors), you must manually program the handset IPEIs into the IP DECT Stand using the VoIP Phone Configurator Web Interface. When you manually program the IPEI, you ensure that the handsets register with the desired stand.

Assign an IP Address to the IP DECT Stand

The IP DECT Stand requires an IP address on the LAN. Either your LAN must be configured with a DHCP server that automatically assigns an IP address to the stand, or you must manually configure the stand with a static IP address and subnet mask.

To manually configure the stand with a static IP address and subnet mask, follow these steps:

1. From idle mode, press the **OK** key, select **Settings**, and then press **OK**.
2. Select **Network settings** and press **OK**.
3. When prompted for a PIN, enter the PIN (Default 0000), and then press **OK**.

When the IP address menu item is shown in red, then the stand is configured to obtain an IP address dynamically from a DHCP server.

4. Select **IP Mode** and press **OK**.
5. Select **Static** and press **OK**.
6. Press **Back**, select **IP address**, and then press **OK**.
7. Press **Erase** to delete the current entry (0.0.0.0).
8. Enter a static IP address for the stand. To enter periods in the address, press **Options** and then press **Insert symbols**.
9. Press **OK**.

Save? appears in the display.

10. Press **Yes**.
11. Select Subnet mask and press **OK**.
12. Enter a Subnet mask.
13. Press **OK**.

Save? appears in the display.

14. Press **Yes**.
15. Select **Default Gateway**
16. Enter default gateway IP
17. Press **OK**.

`Save?` appears in the display.

18. Press **Yes**
19. Press **Back**.

You are prompted to reset the gateway (stand).

20. Press **Yes**.
21. Press **Back** repeatedly to return to the main display.

After several seconds, `Searching for Gateway` appears in the handset main display. It takes approximately 30 seconds for the stand to reset.

After the stand resets, it is configured with the static IP address and subnet mask. `Configure SIP domain` appears in the handset main display.

Configure Handsets via IP-DECT Stand Configurator Web Interface

You access the IP-DECT Stand Configurator by entering the IP-address of the handset into the address field on a web browser, such as Internet Explorer on your PC. The following procedure covers the minimum configuration required to set up the handsets:

1. Press the **Volume Up** key on the side of the 5610 Cordless Handset to enter the system status display.

The display shows the MAC address of the handset and the IP address of the IP DECT Stand. Note that the Boot Status of the handset is displayed as `Failed`. Ignore the displayed boot status because it is not accurate.

2. Record the IP address of the DECT stand, which is shown in the display.

3. Obtain and record the Handset IDs (IPEIs) on each handset.
 - a. Press **OK** to access the main menu.
 - b. Select **Settings**.
 - c. Press **OK**.
 - d. Select **Handset ID**.
 - e. Press **OK**.
 - f. The handset IPEI is displayed.
 - g. Record the IPEI.

Handset 1 IPEI: _____
 Handset 2 IPEI: _____
 Handset 3 IPEI: _____
 Handset 4 IPEI: _____

Handset 5 IPEI: _____
Handset 6 IPEI: _____
Handset 7 IPEI: _____
Handset 8 IPEI: _____

- h. Press **Back** to exit.
4. Launch a web browser on a PC that is connected to the local network.
5. Enter the IP address (for example http://10.10.106.235) of the IP DECT Stand (from Step 2) in the browser address field.
6. At the login screen enter the following default user name and password:
Username: admin
Password: admin



You can reset the stand to the default configuration values (including the username and password) by pressing and holding the RESET button on the IP DECT Stand for more than 10 seconds.

7. Use the menu items in left frame of the web page (see figure below) to configure the DECT stand.

Mitel IP DECT Stand - Configurator - Windows Internet Explorer

http://10.10.103.255/

Mitel IP DECT Stand - Configurator

Welcome

Please select a configuration page in the index pane on left.

System Information:

Phone Type:	SIP-DECT-Phone
MAC-Address:	00087B0748CD
IP-Address:	10.10.103.255
Firmware-Version:	MiTel-DECT-SIP/00.00//06-Jul-09 13:07
Firmware-URL:	http://Updates/

SIP Identity Status:

Identity 1 Status:	@	Not in use
Identity 2 Status:	@	Not in use
Identity 3 Status:	@	Not in use
Identity 4 Status:	@	Not in use
Identity 5 Status:	@	Not in use
Identity 6 Status:	@	Not in use
Identity 7 Status:	@	Not in use
Identity 8 Status:	@	Not in use

If you have changed any settings you need to reboot.
Press button to reboot.

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Done Local intranet

Configure Handset from the Handset Display Menu

We recommend that you configure the handsets using the web configurator interface, since there are certain parameters that are only available there. However, you can perform the minimum configuration of individual handsets from the handset's display menu as follows:

1. From idle mode, press the **OK** key, select **Settings**, and then press **OK**.
 2. Choose **Handset ID** and press **OK**.
 3. Record the IPEI for the handset:
-
4. Press **Back**.
 5. Select System settings and press **OK**.
 6. When prompted for a PIN, enter the PIN (default 0000), and then press **OK**.
 7. Select **Handset settings** and press **OK**.
 8. Select **Handset name** and press **OK**.

9. Enter the user name of the handset user using the dial pad.

The user name should correspond to the user name that is assigned to the directory number on *silhouette*.

10. Press **OK**.
11. Press **Yes** to save.
12. Press **Back** repeatedly until you return to the System settings menu.
13. Select **VoIP settings** and press **OK**.
14. When prompted for a PIN, enter the PIN (default 0000), and then press **OK**.
15. Select **Accounts** and press **OK**.
16. Select the desired account for the handset and press **OK**.

Change the Handset Display Name and PIN

After configuring the handsets, change the default username and PIN to prevent unauthorized access. Note that the handset PIN and the web configuration password are independent of each other. If you change the handset PIN, it does not affect the web configuration password.

Change Display Name

To change the Display Name, follow these steps:

1. From Idle mode, press **OK**, select Settings, and then press the **OK** key.
2. Select System settings and press the **OK** key.
3. When prompted for a PIN, enter the PIN (default 0000), and then press the **OK** key.
4. Select Handset settings and press **OK**.
5. Select Handset name and press **OK**.
6. Use the Erase key to delete the existing default name (for example, Handset 1).
7. Enter the handset display name using the dial pad keys.
To enter spaces and special characters, press Options and then press Insert symbols. Ensure that the handset display name is the same as the name that appears in the User Configuration form of the *silhouette* for the handset directory number.
8. Press **OK**.

? Save is displayed.

9. Press **Yes**.

Change PIN

To change the PIN, follow these steps:

1. From Idle mode, press the **OK** key, choose Settings, and then press the **OK** key.
2. Choose VoIP settings and press the **OK** key. When prompted for a PIN, enter the PIN (default 0000), and then press the **OK** key.
3. Choose Change PIN and press the **OK** key.

4. Enter a new 4-digit PIN.
5. Press **OK**.

? Save is displayed.

6. Press **Yes**.

Reset now? is displayed.

7. Press **Yes**
8. Press Back repeatedly until the handset resets.
9. For future reference, record the new PIN.

Configure the SIP Domain

To configure the SIP domain, follow these steps:

1. Press the **Volume up** key on the side of the handset when it is in an idle state.

System Status display shows the MAC Address of the phone, the IP address of the Gateway, Boot status (not accurate so ignore it) and IPEI.

2. Record the IPEI for the handset.
3. Enter the configured or DHCP assigned IP address into a web browser example: <http://xxx.xxx.xxx.xxx>. Username and password are admin/admin.
4. Click **VoIP Account 1** and then configure as follows:
 - **Server is local:** Yes
 - **Display Name:** Assigned Name for the User (There is a 19 character limit)
 - **Account:** Enter the extension of the User
 - **Password:** User's PIN for that extension
 - **Account Name:** Assigned User Name for the Account
 - **Account Mailbox Name:** User's Extension
 - **Account Mailbox Number:** Feature activation code for Voicemail *98
 - **Registrar:** Callp IP address
 - **Outbound Proxy:** Callp IP address
 - **Authentication Username:** User's extension
 - **Server Port:** default (5060)
 - **Outbound Proxy Port:** default (5060)
 - **Registrar Config:** Leave default
 - **Keep Alive:** enabled
 - **DTMF Signaling:** Set to RFC 2833
5. Leave the rest as default and click **Save**.
6. Click **Telephony Settings** from the menu on the left.
7. Under **Destination for incoming call**, choose which handset to forward incoming calls to.

Destination for incoming call:

	Account							
	1	2	3	4	5	6	7	8
Handset 1:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Handset 2:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Handset 3:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Handset 4:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Handset 5:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Handset 6:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Handset 7:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Handset 8:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

8. Under **Outgoing Identity** to be used for
 - a. Assign an account to each registered handset.
If you want unique outgoing identities for outgoing calls from each handset, assign a different account number to each handset. For example, assign Handset 1 with Account 1, Handset 2 with Account 2, and so forth.
 - b. Enter the handset name that you want displayed on the called phone.
 - c. Enter the IPEI of the handset that you recorded on page 7.
 - d. Set the **Join calls allowed** option to **Disable**.
 - e. Set the **Match IPEI to Handset** to **Enable**.
9. In the left frame of the Configurator web interface, click **Time Settings**, and then do the following:
 - a. Enter the hostname of a Time Server on the internet or an IP address of your internal or external NTP server, for example, `pool.ntp.org` or `129.6.15.28`
 - b. Enter the time server refresh interval, for example, `255`
 - c. Set the time difference between Greenwich Mean Time (GMT) and your current location. For example, if you are in New York, set the Time zone field to `- 5:00` hours (EST).
 - d. Set **Daylight Savings Time (DST)** to **Automatic** and leave all other settings as default--all DST settings are updated through the NTP server. (The default DST is Automatic set for North America.)
10. Click **SAVE CHANGES** at the bottom of the screen.
11. Click **REBOOT**.

The handset reboots and registers with the *silhouette* system.

The Phone Inventory Page accessed via webadmin shows the DECT Gateway and User as a SIP Terminal.

Troubleshooting

- If you have problems registering the *silhouette* handsets check the following:
 - the Web Configurator to ensure all settings were typed in the various fields correctly, for example, an extra space or missing dot in an IP address or a typo in an extension.

- a *silhouette* desk phone to ensure you can log into the extension you have assigned to the cordless, which ensures that the extension and PIN are valid within *silhouette* .
- When rebooting the *silhouette* cordless handsets you need to briefly lift the handset(s) from their cradles and place them back on the cradles. On their display you should see *Searching for Gateway*.
- If a phone is freezing or giving you problems try removing the battery for a few seconds, replacing it, and then rebooting the gateway to default settings and begin again.
- If you've accidentally put in an IPEI in an incorrect spot and want to change it:
 - Change it to the correct IPEI
 - If there is no handset attached to that handset replace the IPEI field with zeroes

Notes

- The Gateway only supports three simultaneous calls. Any further attempt to establish a call results in the handset receiving a busy tone.
- Press and Hold Reset on the Gateway for more than 30 seconds to reset its default values.
- Press and Hold Reset on the Gateway for five seconds to restore to a non-default values.
- To register multiple handsets, manually enter the IPEIs into the Telephony settings page via the web interface.
- Every time a new handset is added, the Gateway needs to be rebooted.
- A new handset cannot be registered if another handset is already on a call because the Gateway cannot be rebooted.
- If a prefix digit is required to dial internal or external calls that have been logged, you cannot dial directly from the call log. This is a common problem with call log capabilities.

Initial Setup for Phone Service

To set up your new phone service, follow these steps:

1. Activate your phone. See [Activating Phones](#).
2. Perform a Quick Set-up. See [Quick Set-up](#)

Activating Phones

5304 and 5212/5312 Phones

To activate a phone you need

- an extension
- a phone,
- a PIN.

The administrator can provide you with an extension and an initial PIN.

To activate your phone, follow these steps:

1. Disconnect your computer from the network.
2. Plug the phone into the network.
3. Plug the computer into the phone at the port marked PC.
4. Connect one end of the phone power pack into your phone and the other end into a power outlet.



If your network is configured with Power Over Ethernet (POE), the above step is not necessary.

5. Wait for the Information Display Area to show "Logged Out" (this may take 30 seconds or more):
6. Enter ***00**.

The Information Display Area prompts you for your Extension:

7. Enter your extension.
8. The Information Display Area prompts you for your PIN:
9. Enter your PIN, followed by the Pound key [#].

The phone displays your extension.

You have now successfully activated the phone, and can make calls.

5212-5312/5224/5320-5320e/5324/5330-5330E/5340-5340e/ and 5360e Phones

To activate a phone you need

- an extension
- a phone,
- a PIN.

The administrator can provide you with an extension and an initial PIN.

To activate your phone, follow these steps:

1. Disconnect your computer from the network.
2. Plug the phone into the network.
3. Plug the computer into the phone at the port marked PC.
4. Connect one end of the phone power pack into your phone and the other end into a power outlet.



If your network is configured with Power Over Ethernet (POE), the above step is not necessary.

5. Wait for the Information Display Area to show "Logged Out" (this may take 30 seconds or more):
6. Press **ACTIVATE**.

The Information Display Area prompts you for your Extension:

7. Enter your extension.
8. If you have login/logout privileges, the Information Display Area prompts you for your PIN:
9. Enter your PIN, then press **ENTER**.

You have now successfully activated the phone, and can make calls.

See [Quick Set-up](#) for information about initial settings you should configure through the web interface.

Answering Calls

When an incoming call is received on a phone, several things happen:

1. the phone rings
2. a Line Appearance flashes
3. the LCD displays the phone number of the caller and, if known, the name of the caller

Answer an incoming call by picking up the handset, pressing the flashing **Line Appearance**, pressing **ANSWER**, or by pressing **Speaker**.

Using the Handset

To answer your phone using the handset, follow these steps:

1. Lift the handset, press the **Line Appearance**, or press **Speaker**.



If you choose to ignore the incoming call and select a different **Line Appearance**, the line appearance continues to flash but the phone stops ringing.

2. To end the call while using the handset, choose one of the following:
 - Press **END**.
 - Replace the handset.

Using the Speakerphone

To switch from the handset to the speakerphone during a call, follow these steps:

1. Press **Speaker**.
2. Replace the handset

To end a call while using the speakerphone, choose one of the following:

1. Press **END**. (5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5224/5324 only)
2. Press **Speaker**.



There is no microphone on the 5304 set (only in the handset), so you are effectively muted.

Switch from Speakerphone to Handset

To switch from the speakerphone to the handset during a call, pick up the handset.

To end the call while using the handset, choose one of the following:

- Press **END** (5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5212/5312 only).
- Replace the handset.

Answering Second Calls

A second incoming call causes three things to happen:

- the phone rings once (only if you are using the handset)
- a line appearance flashes
- the Information Area displays the number and name of the caller, if known; if the name of the caller is unknown, the Information Area displays either the phone number or "Unknown Caller"

To answer a second call, choose one of the following:

- Press the flashing **Line Appearance**.

This puts the active call on hold and answers the second call.

- End the first call by replacing the handset. The phone will start ringing. Pick up the handset again to answer the second call.

To switch between two active calls, press the flashing **Line Appearance**. This puts the active call on hold, and activates the other call.



If the display shows)) prior to the number calling, this indicates that it is a second call.

Answering Call Group Calls

When an incoming call to a call group is received on a phone, the second line of the Information Display Area shows the name of the group that was called. The first line continues to display the number and name of the caller, if known.

You can answer an incoming call group call by using the handset or the speakerphone.



This feature applies to 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5224/5324 phones only.

Splash Ring

Splash Ring is a default behaviour for MiNET phones. When you are on a call on the handset, the phone rings once and the display flashes. When you are on a call on the speakerphone, only the display flashes.

Making Calls

To make a call, follow these steps:

1. Lift the handset.

This will select the next available **Line Appearance**. You can also start dialing the number without lifting the handset. This will automatically select the next available **Line Appearance** and operate in speakerphone mode.

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

When you finish dialing the number the call is placed. If you place an internal call, the Information Area Display shows the extension and name of the connected party once the call is answered. If you place an external call, the Information Area Display shows the name of the connected party, or if the name is unknown, the phone number.

3. To end the call, choose one of the following:
 - Press **END** (5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5224/5324 phone only).
 - Replace the handset.



To use the speakerphone for step 1, press an available **Line Appearance** or **Speaker** instead of lifting the handset.

4. To end the call before you have completed dialing, choose one of the following:
 - Replace the handset if using the handset.
 - Select **Speaker** if using the speakerphone (not available on 5304).
 - Press **END** (5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5224/5324 phones only).

Making Second Calls

To make a second call while on an active call, follow these steps:

1. Press any available **Line Appearance**.

This puts the active call on hold, and provides dial tone for a second call.

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

When you finish dialing the number the call is placed.

3. If you place an internal call, the LCD shows the extension and name of the connected party once the call is answered. If you place an external call, the LCD shows the name of the connected party, or if the name is unknown, just the phone number.
4. To switch between two active calls, press the flashing **Line Appearance**. This puts the active call on hold, and activates the other call.

Ending one call keeps the second call on hold. To reconnect to the second call, press the flashing **Line Appearance**.

Using Phone Features

This section explains the features available from your phone. Some of these features must be pre-programmed in order to be available. To learn how to program features to keys see [Program Memory Keys](#).

Note that some feature use softkeys, which are only available on 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 and 5224/5324 phones. For 5212/5312 and 5304 phones, alternative instructions are provided. Softkeys are denoted by UPPERCASE, for example DIRECTORY.

Commonly Used Features

Commonly used features include

- [Call Coverage](#)
- [Call Groups](#)
- [Call Lists](#)
- [Deflect Call](#)
- [Login](#)
- [Logout](#)
- [Monitor Groups](#)
- [N-way Calling](#)
- [Phone Directory](#)
- [Speaker](#)
- [Transfer Calls](#)
- [Twinned Calls](#)

Call Coverage

[Call Coverage](#) specifies how unanswered calls are handled.

Call Groups

Incoming calls to a call group have the opportunity to be answered by any member of the call group. The way the call is presented to the group members depends on the call group type. The five types of call groups are as follows:

- **Broadcast group:** all phones in the group ring simultaneously.
- **Pickup group:** calls to any member of the group can be answered by any other member who presses their pickup key.
- **Monitor group:** all phones in the group ring simultaneously when a call comes in to a selected user.
- **Hunt group:** phones in the group ring in sequence.
- **Rollover group:** first available phone in the group rings.

In all cases, the first phone that picks up answers the call and stops the other phones from ringing or being notified.

To view call groups that you are a member of, select **My Call Groups** in the Navigation pane.

To view the members of a particular call group, select the **Name** of the call group from the list.



Only the administrator can add a call group, or change the members of an existing call group.



You can be a primary or secondary member of Monitor and Pickup groups; however, SIP phones do not ring when you are a secondary member.

Join and Leave Call Groups

You can join and leave call groups that you are a member of if the call group has been configured to allow joining and leaving. For Broadcast, Hunt and Rollover groups, only the phones of members who are joined in the group will ring when the call group is called. For Call Pickup groups, other phones in the group will be notified only if the phone being called is joined in the group.

To join or leave a call group that you are a member of using the web interface, follow these steps:

1. Select **My Call Groups** in the Navigation pane.

Your status for each call group is displayed in the Status column.

2. Select **In Group** to leave or **Out of Group** to join.



- Join and leave steps apply to Broadcast, Call Pickup, Hunt and Rollover groups only.
 - If your status is not displayed as a link, it means that you do not have permission to leave the call group. Selecting this status will not cause a change. See the administrator.
 - You can also join or leave a call group (except monitor groups) via a programmed join/leave memory key on your phone.
-

Call Lists

Call list keeps a list of the calls that you make and receive. The call list is accessible from your phone. You can redial any calls that you made from the call list. See [Redial](#). You may be able to dial a number from your incoming call list if it is supported by your service provider.



Since softkeys are not available on 5212/5312 and 5304 phones, you must first have one of your programmable memory keys programmed as an **Incoming Calls List** key and another programmed as **Redial List/Dial**. (See [Programmable Memory Key Features](#).)

To view the list of incoming calls received, follow these steps:

1. Press **CALLS** or **Incoming Call List** on your phone.

The system displays the most recent caller's name. If the name of the caller is not known, the number is displayed.

2. Use the **Scroll** keys to navigate the list.
3. Press **TIME** to display the time and date of the call.
4. Press **NUMBER** to display the number of the caller.
5. Press **NAME** to display the name of the caller again. If the name is not known, this option is not available.
6. Press **QUIT** to exit from the call list.

To call a number from your incoming calls list (only available if dialing from the incoming call list is supported by your Service Provider):

1. Press **CALLS** or **Incoming Calls List**.

The system displays the most recent caller's name.

2. Use the **Scroll** keys to navigate the list.
3. Press **DIAL** or **Redial List/Dial** to make a call to the displayed number.

The next available **Line Appearance** is selected and the system attempts to dial the displayed number by prefixing it with the appropriate digits for external dialing (usually "9" or "91" depending on configuration). If the number can be dialed as such, you will hear ringing once the call has been placed. If the number cannot be dialed as such, the call will fail and you will have to dial the number manually remembering to include the proper prefix digits.



-
- The position of the call in the call list is displayed in front of the phone number.
 - The * symbol beside the position of the call means that the call was not answered.
 - If the call was answered by a member of your call pickup group, then the call will show as unanswered (with a *) on your phone and answered (without a *) on the call pickup group member's phone that answered the call.
 - ***CALLS** means that there has been at least one unanswered call since the last time you viewed the list of calls you received.
-

Deflect Call

Deflect Call lets users activate [Do Not Disturb](#) during the alerting phase of a single call. Calls are immediately redirected to call coverage if active or call treatment if call coverage is not active. Once pressed, the feature key only deflects the incoming call. DND remains off.

Call Group Interaction

DND cannot be activated and deflect the ringing call for a group if the user cannot leave the group. The following sections are only applicable for users that can leave [Call Groups](#).

- **Monitor Group**
 - If the user is a secondary member and presses the DND key while the primary member is ringing, the secondary member goes silent, the secondary member LED extinguishes, the call leg to the secondary member is canceled, and the primary member continues to ring
 - If the user is the primary member and presses the DND key during the ringing phase, the call is deflected to CC. All secondary members stop ringing and their LEDs extinguish.
- **Broadcast Group**
 - If the user is in a Broadcast group and presses the DND key during the ringing phase, the call is deflected and the broadcast group LED is extinguished.
 - The call is still presented to the other members of the group.
- **Hunt Group**
 - If the user is a Hunt group member and the call is presented, pressing the DND key during the ringing phase forces the call to the next member. The call is presented to the user again.

Login

Using Login, you can enter your extension into any phone and take ownership of that phone. By doing this, you can direct all incoming calls for your extension to that phone. You must have the appropriate privileges to log out of a phone.



This feature only applies to phones with softkeys.

You can only log into an unassigned phone (a phone without a user logged in). If a phone has a user logged in, you can log the user out by following the procedure described in [Logout](#). An unassigned phone displays "Logged Out".

To log in to a phone, follow these steps:

1. Press **ACTIVATE** on an unassigned phone (a phone without a user logged in)

The system prompts you to enter an extension.

2. Enter your extension.

The system prompts you to enter your PIN.

3. Enter your PIN.
4. Press **#** or **ENTER** once you have finished entering your PIN.

The system verifies that the PIN is valid and then logs you into the phone.



- You cannot log in or out, or activate a phone, while the phone is on an active call.
- If you are not logged into a phone, all calls to your extension go directly to call coverage.
- If you have not been assigned the privileges required to log out of your phone you are not prompted for a PIN when you log in.
- You are not prompted for a PIN when you log into a phone with a location extension.

Logout



This feature only applies to phones with softkeys.

To log out from a phone, follow these steps when your phone has no calls connected:

1. Press **MENU**.
2. Press **LOGOUT**.

The phone displays a confirmation message.

3. Press **YES** to proceed.

The phone displays the message "Logout successful", confirming that you are logged out of the phone and the system. Incoming calls will be forwarded to Call Coverage. The phone returns to a logged out/unassigned idle state.



- If your phone has been locked you cannot log out of the phone. The **LOGOUT** softkey is not be displayed on your phone. Contact your system administrator for assistance.
- You cannot log in or out, or activate a phone, while the phone is on an active call.
- You can use



instead of **QUIT**.

- After you have logged out of the phone, callers to your extension will be directed to your call coverage target. If no call coverage target is set, the phone will ring until the caller hangs up.
 - If the primary member of a Monitor Group logs out of the phone, calls to the Monitor Group will still ring any secondary phones and will redirect to the primary member's call coverage target after the configured number of rings.
 - For more information about Monitor Groups, see [Monitor Calls](#).
 - If a logged out phone has twinning configured, the twinning target phone will ring and the call will be redirected to the logged-out phone's call coverage target after the configured number of rings.
-

Monitor Groups

Using the Monitor Groups feature, your calls can be monitored and answered by other users or you can have your phone monitored for activity. To enable the Monitor feature, contact your administrator and provide a list of users that you would like to have monitor your calls or phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part.

If you requested to have your calls monitored, calls to one or more of your **Line Appearances** will automatically ring on your Monitor group member phones provided that they have configured the appropriate number of **Monitor Call** or **Monitor Call Silent** keys on their phone. See [Monitor Calls](#).

When a member of your Monitor group has answered one of your calls, the **Line Appearances** on your phone still indicates the state of the call.

- A flashing key without a ring tone indicates that the call is on hold.
- A lit key indicates that the **Line Appearances** is in use.



- If you are a member of a Monitor Group, you can put a call on hold and either the primary group member or other phones in the group can pick up the call.
 - Your call coverage still applies when you are in a monitor group.
 - A Monitor Phone key also acts a speed dial to the monitored extension.
 - Monitor Groups is only applicable to users who are using Mitel IP phones.
-

Monitor Calls

Using the Monitor Call or Monitor Call Silent feature, you can monitor and pick up calls occurring on another user's phone. To use this feature

- You must be a member of a Monitor group. A Monitor group defines the user that is being monitored (primary group member) and which users can monitor calls for the primary group member (secondary group members). Only the administrator can add a Monitor group or change the members of an existing Monitor group.
- You must have the same number of phone keys programmed with **Monitor Call** or **Monitor Call Silent** as the number of simultaneous calls that you want to monitor on the primary group member's phone. The maximum number of simultaneous calls that you can monitor for one Monitor Primary equals the number of Line Appearances that the Monitor Primary has programmed on their phone.

For example, if you have one **Monitor Call/Monitor Call Silent** key programmed for a Monitor Primary, you will only be able to monitor one incoming or outgoing call at a time. If you have two **Monitor Call/Monitor Call Silent keys** programmed for a Monitor Primary, you will be able to monitor two incoming or outgoing calls at a time and so on. There is no direct correspondence between a **Monitor Call/Monitor Call Silent** key and a **Line Appearance** on the Monitor Primary's phone. The **Line Appearance** that the first call occurs on (not necessarily the first **Line Appearance**) will be monitored by the first Monitor **Call/Monitor Call Silent** key, the **Line Appearance** that the second call occurs on (not necessarily the second line appearance) will be monitored by the second **Monitor Call/Monitor Call Silent** key and so on. See [Programmable Memory Key Features](#).

The **Monitor Call/Monitor Call Silent** key indicates the state of the **Line Appearance** on the primary group member's phone that is being monitored. The only difference between **Monitor Call** and **Monitor Call Silent** is that your phone will not ring to indicate an incoming call to the Primary member. For example:

- A flashing **Monitor Call** key with a ring tone indicates an incoming call to the Line Appearance.
- A flashing **Monitor Call** key without a ring tone indicates that the call is on hold.
- A flashing **Monitor Call Silent** key without a ring tone indicates an incoming call to the Line Appearance or that the call is on hold.
- A lit **Monitor Call/Monitor Call Silent** key indicates that the Line Appearance is in use.

To answer a call occurring on the primary group member's phone, follow these steps:

1. When the Monitor **Call/Monitor Call Silent** key is flashing, lift the handset.
2. Press the Monitor **Call/Monitor Call Silent** key.

or

Press the **Monitor Call/Monitor Call Silent** key to answer the call in speaker mode.



By putting a call on hold, either the primary group member or other Monitor phones can pick up the call.

Monitor Phone

Using the Monitor Phone feature, your phone can be monitored by other users. To enable the Monitor Phone feature, contact your administrator and provide a list of users that you would like to have monitor your phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part. When you are using your phone, members of your call group will be able to see that the phone is in use provided that they have programmed a memory key to view activity on your phone.

When you use your phone a member of your Monitor group will see the LED of the memory key that they have programmed to monitor your phone light up.



Although the Monitor Phone key can be programmed on a 5304 phone, the monitoring capability does not apply because the programmable memory keys do not have LEDs. However, the ability to use the Monitor Phone key as a speed dial key will work without the LED.

N-way Calling

N-way calling is an extension of 3-way calling and is more flexible, dynamic, and simpler to use than conference calls. It is, in effect, *ad hoc* conferencing. Users can dynamically add callers, and since there is no call owner, any user—including the originator—can drop out at any time. The maximum number of callers you can have on an n-way call is determined by your Service Provider.

Using n-way call, you can set up a phone call among several parties.

To activate N-way calling, follow these steps:

1. While on an active call, press **CONF**.

This places the first call on hold, and selects an available **Line Appearance**.

The LCD prompts you to enter who to "Conf with:"

2. Enter the phone number of the n-party.

The system dials the number and displays a "Calling" message along with the caller ID.

When the n-party answers the call, the LCD updates with the caller ID.

3. Press **CONF** again.

The n-way call is now activated. The LCD display on all parties' phone shows "n-Way Call", where n is the number of the parties in the conference.



- Until **CONF** is pressed a second time, the first party will remain on hold and you can talk with the second party privately.
- By putting an n-way call on hold, the other parties can continue talking.
- You can use the



key instead of **CONF**. When using this key, you must press twice to activate an n-way call or you will initiate a transfer instead.

- If you have [programmed a memory key](#), you can use it to transfer/conference calls.
- If you want the option to leave the conference and leave the two parties connected (when both parties are external), you must have the permission Redirect Inbound Call to External Number enabled.
- Once the n-way call is established, you can use the transfer feature to transfer participants to another party.

Joining Two Calls

The N-way call feature allows you to conference together two calls on your phone's Line appearances. To activate a N-way call in these circumstances, follow these steps:

1. While on an active call, press **CONF**.
2. Select the **Line Appearance** of the person on hold that is to be connected.
3. Press **CONF** again.

The N-Way call is now activated.



You cannot join two lines if both lines are on conference calls. In other words, the system does not allow joining two conferences together.

Phone Directory

Using the Directory, you can view the Internal Directory on your phone's LCD screen and make calls. Depending on how the administrator has configured the system, you will have one of two types of directory searches: [Classic](#) or [Predictive](#).

Classic

You can access the directory with the phone on-hook or off-hook. To view the directory, follow these steps:.

1. Press **MENU** or the **Superkey**.

The phone displays the menu options.

2. Press **DIRECTORY** or **Directory**.

The LCD displays the first name in the directory.

3. Use one of the following options to locate the person that you would like to call:
 - Press the number on the keypad for the appropriate first letter of the person's last name. For example, press "5" twice for "K".
 - Scroll down or up to find the name you want.
4. Once the correct name is displayed, press **DIAL** or **Redial**.

Predictive

Using the Predictive method, the subscriber list is narrowed as you type in the subscriber's last name via the dialpad. The search is restricted to surnames only. The phone display behaves similar to classic directory search, that is, the first match in the narrowed list is displayed, and up and down buttons can be used to scroll to display subsequent members of the narrowed list.

One difference is that is that the Classic method shows the first letter of the last name as a prefix, for example, "S:Smith, John", whereas with the Predictive method no prefix is shown.

When you enter a digit sequence and no corresponding name is found, the display splashes "No subscribers" for two seconds. You need to restart your search.

To view the directory, follow these steps:

1. Press **MENU** or the **Superkey**.

The LCD displays the menu options.

2. Press **DIRECTORY**.
3. Press the number on the keypad for the appropriate first letter of the person's last name. For example, press "5" twice for "K".

The system narrows the results as you type in the subscriber's surname.

4. Once the correct name is displayed, press **DIAL** or **Redial**.

Speaker

Using Speaker, you can turn the speakerphone on your phone on and off. To use Speaker, press the



key.

On the 5304, select a **Line Appearance** while the handset is on-hook. Note that since there is no handsfree microphone, this effectively mutes the call.

Transfer Calls

You can transfer a call from one phone to another. To transfer a call, follow these steps:

1. While on an active call, press **TRANS** or **Transfer/Conference**.

The system places the call on hold, and the LCD prompts you with the "Transfer To:" message.

2. Do one of the following:
 - Enter the extension or phone number you want to transfer the call to
 - Press a **One-Touch Speed Dial** key
 - Press a **Line Appearance** key that has a call on hold
3. Press **TRANSFER** or **Transfer/Conference** once you hear ringing or after the additional party has answered.

The LCD shows the message "Transfer Complete" for approximately five seconds before returning to an idle state.

If you enter an invalid extension during a transfer, the LCD shows "Invalid Extension". To reconnect with the original caller, follow these steps:

1. Press **END** or **Cancel**.
2. Press the flashing **Line Appearance**.
3. Try to transfer the call again.

If you choose not to complete the transfer, press **QUIT** or **Cancel**, then press the flashing **Line Appearance** to retrieve the original call.

Transfer Call to Voicemail

If your administrator has configured an auto attendant for voicemail deposit, you can transfer a caller directly to a co-worker's voicemail box.

To transfer a call to voicemail, follow these steps:

1. While on an active call, press the



key or **TRANS**.

The system places the call on hold, and the LCD prompts you with the "Transfer To:" message.

2. Enter the extension of the auto attendant that your administrator has created for voicemail deposit.
3. Select the auto attendant voicemail deposit option and enter the extension of the co-worker to whom you are transferring.
4. Press **TRANSFER** or



to complete the transfer.

The LCD shows the message "Transfer Complete" for approximately five seconds before returning to an idle state.

Alternatively, if your administrator has configured a phone key for a co-worker's voicemail, you can transfer a caller directly to that co-worker's voicemail box.

Twinned Calls

If you have configured your phone to be twinned to another external phone (the twinning target), then incoming calls will simultaneously ring the other phone as well. See [Twinning](#) for details on how to configure the twinning option for your phone.

If you answer the call on your desk phone, the twinning target phone will stop ringing.

If you answer the call on your twinning target phone, the Line Appearance key on your desk phone will remain lit. To pull back the call to your desk phone, simply press the corresponding Line Appearance key. The call will be disconnected from the twinning target phone and you will be connected on your desk phone.

Note that if neither your desk phone nor the twinning target phone answer an incoming call, your call coverage setting will determine what happens to the call (see [Call Coverage](#)). If the other phone has a voice message service associated with it, then your twinning target phone's voice message service may answer the call first. If you want to avoid this situation, then you should ensure that your call coverage is configured to answer calls before the twinning target phone's voice message service.

To toggle twinning on or off, you can use the web interface (see [Twinning](#)) or you can configure a memory key as **Twinning On/Off** (see [Programmable Memory Key Features](#)).

Once you have **Twinning On/Off** configured, press the key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when your twinning is active.

Voicemail

The voicemail system provides voice messaging capabilities and various features that you can control through the web interface.

If this capability is enabled and you have a voicemail box, you are presented with an extra web page, [My Voicemail](#), on the web interface. When you log into the web interface and select this page, you are then presented with the various features that you can manage, including greetings. The Message Waiting Lamp on the phone lights up if messages are waiting.

You can access your voicemail system from your phone as well.

If your administrator has created an auto attendant with a voicemail retrieval option and associated it to an external number, you can access your mail box from any phone by dialing the external number and then selecting the voicemail retrieval option. You are prompted for your extension, then connected to your voicemail box.

Other Features

Other features include

- [Account Codes](#)
- [Call Pickup](#)
- [Company Speed Dial](#)
- [Forwarding Phones](#)
- [Handsfree answerback](#)
- [Hold](#)
- [Hold Notification](#)
- [Intercom Calls](#)
- [Internal Phone Settings](#)
- [Line Appearance](#)
- [Mute](#)
- [One Touch Speed Dial](#)
- [Page](#)
- [Park and Retrieve](#)
- [Redial](#)
- [Volume Control](#)

Account Codes

Users can enter account codes against incoming and outgoing calls to associate those calls with a particular client or account. Once entered, account codes are logged in the call records kept by your Service Provider and can be provided to you on request. Your administrator can enable and disable the Account Code feature for your business and specify the minimum and maximum valid account code length.



To use the Account Code feature, a user must have a memory key programmed with the Account Code feature or be using a phone key profile that has been programmed with the Account Code feature.

Account Code Entry

Account codes can be entered against incoming and outgoing calls to associate those calls with a particular client or account. Account code entry is accepted before a call is placed or during a call.

To enter an account code before you place a call, follow these steps:

1. Select **Account Code**.
2. Enter the account number using the phone keypad.
3. Press **CALL** (# on 5212/5312 and 5304) to start your call. The next available line appearance is selected, dialtone is heard and your phone display updates.
4. Proceed with making your call.

To enter an account code during a call, follow these steps:

1. Select **Account Code**.
2. Enter the account number using the phone keypad. You hear a tone as you press the phone keys, but the person on the other end does not. The LCD shows the account code entered.
3. Press **ENTER** (# on 5212/5312 and 5304) when you have finished entering the account code.



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- You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.
 - To cancel the account code entry, press **QUIT**.
 - If you enter an account code with an invalid length, the LCD briefly shows "Invalid Account Code". Contact your system administrator to determine the valid account code length for your business.
 - You cannot assign an account code to a call once it has been completed.
-

Account Code Speed Entry

Account code entry is accepted before a call is placed or during a call. To use this feature, it must be enabled for your business and you must have a memory key programmed with **Account Code** and a pre-programmed account code. See [Programmable Memory Key Features](#).

To enter a pre-programmed account code before you place a call, follow these steps:

1. Select **Account Code**.

The LCD briefly shows the account code that has been pre-programmed.

2. The next available line appearance is selected, dialtone is heard and the LCD updates.
3. Proceed with making your call. See [Making Calls](#).

To enter a pre-programmed account code during a call, select the **Account Code** key.

The LCD briefly shows the account code that has been pre-programmed.



- You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.
- To cancel account code entry before the call is placed, replace the handset (or, if using the speakerphone, press **Speaker**). Account code speed entry during a call cannot be cancelled.
- If the pre-programmed account code has an invalid length, the phone LCD briefly displays "Invalid Account Code". Contact your system administrator to determine the valid account code length for your business.
- You cannot assign an account code to a call once it has been completed.

Call Pickup

Using the call pickup feature, you can answer incoming calls for other members of your call pickup group.

To use this feature, you must be a member of a call pickup group and have a memory key programmed as **Pickup**. See [Programmable Memory Key Features](#).

When a call comes into any member of your call pickup group, their phone will ring and your **Pickup** key will flash. To answer the call, follow these steps:

1. Lift the handset.
2. Press **Pickup**.

or

Press **Pickup** to answer the call in speaker mode.

You can also join and leave your pickup group with a Join/Leave group key or via the web interface. When you leave the group, this disables other group members from picking up your calls; however, you can still pickup other members' calls. See [Join and Leave Call Groups](#)



You cannot pick up calls to a member of your call pickup group if the call does not result in the member phone ringing. For example, if the called member is either logged out or has no available Line Appearances, then you cannot pick up the call.

Company Speed Dial

Using Company Speed Dial, you can call a number from External Contacts by pressing a single memory key on your phone. To use this feature, you must have a phone key programmed with **Company Speed Dial**. See [Programmable Memory Key Features](#).

To make a call using the company speed dial, choose one of the following:

- Press **Company Speed Dial** for the number you want to call.

The system selects the next available **Line Appearance** for you and activates the speakerphone.

- Activate the speakerphone and press **Company Speed Dial**.
- Select an available **Line Appearance**, which activates the speakerphone; press **Company Speed Dial**.
- Lift the handset and press **Company Speed Dial** for the number you want to call.

Forwarding Phones

Using the following features, you can forward your phone:

1. [Forwarding Phones to Auto Attendant](#)
2. [Forwarding Phones to Co-workers](#)
3. [Forward Phones to Coverage](#)
4. [Forward Phones to a Number](#)
5. [Forward Phones to Prompts](#)

Forwarding Phones to Auto Attendant

Using Forward to Auto Attendant, you can send all incoming calls to a selected auto attendant. Press the **Forward to AA** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Auto Attendant**. See [Programmable Memory Key Features](#).



If you have this feature turned on when you log out of your phone all your calls are forwarded to the auto attendant.

Forwarding Phones to Co-workers

Using Forward to Co-worker, you can send all incoming calls to a selected co-worker. Press **Forward to Co-worker** once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with Forward to Co-worker. See [Programmable Memory Key Features](#).



If you have this feature turned on when you log out of your phone all your calls are forwarded to your co-worker.

Forward Phones to Coverage

Using Forward to Coverage, you can send all incoming calls to the option you selected from My Call Coverage. Press **Forward to Coverage** once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Coverage**. See [Programmable Memory Key Features](#).



If you have this feature turned on when you log out of your phone all your calls will be forwarded to coverage.

Forward Phones to a Number

Using Forward to Number, you can send all incoming calls to a preset phone number. Press **Forward to Number** once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Number**. See [Programmable Memory Key Features](#).



- If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See [Permissions](#) for instructions on how to view your call permissions.
- If you have this feature turned on when you log out of your phone all your calls will be forwarded to the number defined.

Forward Phones to Prompts

Using Forward to Prompt, you can send all incoming calls to a phone number that you have entered via your phone. The LED on the programmed key indicates when the phone is being forwarded.

To forward to prompt, follow these steps:

1. Press **Forward to Prompt** on your phone.

The system asks you to enter a phone number.

2. Enter the phone number on the phone keypad.
3. Press **ENTER** or **#**.

To change the phone number for the forward to prompt, repeat the above three steps.

To turn forward to prompt off, follow these steps:

1. Press **Forward to Prompt**.
2. Press **FWDOFF** or **#**.



- To use this feature, you must have a key programmed with **Forward to Prompt**. See [Programmable Memory Key Features](#).
- The system stores internal extensions, therefore you do not need to press the **ENTER** softkey.
- If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See [Permissions](#) for instructions on how to view your call permissions.
- If you have this feature turned on when you log out of your phone all your calls will be forwarded to the prompt defined.

Handsfree answerback

Using **Handsfree answerback**, you can have intercom calls automatically answered so that you have a two-way speech connection. See [Intercom to Co-worker](#).

Press **Handsfree answerback** to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the **Handsfree answerback** feature is turned on.

To be able to activate and deactivate this feature with a key, you must have a key programmed with **Handsfree answerback**. See [Programmable Memory Key Features](#).

You can also enable the feature without a key by checking the box for **Handsfree Answerback** on your Personal Details page (see [Change User Details](#)).

Hold

Using Hold, you can put an active call on hold, and make other calls. The LED of the Line Appearance key flashes to indicate the call is on hold.

To place a call on hold, follow these steps:

1. While on an active call, press **Hold** or another **Line Appearance**.
2. The indicator light next to the active **Line Appearance** changes from green to red and/or flashes slowly.
3. To remove the call from hold, press (the original) **Line Appearance**.

Hold Notification

Hold Notification provides both audible and visible reminders that you have a call on hold on MiNET phones. Reminders—audible "beep beeps" through the handset or speakerphone and **Call(s) on Hold** splashed on the phone display—are sent when you have one or more calls on hold.

The interval between reminders is configurable through the System Properties page.

To configure the Hold Notification Interval, follow these steps:

1. Click **System Properties** in the left menu.
2. Scroll down to **Hold Notification Interval** and enter a value in seconds.

The default value is 30 seconds.

Intercom Calls

Using the intercom features, you can make a page to a selected co-worker that is broadcast through the speaker on your co-worker's phone. See [Intercom to Co-worker](#) and [Intercom to Prompt](#).

Any intercom to the subscriber lands only on the intercom device selected in the [My Phones](#) page even if that device is offline. See [List of Devices](#).

Intercom to Co-worker

Using Intercom to Co-worker, you can make a page to a selected co-worker that is broadcast through the speaker on your co-worker's phone. Pick up the handset or select a **Line Appearance**, then press **Intercom to Co-worker** to start the page to your co-worker. If you press **Intercom to Co-worker** with no active line, the next available **Line Appearance** is automatically be selected. Note that if your phone is active on a call or in a ringing state, you must select an available **Line Appearance** before pressing **Intercom to Co-worker**.

If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. See [Handsfree answerback](#).

To use this feature, you must have a key programmed with **Intercom to Co-worker**. See [Programmable Memory Key Features](#).

Intercom to Prompt

Using Intercom to Prompt, you can make a page to any co-worker whose number you enter on the phone.

If your phone is already active on a call or ringing, you need to press an available Line Appearance key or put the current call on hold before you can use the Intercom to Prompt feature.

To make a call with **Intercom to Prompt**, follow these steps:

1. Lift the handset (5304 only).
2. Press **Intercom to Prompt** on your phone.

The system prompts you to enter a phone number

3. Enter the phone number of your co-worker on the phone keypad.

You will then be connected to your co-worker and you can speak through their speaker. If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. (See [Handsfree answerback](#)).

To use this feature, you must have a key programmed with **Intercom to Prompt**. See [Programmable Memory Key Features](#)

Internal Phone Settings

To configure internal phone settings (such as display brightness and contrast), select the **Superkey** and follow the prompts.

Line Appearance

Line Appearance keys are required in order to receive incoming calls and to make outgoing calls. The LED on the programmed key indicates the status of the Line Appearance.

- Key is unlit: the **Line Appearance** is available for an incoming or outgoing call.
- Key is flashing green with a ring tone: an incoming call is available to be answered.
- Key is flashing red without a ring tone: a call is on hold.
- Key is solid: a call is active. If this is green, then a call is active. If this is red, then a twinned call is active on the twinned target phone.

When you have multiple **Line Appearance** keys, they are ordered from bottom to top, right to left. An incoming call appears on the first available **Line Appearance**.

Your phone will normally have two or three pre-programmed **Line Appearance** keys. To be able to handle more simultaneous calls, you must program additional keys with **Line Appearance**. See [Programmable Memory Key Features](#).



You can only program **Line Appearance** keys on page one of the three programmable pages.

Mute

Using Mute, you can silence any sound from the phone. This does not prevent incoming sound from being heard. Press



during a call to activate Mute. The LED on the key indicates when Mute is active.



Since the 5304 phone does not have a handsfree microphone, the phone is effectively muted (no sound is transmitted to the other party) whenever the handset is on-hook. This does not prevent incoming sound from being heard.

One Touch Speed Dial

Using One Touch Speed Dial, you can make a call to a pre-programmed number. To use this feature, a programmable key must be programmed as a One Touch Speed Dial. See [Programmable Memory Key Features](#).

To use One Touch Speed Dial, choose one of the following:

- Lift the handset and press **One Touch Speed Dial**.
- Press an available **Line Appearance** to activate the speakerphone, and then press **One Touch Speed Dial**.
- Press **One Touch Speed Dial**, which will select an available **Line Appearance** and activate the speakerphone.



On the 5304, the call is effectively muted until you pick up the handset.

Page

Using the page feature, you can send a page *to a maximum of 100* of the Mitel Minet phones at your site. The page is broadcast through the speaker of each available phone. To use this feature, you must have a memory key programmed as a [Page](#).

To page phones at your site, follow these steps:

1. Select the memory key programmed with the Page feature.

The LCD shows "Calling: Site Page" while the system identifies the available phones at your site.

When the system is ready for you to begin your page, you will hear an alert tone and the LCD displays x of y phones are being paged.

2. Speak into the handset or the speakerphone.
3. To end the page, you have the following options:
 - Replace the handset if using the handset (5304).
 - Select **Speaker**
 - Press **END**.



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- A page is not broadcast on phones that are busy.
 - If you select Page while there is already a page in progress, the system waits until the page in progress is completed before your page is started. Your LCD shows "Calling: Site Page", you hear ringing while you are waiting, and the LCD displays x of y phones are being paged.
 - On the phones receiving a page, the LCD screen displays the name of the user who originated the page (**Page from: <firstname, lastname>**) and an **END** softkey. The user receiving the page can stop the page to their phone by pressing **END** (Not applicable to 5212/5312 or 5304 phones).
-

Park and Retrieve

Using Park and Retrieve, you can put a call on hold at a park location so that it can be retrieved from any other phone at your business. To use this feature, a memory key must be programmed as a **Park/Retrieve** key. See [Programmable Memory Key Features](#).

To put a call on hold at a park location, follow this step:

1. While on an active call, select a memory key programmed with the Park/Retrieve feature.

The system places the call on hold at a park location.

The park location is displayed on your LCD

You are no longer connected with the caller and your phone returns to the idle state.

To retrieve a parked call, follow these steps:

1. From an idle phone, lift the handset.

This will select the next available Line Appearance.

2. Select a memory key programmed with the Park/Retrieve feature.

The LCD prompts you for the "Park Location:".

3. Enter the required park location using the phone keypad.

The system connects you with the caller who was on hold at the park location. The Information Area Display shows the caller's name (if known) or number.



- To cancel the retrieval of the parked call, press **QUIT** or **Cancel** (5212/5312) or replace the handset (5304).
- If you enter a park location where there is no caller on hold, the LCD briefly shows "No Parked Call".
- There are nine park locations available (1 through 9). If all park locations are in use when you try to park a call, the LCD briefly shows "Park Locations Full" and the call will be placed on hold.
- If the call is left parked for 30 seconds, the phone of the person who parked the call will beep and the LCD briefly shows "Call parked at: " with the park location number to remind you that a call that you parked has not been retrieved.

Redial

Using Redial, you can view a list of calls that were made and also redial a number in that list without using the keypad. The maximum amount of numbers in your redial list is typically ten but is dependant on your Service Provider.



Since softkeys are not available on 5212/5312 and 5304 phones, you must first have one of your programmable memory keys programmed as **Redial List/Dial**. (See [Programmable Memory Key Features](#).)

To use Redial, follow these steps:

1. Press **REDIAL** .

The system displays the most recently dialed number.

2. Use **Scroll** to navigate the list (if required).
3. Press **TIME** to display the time and date of the call.
4. Press **NUMBER** to display the number dialed.
5. Once the required number is displayed, press **DIAL** or **Redial** to make the call.

The next available **Line Appearance** is selected and you will hear ringing once the number has been dialed.



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- The asterisk [*] beside the position number means that the call was not answered.
 - The position of the call in the call list is displayed in front of the phone number.
 - Press **QUIT** or **Cancel** to exit from the call list .
-

Volume Control

You can use volume control to

- [Change Ring Volume](#)
- [Change Handset Volume](#)
- [Change Speaker Volume on 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 Phones](#)



The ring, handset, and speaker volumes return to their default settings if the phone loses power.

Change Ring Volume

To change the ring volume on your phone, follow these steps:

1. From another phone, make a call to your extension.
2. While your phone is ringing, repeatedly press the **Scroll/Arrow** keys until the ring volume is at the level you want.

Change Handset Volume

To change the volume of the sound you hear through the handset, follow these steps:

1. Lift the handset.
2. Repeatedly press the **Scroll/Arrow** keys until the volume is at the level you want.
3. Replace the handset.

Change Speaker Volume on 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 Phones

To change the volume of the sound you hear through the speaker, follow these steps:

1. Press the **Speaker** or idle **Line Appearance** key.

You will hear dial tone.

2. Repeatedly press the **Scroll/Arrow** keys until the volume is at the level you want.

Using Headsets

The Mitel 5212, 5224, 5312, 5324, 5330 and 5340 IP phones support the use of specially designed headsets made by Plantronics. The following headset types are available:

- Monaural over-the ear
- Binaural over-the head with voice tube
- Binaural over the head with noise canceling microphone

Some headsets are supplied with a control switch that can be used to mute the microphone.

Connect and Configure Headsets

To connect the headset to the Mitel 5330/5340/5360, 5224/5324, or 5212/5312 IP phone, follow these steps:

1. Plug the headset into the headset jack on the back of the phone.
2. Remove the handset from the cradle. You can hook it over the top of the set cradle.
3. If using a Mitel 5330/5340/5360, or 5224/5324 IP Phone, press **DIRECTORY**, then **QUIT** to take the phone to an onhook (or idle) state.

If using a Mitel 5212/5312 IP phone, press the key, then press the key to take the phone to an onhook (or idle) state.

Answer Call With Headset

To answer a call while using the headset, press **Line Appearance** or the **ANSWER** softkey.

End Calls with the Headset

To end a call while using the headset, press either **END** or **Cancel**.

Mute the Headset

To mute the microphone, press and hold the control switch if it has one.

Make Calls with the Headset

To make a call while using the headset, press a **Line Appearance** key and dial the number. line. You can also use dial, directory dial, and speed dial features. See [Making Calls](#).

Switch to the Handset

To switch a call back to the handset, either

- Disconnect the headset from the phones jack
- Use an external headset adapter box that has a dedicated headset/handset switch

Personalizing Phone Usage through the Web

Using Internet Explorer 6 or later or Mozilla Firefox 1.5.0.4 or later, individual phone users can personalize their phone systems using the web administration interface. With the exception of the Login page, all of the web pages share the same layout. On each web page, you will see a header, a footer, a left pane, and a right pane. The left pane shows the choices for navigating the pages. The right pane shows the details.

You should always use the appropriate left hand menu link or button or link on your screen to navigate through the web interface. You should never use the "Back" button on your browser since the information and actions from a previous page may no longer be valid.

Web Login

To log into the web administration interface, you need

- your extension
- your PIN,
- the Login URL
- a web browser (Internet Explorer 6 or later or Mozilla Firefox 1.5.0.4 or later)

All of the above are all available from the administrator.

To log into the web administration interface, follow these steps:

1. Type the Login URL in a web browser.
2. Type your **User ID** (your extension) in the Login screen. Check **Remember my User ID** to avoid entering this information each time you log in.
3. Type your PIN.
4. Click **Login**.



- If you are logged in and attempt to log in again, the system will log you out of the first session and log you in to a new session. The message "System has detected older open session for this user, which has been invalidated upon current login" is displayed
- You will be logged out if your computer is idle for 30 minutes or more.

Web Lockout

After 3 failed login attempts since the last successful login, you are locked out from the webadmin.

The system returns the following message:

Account Locked after 3 failed login attempts. Please contact your administrator.

Note that you can still log into the system through your phone.

Stopping Security Alert at Login

A Security Alert can appear when you log in if the security certificate that is being used has not been identified as a trusted source on your computer. If you trust the source and do not want to see the Security Alert each time you log in, follow these steps:

1. Click **View Certificate** on the Security Alert window.
2. Click **Install Certificate** on the Certificate window.
3. Follow the install certificate prompts.

4. Click **OK** on the Certificate window.
5. Click **Yes** on the Security Alert window.

Request a New PIN

If you forget your PIN, you can request that a new one be sent to you by email.

To request a new PIN, follow these steps on the login page:

1. Type your **User ID**.
2. Click **Forgot Your PIN?**.

A new PIN will be sent to the email address specified on your My Personal Details page. If you do not receive an email with your PIN, contact the system administrator.



You will not receive a new PIN by email if you have not entered a valid email address on your Personal Details page or if your company has not been configured for email PIN notification. Contact your system administrator to request a new PIN.

Change PIN

Your PIN is used for logging into your phone as well as logging into the web interface. To change your PIN, follow these steps:

1. Click **My Personal Details** in the Navigation pane.
2. Click **Save and Change PIN** at the bottom of the page.

The system displays a Change PIN pop-up window.

3. Type your old PIN.
4. Type a new PIN.

Your PIN strength depends on whether your Service Provider uses [Restricted PINs](#) or [Unrestricted PINs](#).

5. Type the new PIN again.
6. Click **Save**.

You are returned to the My Personal Details page where the message "Successfully Saved" is displayed confirming that your PIN has been changed.

Error Messages

With [Unrestricted PINs](#), the Change PIN window will refresh, clear all fields, and display an error message in the following cases:

- You enter an invalid old PIN. The error message will read, "Invalid old PIN."
- You enter a new PIN that does not meet the criteria. The error message will read, "New PIN is not valid according to the specified rules."
- The new PIN you re-typed does not match the new PIN. The error message will read, "Please correctly re-type your PIN."

With [Unrestricted PINs](#), the Change PIN window will refresh, clear all fields, and display an error message in the following cases:

- PIN contains a digit that repeats more than once
- PIN has more than one number pair
- PIN has more than 3 consecutive numbers
- PIN contains a repetitive number sequence
- PIN contains your extension
- PIN cannot be part of your phone number
- PIN cannot be comprised solely of 2580
- A 4 digit PIN cannot start with 19 or 20



This PIN is not the same as the PIN used for voicemail. See [Reset Voicemail PIN](#).

Restricted PINs

When choosing a PIN, please ensure it is difficult for others to guess and that it conforms to the following rules:

- Your PIN must contain numbers only.
- Your PIN must be between 4 and 10 numbers.
- The new PIN cannot be the same as the old PIN.
- No single number may repeat more than once (1134 OK, but 1112 or 1222 etc. are not OK)
- Maximum of a one number pair allowed (1122 not OK)
- No more than 3 consecutive numbers at any position in the PIN, (12345, 98762, 09874, 01239 not OK)
- No repetitive number sequences anywhere in the whole PIN (3434, 97379737 not OK, 9737559737 OK)
- The subscriber's extension may not appear at any position in the PIN
- The PIN may not be any of the subscriber's DIDs. A subscriber's DID is defined as a DID routed directly to the subscriber for all times of day
- The PIN may not be comprised solely of 2,5,8,0.
- If the PIN is 4 digits in length, it cannot start with 19 or 20 (birthday years).

Unrestricted PINs

When choosing a PIN, please ensure it is difficult for others to guess and that it conforms to the following rules:

- Your PIN must contain numbers only.
- Your PIN must be between 4 and 10 numbers.
- The new PIN cannot be the same as the old PIN.

Web Logout

To log out of the web administration interface, click **Logout** in a Global Navigation menu bar from any screen in the application.

The system displays the Logout page with the message, "You are now successfully logged out of application name." A link to the Login page is provided.



Closing all browser windows will automatically log you out of the Web. You are logged out of the Web if your computer is idle for 30 minutes or more

Quick Set-up

You can quickly set up your phone service, including

- [Record Auto Attendant Name Announcement](#)
- [Set up Call Coverage](#)

Record Auto Attendant Name Announcement

To record Auto Attendant Name prompt, follow these steps:

1. Click the **My Personal Details** option in the navigation pane.
2. Click **Record Name Announcement** on the Personal Details page.

A Record Prompt pop-up window is displayed. Confirm that the extension displayed matches that of the phone you will be using. If the extension does not match, type the appropriate extension.

3. Click **Call**.
4. When your phone rings, lift your handset to answer
5. Listen to a brief set of audio instructions, "Please record your message after the tone. When you are finished, press # for more options."
6. When you hear the tone, say your name into the handset to record your name announcement.
7. Press **#** when you are finished.

8. Choose from the following options:
 - To replay greeting press **1**.
 - To save greeting press **2**.
 - To re-record greeting press **3**.
 - To exit without saving press *****.
9. Press **2** to save the name announcement.
10. Replace the handset.
11. Click Close on the pop-up window.

Set up Call Coverage

To set-up Call Coverage, follow these steps:

1. Select **My Call Coverage** in the navigation pane.
2. Select one of the following options:
 - **My Voicemail**
 - **My Auto Attendant**
 - **My Co-worker**
 - **Another Phone Number**
3. If you selected **My Auto Attendant**, choose an auto attendant from the drop-down list. If you selected **My Co-Worker**, choose a co-worker from the drop-down list. If you selected **Another Phone Number**, enter a phone number for call coverage.
4. Choose the number of rings.
5. Click **Save**.



External numbers entered as **Another Phone Number** for **Call Coverage** must include the appropriate prefix for external dialing. This prefix is usually the number "9". Contact the system administrator for assistance.

Setting your Language

If your system has been set up for multiple languages, you can set the language for your access to the web interface as well as the phone's LCD display. See [Setting your Language for the Web Interface](#), [Setting your Language for the Phone Display](#), and [Language for Voicemail](#).

Setting your Language for the Web Interface

To set your language for the web interface, you need

- your extension
- your PIN
- the Login URL
- access to the Internet using Internet Explorer 6.0 or later or Firefox 1.5.0.4 or later

These are all available from your administrator.

You first need to determine the Language Selection URL. Your administrator will provide you with a Login URL. The Login URL should be of the form:

```
https://<Name or IP Address>/webadmin/login/<YourCompany>
```

Replace **login** with **select_language** to create the Select Language URL:

```
https://<Name or IP Address>/webadmin/select_language/<YourCompany>
```

To change your language for the web interface, follow these steps:

1. Start your web browser.
2. Enter the Select Language URL you determined above.
3. Choose your language by selecting the appropriate button.

The system displays the login page in your selected language.

4. Bookmark this page and use it for all future logins to the system.
5. Type your **User ID** (your extension).
6. Type your **PIN**.
7. Click **Login**.

The system displays the Home page (and all subsequent pages) in your selected language.

Setting your Language for the Phone Display

To change your language for the phone LCD display, follow these steps:

1. After logging in to the web interface, select **My Personal Details** in the Navigation pane.

The system displays the **Personal Details** page with your personal details in the Information pane.

2. Select your language from the pull down list in the **Language for Phone** field.
3. Click Save.

Language for Voicemail

If you have a voice mail box, the language used for your access to the voice mail box will be the same as the language that was originally set (by your Administrator when creating your extension) in the **Language for Phone** field. Modifying the field does not change the voice mail language. If you want to change the language for your voice mail box, see [Configure Language for Voicemail Retrieval](#) language for voice mail retrieval.

User Details

User details include your name, extension, email, home phone number, and mobile phone number. Your name, extension, and email address are available to other members of your company through the Internal Directory.

To view your user details, select **My Personal Details** in the Navigation pane.

The My Personal Details page is displayed with your personal details in the information pane.

Change User Details

All user details, except extensions and permissions, can be changed.

To change your personal user details, follow these steps:

1. Click **My Personal Details** in the Navigation pane.

The system displays the **Personal Details** page with your personal details in the **My Information** section.

2. Make the changes of your choice in the following fields:
 - **First Name**
 - **Last Name**
 - **Email**
 - **Home Phone**
 - **Mobile Phone**
 - **Language for Phone**
 - **Handsfree Answerback**

You cannot make changes to the **Extension** field.

3. Click **Save**.

Record Name Announcement

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



This records the name announcement for the auto attendant. This does not record your voicemail greeting.

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

1. Click **Personal Details** in the left menu.
2. Click **Record Name Announcement** in the **Automated Attendant Prompt** section.

The system displays a Record Prompt pop-up window.

3. Confirm that the extension displayed matches phone you want to use. If the extension is not the same, enter an alternate extension.
4. Click **Call**.
5. When your phone rings, lift the handset to answer.
6. Listen to a brief set of audio instructions, "Please record your message after the tone. When you are finished, press '#' for more options".
7. When you hear the tone, record your name into the handset.
8. When you are finished, press the # key.
9. The system plays the following set of options.
 - To listen to the recording, press **1**.
 - To save the recording, press **2**.
 - To re-record , press **3**.
 - To exit without saving changes, press *****.
10. Press **2** to save the name announcement.
11. Replace the handset.
12. Click **Close** in the pop-up window.

Permissions

Permissions control what types of calls you can make at different times.

To view your permissions, follow these steps:

1. Click **My Personal Details** in the navigation pane.

The **Personal Details** page is displayed.

2. Look for your permissions in the **My Permissions** section of the page.

Permissions types are displayed in a table on the vertical axis, and Business Hours on the horizontal.



Only the system administrator can change permissions and business hours.

Permission Types

Permission types are listed below:

Call Type	Definition
Emergency (911)	Calls to the number used to report an emergency. In North America, this number is 911. This permission is active for all users at all times.
Internal	Calls to another extension within the same business.
International	International calls to which long distance charges apply.
Local (external)	Calls within the local calling area of your business. No long distance charges apply.
Long Distance	Calls outside the local calling area of your business and outside of your region. Long-distance charges apply.
Operator Assisted	Calls in which the operator is involved, typically resulting in long distance charges.
Regional	Calls outside the local calling area of your business and within your region. Long-distance charges apply.
Toll Free (1-800)	Long-distance calls to which no charges apply. Typically, these numbers begin with 1-800.
Toll Premium	Calls to a toll number to which charges apply. Typically, these numbers begin with 1-900.
Other	
Redirect inbound call to external number	Allow call coverage, n-way calls, transfer or forward of external calls to an external phone number. Prerequisite: permission to make the external call itself.
Select Long Distance Provider	Include a long distance provider code as part of the dialed digits for a long-distance call. Prerequisite: permission for Long-distance and/or International calls.
Select Regional Provider	Include a long distance provider code as part of the dialed digits for a long-distance call within your region. Prerequisite: permission for Regional calls.

My Settings

The My Settings page acts as your home page, and is the first page you see when you log in. You will find a number of quick links for common user actions:

- [Change User Details](#)
- [Configure My Phones](#)
- [Configure My Call Handling](#)
- [Configure My Call Groups](#)
- [Configure My Dynamic Site](#)
- [Configure Contacts](#)

My Personal Details

Using the My Settings page, you can perform the following tasks:

- View and edit your personal data—see [User Details](#)
- Record your name announcement—see [Record Name Announcement](#)
- View your call permissions—see [Permissions](#)
- Change your PIN—see [Change PIN](#)

My Phones

Using the My Phones page, you can perform the following tasks:

- View the Maximum Allowed Logged In Devices
- View the devices that you are logged into—see [List of Devices](#)
- View and change the settings of your phone keys—see [Program Memory Keys](#)
- Select a default profile—see [Select Key Mapping Profile](#)
- Print phone key labels—see [Print Labels](#)
- Reset Keys—see [Reset Keys](#)
- Configure Ring Tones—see [Configure Ring Tones](#)

When the phone model is known, an asterisk (*) beside the model indicates that you are logged into that device model. There is no asterisk when a logged-in phone model is unknown or when you are not logged in to any device.

When it is a known model, the layout of your first logged-in device is shown in the phone keys layout image. If the first logged-in device is an unknown model or if you are not logged into any device, the image of a Mitel 5224 phone is shown.

List of Devices

The My Phones page shows a list of devices that you are logged into, including

- **Label**—an editable field for the name of the device
- **Phone Name**—a drop down list of available phone names
- **Identifier**—MAC or SIP URI
- **Intercom Recipient**—click to designate this device as your intercom recipient. Both Minet and Enhanced SIP devices can be selected as an Intercom Recipient; however, intercom to a generic SIP device is not supported and the system displays n/a in this column.

- **Click to Call Originator**—click to designate this device as your click to call originator
- **Logout Device**—check to log out from the device.

To save any changes, click **Save Device Changes**.

The system returns **Saved Successfully**.

Program Memory Keys

Any features that you assign to the memory keys remain associated with your extension regardless of which model phone you log into, which means that if you program memory keys when selecting a model with a large number of programmable memory keys (such as the Mitel 5224 IP phone), and then log into a model that has fewer programmable memory keys (such as the Mitel 5212 IP Phone), some of the keys (the left hand column) are not visible to you (although any of the programmed memory keys could be active).

Supported phone models include the following:

- Mitel 5020 IP Phone
- Mitel 5212 IP Phone
- Mitel 5220/5220e IP Phone
- Mitel 5224 IP Phone
- Mitel 5304 IP Phone
- Mitel 5312 IP Phone
- Mitel 5320/5320e IP Phone
- Mitel 5324 IP Phone
- Mitel 5330/5330e IP Phone
- Mitel 5340/5340e IP Phone
- Mitel 5360 IP Phone

To program features to memory keys, follow these steps:

1. Click **My Phones** in the left menu.

The system displays the **My phones** page.

2. Select the phone name from the **Phone Name** drop-down list.



When the phone model is known, an asterisk [*] beside the model indicates that you are logged into that device model. There is no asterisk when a logged-in phone model is unknown or when you are not logged in to any device.

Supported phone models include Mitel 5020, Mitel 5212, Mitel 5220/5220e, Mitel 5224, Mitel 5304, Mitel 5312, Mitel 5320/5320e, Mitel 5324, Mitel 5330/5330e, Mitel 5340/5340e, and Mitel 5360 IP phones.

3. For Mitel 5320-5320GigE/5330-5330GigE/5340-5340GigE/5360 phones, select the appropriate Page number.
4. Select the memory key that you want to program by selecting the appropriate button icon.

The **Program Memory Key Details** page appears.

5. Complete the following fields. See [Programmable Memory Key Features](#).
 - **Feature:** Select the feature to be programmed.
 - **Label:** (Optional) Type in a description. If no description is typed the system default will be applied.
 - **Details:** Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.
 - **Status:** (Only appears with the Forward features). Select Active or Inactive. You will be able to Activate or deactivate the feature by pressing this memory key on the phone once it is programmed.
6. Click **Save**.
7. Click **Close Window**.

Your phone key profile is updated.

8. Repeat steps 3-7 for each memory key to be programmed.



To cancel your changes, click **Close Window** instead of **Save** in step 6.

Program Memory Keys on PKM

To program the memory keys on a Programmable Key Module (PKM), follow these steps:

1. Click **My Phones** in the left menu.

The system displays the My phones page.

2. Select the PKM model from the **Phone Model** drop-down list.

Your options are Mitel 5412 PKM, Mitel 5448 PKM-1, or Mitel 5448 PKM-2. Only choose the Mitel 5448 PKM -2 if this is the second PKM unit to be attached to the phone. You should not combine a 5412 PKM with a 5448 PKM as this is not a supported configuration.

3. If you are programming a Mitel 5448 PKM, select the section of keys that you want to program. The choice is Left Bank or Right Bank.
4. Select the memory key that you want to program by moving the mouse over the button and left-click.

The system displays the Program Memory Key Details page.

5. Complete the following fields. See [Programmable Memory Key Features](#).
 - **Feature:** Select the feature to be programmed.
 - **Label:** (Optional) Type in a description. If no description is typed the system default will be applied.
 - **Details:** Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.
 - **Status:** (Only appears with the Forward features). Select Active or Inactive. You will be able to Activate or deactivate the feature by pressing this memory key on the phone once it is programmed.
6. Click **Save**.
7. Click **Close Window**.

Your phone key profile is updated.

8. Repeat steps 3-7 for each memory key to be programmed.



- To cancel your changes, click **Close Window** instead of **Save** in step 6.
- The LEDs on the PKM are the same as on the phone except that they are always red.

Programmable Memory Key Features

The table below shows the features available to program on a memory key by the user and a description of fields required. Only the memory keys on your phone can be custom configured. Options that require an LED memory key are labeled LED.

Feature	Description	Label	Details	Status
Default	Assign the Default option if you have customized a preset key configuration and want to return a previously customized key back to its default value.	Unassigned	N/A	N/A
Account Code	Assign the Account Code option to a memory key to associate an	Account Code	1) Leave the details box blank if you want to be prompted for an account code	N/A

Feature	Description	Label	Details	Status
	<p>account code to a call before or during the call.</p> <p>Note: The Account Code option is not displayed if the Account Codes feature is not enabled for your business.</p>		<p>after selecting the Account Code key. 2) Type an account code in the details box if you want the Account Code key to behave like an Account Code Speed Dial key. In this case when you select the Account Code key, the account code that you entered will automatically be assigned to the call.</p>	
ACD Log In/Out	Use the ACD Log In/Out feature to turn ACD Log In/Out. Activate this feature by pressing the programmed key on the phone. The default is login.		This feature only affects ACD.	N/A
Company Speed Dial	<p>Assign the Company Speed Dial option to a memory key to dial one of the phone numbers in your External Directory by pressing the memory key.</p> <p>Note: This option is displayed if the administrator has configured the system with speed dials.</p>		Select one of the names from this list to enable the Company Speed Dial option.	N/A
Conference Unit (LED)	Assign the Conference Unit option to a memory key to provide control of the	Conference Unit	N/A	N/A

Feature	Description	Label	Details	Status
	conference unit if connected to a Mitel 5320-5320e/5330-5330e/5340-5340e/5360 IP phone.			
Directory	Assign the Directory option to a memory key to access the internal directory. This is only appropriate for Mitel 5304 IP phones.	Directory	N/A	N/A
Do Not Disturb (DND)	Assign the DND option to a memory key to stop calls from going to any device you are logged into. Note: This memory key assignment is also used for Deflect Call .	DND	N/A	Select Active or Inactive
Forward to AA (LED)	Assign the Forward to AA (Auto Attendant) option to a memory key to forward all incoming calls to the Auto Attendant. To turn the Forward to AA feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled. Note: The Forward to AA option is displayed if the administrator has	Forward to ***(AA Number)	Select the Auto Attendant to forward your calls to.	Select Active or Inactive

Feature	Description	Label	Details	Status
	configured the system with auto attendants.			
Forward to Co-worker (LED)	Assign the Forward to Co-worker option to a memory key to forward all incoming calls to a co-worker. To turn the Forward to Co-worker feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.	Forward to ***(extension number)	Select a user from this list to enable the Forward to Co-worker option.	Select Active or Inactive
Forward to Coverage (LED)	Assign the Forward to Coverage option to a memory key to forward all incoming calls directly to the call coverage you have set up. To turn the Forward to Coverage feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.	Forward to Call Coverage	N/A	Select Active or Inactive
Forward to Number (LED)	Assign the Forward to Number option to a memory key to forward all incoming calls to a user defined phone number. To turn the Forward to Number feature on and off, select the associated memory key. When the memory key LED	Forward to ***** (number entered in the details field)	Type the phone number that you want to have your calls forwarded to into the details box. Note: If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to	Select Active or Inactive

Feature	Description	Label	Details	Status
	is lit, the feature is enabled.		External Number permission. See Permissions for instructions on how to view your call permissions.	
Forward to Prompt (LED)	Assign the Forward to Prompt option to a memory key to forward all incoming calls to a user defined phone number. To turn the Forward to Prompt feature on, select the associated memory key and, using the phone keypad, type in the number to which you would like to have your calls forwarded. When the memory key LED is lit, the feature is enabled. To turn the Forward to Prompt feature off, select the associated memory key and then the FWDOFF softkey or the # key on the telephone keypad.	Forward	Type in the number you would like to have your calls forwarded to. Note: If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See Permissions for instructions on how to view your call permissions.	Select Active or Inactive
Handsfree Answerback (LED)	Assign the Handsfree Answerback option to a memory key so that your phone can automatically answer an intercom call and set up a two-way speech path.	Handsfree Answerback	N/A	Select Active or Inactive

Feature	Description	Label	Details	Status
	<p>Note: This option is displayed if the administrator has made it available to you.</p>			
Incoming Calls List	Assign the Incoming Calls List option to a memory key to allow you to see the list of recently received incoming calls to your extension. This has the same function as the CALLS softkey.	Incoming Calls List	N/A	N/A
Intercom to Co-Worker (LED)	Assign the Intercom to Co-Worker option to a memory key to allow you to make a page directly to a co-worker's phone.	Intercom to *** (Co-worker's extension)	Select a user from this list to enable the Intercom to Co-Worker option.	N/A
Intercom to Prompt (LED)	Assign the Intercom to Prompt option to a memory key to allow you to make a page to a co-worker's number that you enter from your phone's keypad after pressing the key.	Intercom to Prompt	N/A	N/A
Join/Leave Group (LED)	Assign the Join/Leave Group option to a memory key to join and leave the selected Call Group by selecting the programmed memory key. The memory key LED is lit when you have joined the selected Call Group.		<p>Select a Call Group from this list to enable the Join/Leave Group option.</p> <p>Note: The Join/Leave Group option is not displayed if you are not a member of a call group.</p>	N/A

Feature	Description	Label	Details	Status
Line Appearance (LED)	<p>Assign the Line Appearance option to a memory key to have a phone line from which you can receive calls, place calls and keep calls on hold.</p> <p>Note: Line Appearances on a Mitel phone are ordered bottom to top, right to left. Incoming calls will be presented on the first available Line Appearance based on the above order.</p>	Line Appearance	<p>Note: You cannot program a Line Appearance on a PKM. You cannot program a Line Appearance on pages two or three of a Mitel 5320-5320e/ 5330-5330e/ 5340-5340e/ 5360 IP Phone.</p>	N/A
Monitor Call (LED)	<p>Assign the Monitor Call option to a memory key to monitor and answer calls occurring on another user's phone. See Monitor Calls. Note that a Monitor Call Silent option is also available.</p> <p>Note: Program the same number of Monitor Call keys as the number of simultaneous calls that you want to monitor on the other user's phone. The maximum number of simultaneous calls that can be monitored equals the number of Line Appearances</p>	Monitor Call *** (extension number of user monitored)	<p>Select the name of the user this key will be monitoring. If the list is empty you cannot program this feature to a key.</p> <p>Note: The Monitor call option is not displayed if you are not a member of a monitor group.</p>	N/A

Feature	Description	Label	Details	Status
	<p>the other user has programmed on their phone. When you program multiple Monitor Call keys for the same Monitor group, they are ordered bottom to top, right to left. The first Monitor Call key will monitor the first call placed or received by the other user (not necessarily the first Line Appearance) and so on.</p> <p>Example:</p> <p>Number of Line Appearances programmed on the "monitored" user's phone: 4</p> <p>Monitor Call keys programmed: 2</p> <ol style="list-style-type: none"> 1. The "monitored" user selects his fourth Line Appearance to make a call when none of his other Line Appearances are in use. The first Monitor Call key is used to monitor this call. 2. An incoming call is received on the "monitored" user's first Line Appearance while the fourth Line 			

Feature	Description	Label	Details	Status
	<p>Appearance is still in use. The second Monitor Call key is used to monitor this call.</p> <p>3. A second incoming call is received on the "monitored" user's second Line Appearance while the first and fourth Line Appearances are still in use. This call is not monitored as there are only two Monitor Call keys programmed and they are both in use.</p>			
Monitor Call Silent (LED)	<p>Assign the Monitor Call Silent option to a memory key to monitor and answer calls occurring on another user's phone. See Monitor Calls. Note that a Monitor Call option is also available.</p> <p>Note: Monitor Call Silent behaves the same as Monitor Call with the exception that ringing is not used to indicate an incoming call. The Monitor Call Silent option can be used together with or independent of the Monitor Call option. Refer to</p>	Monitor Call Silent *** (extension number of user monitored)	<p>Select the name of the user this key will be monitoring. If the list is empty you cannot program this feature to a key.</p> <p>Note: The Monitor Call Silent option is not displayed if you are not a member of a monitor group.</p>	N/A

Feature	Description	Label	Details	Status
	the Monitor Call entry in this table for details related to programming this option.			
Monitor Phone (LED)	<p>Assign the Monitor Phone option to a memory key to monitor another user's phone to see when their phone is active. Any key that is assigned to monitor another phone also acts as a speed-dial to that phone.</p> <p>Note: Monitor Phone does not allow you to pick-up calls on another user's line.</p>	Monitor phone *** (extension number of user)	<p>Select the name of the user this key will be monitoring.</p> <p>Note: The Monitor phone option is not displayed if you are not a member of a monitor group.</p>	N/A
One Touch Speed Dial	Assign the One Touch Speed Dial option to a memory key to dial a user defined phone number by pressing the associated memory key.		Type the phone number that you want to dial to enable the One Touch Speed Dial option.	N/A
Page	Assign the Page option to a memory key to send a page to all of the phones at your site. The page is broadcast through the speaker of each available phone.	Page	N/A	N/A
Park/Retrieve	Assign the Park/Retrieve option to a memory key to put a call on hold	Park/Retrieve	N/A	N/A

Feature	Description	Label	Details	Status
	at a park location such that it can be retrieved from any other phone at your business that has a memory key configured with the Park/Retrieve option. When you are on an active call, selecting a memory key programmed with the Park/Retrieve feature will park the call. When your phone is idle, selecting a memory key programmed with the Park/Retrieve feature will allow you to retrieve a parked call by entering the park location.			
Pickup	Assign the Pickup option to a memory key to allow you to answer an incoming call to any member of the call pickup group.	Pickup	<p>Selecting Pickup displays the available pickup groups in the Details list. Select a pickup group from the list to enable the Pickup option</p> <p>Note: The Pickup option is not displayed if you are not a member of a call pickup group.</p>	N/A
Redial List / Dial	Assign the Redial List / Dial option to a phone to display the list of recently dialed calls. The key can also be used to Dial a	Redial List / Dial	N/A	N/A

Feature	Description	Label	Details	Status
	number displayed on the LCD display (Call lists, Redial lists, and Directory displays). This is only appropriate for Mitel 5304 IP phones.			
Transfer / Conference	Assign the Transfer / Conference key to a phone to allow transferring and conferencing of calls. Press once to transfer a call and twice to make an n-way call. This is only appropriate for Mitel 5304 IP phones.	Transfer / Conference	N/A	N/A
Twinning on/off (LED)	Assign the Twinning on/off option to a memory key to allow you to activate or deactivate your twinning feature.	Twinning on/off	N/A	Select Active or Inactive
Unassigned	An Unassigned memory key has no action associated with it.	Unassigned	N/A	N/A
Voicemail	Assign the Voice Mail option to a memory key to allow access to the Voice Mail system. This is only appropriate for Mitel 5304 IP phones.	Voicemail	N/A	N/A

Select Key Mapping Profile

To help with the programming of your phone keys, choose a key mapping profile with a number of pre-programmed keys. Selecting a Key Mapping Profile will remove any programming you may have done to the keys.

To select a Key Mapping Profile, follow these steps:

1. Click **My Phones** in the Navigation pane.
2. Select a **Key Profile** from the **Current Key Profile** drop-down list.



User-customized key mappings remain the same when changing from one key profile to another. However, when you change to a profile where the administrator has locked the same key, the mapping is overwritten. Once overwritten, changing back to the previous key profile does not restore the customized key mapping.

Reset Keys

To clear your key assignments for a given profile, click **Reset Keys**.

Configure Ring Tones

Distinctive Ringing gives subscribers the ability to choose between pre-defined ring tones. Distinctive Ringing lets users set the ringing tone on their phone to differentiate it from other near-by stations (Distinctive Ringing by Station), differentiate based on whether the call originated from internal or external (Internal/External Distinctive Ringing), and differentiate between calls targeted directly at their extension versus group calls (Call Type Distinctive Ringing).

The originator of the call is used to determine the Internal/External ringing type at the terminating device. Group ringing is only used when the phone is ringing as a result of a group call directly; for example, forwarded group calls do not cause group ringing. A call gets External treatment only if the originator of the call is at the Telco level.

If the ring tone is not configured at the Subscriber level, it defaults to the Tenant level; if the ring tone is not configured at the Tenant level, it defaults to the Telco level.

To configure Ring Tones, follow these steps:

1. Click **My Phones** in the Navigation pane.
2. Click **Configure Ring Tones**.

The system returns the Configuring Ring Tones dialog.

3. Choose the Extension for test. (Tenant Administrator only.)
4. From the Internal call direct drop-list, select the ring tone you want to use.
5. From the Internal call via group drop-list, select the ring tone you want to use.
6. From the External call direct drop-list, select the ring tone you want to use.
7. From the External call via group drop-list, select the ring tone you want to use.
8. Click **Save**.

You can click **Test** to listen to the sound of the ring tone you have chosen.

Print Labels

Using Print Phone Labels, you can customize and print labels for the programmable buttons on the phone.

1. Click **My Phones** in the Navigation pane.
2. Click **Print Key Labels** at the bottom of the Information pane.

The system opens a new window. A PDF Template file will open with templates and instructions for the phone labels.



Each box has a limited space. If the label for that key exceeds the size available, a + sign will appear next to the key. Reduce the number of characters in the label to eliminate the + sign.

3. Customize the labels and click **Print**.
4. You can cut out the labels and insert them under the plastic covers on your phone.
5. You can save the file to your local drive for future use.
6. Close the browser window.

My Call Handling

Using Call Handling, you can decide how your calls should be handled when you cannot answer them including when you are logged out of your phone. To view your Call Handling options select the My Call Handling option in the Navigation pane.

Using My Call Handling, you can perform the following tasks:

- View and change your [Call Forwarding](#) settings.
- Toggle [Do Not Disturb](#).
- Toggle [Call Waiting Tone](#).
- View and change your [Call Coverage](#) settings.
- If allowed for your account, you can also view and edit your [Twinning](#) options.

Calls are processed in order of Call Handling settings, that is

1. [Call Forwarding](#)
2. [Do Not Disturb](#)
3. [Twinning](#) (if applicable)
4. [Call Coverage](#)

Depending on your dial plan, you may need to prefix 9 + 1 + area code for long distance calls.

Call Forwarding

Call forwarding lets you immediately forward calls to the selected destination.

You can program a telephone key (see [Program Memory Keys](#)) or use the webadmin to toggle DND.

To configure call forwarding using the web admin, follow these steps:

1. In the left-hand menu, select **My Call Handling**.
2. From the **Call Forwarding** section, select from one of the following options:
 - None
 - Call Coverage, and select [Call Coverage](#).
 - **Auto Attendant**, and select an Auto Attendant from the drop-down list.
 - **My Co-worker**, and select a **Co-worker** from the drop-down list.
 - **Another Phone Number**, and either enter a phone number (including "9" if it is an outside call) or, if programmed, select a phone number from the drop-down list.

The list contains a set of forward to key values and active forward to prompt values. When you input a new number, it is treated as forward to prompt.

3. Click **Save**.

Do Not Disturb

Do Not Disturb (DND) immediately redirects all incoming calls to the active call coverage option, and blocks incoming page/intercom requests. Calls do not go to any logged in device (except group calls where members are not allowed to leave group), rather they go to the active call coverage option. If no call coverage is set, calls are treated as “subscriber unavailable”. DND overrides twinning: calls do not simultaneously ring a twinned device while DND is active. When DND is deactivated, all user features return to their state prior to DND activation.

You can program a telephone key (see [Program Memory Keys](#)) or use the webadmin to toggle DND.

To enable DND using the web admin, follow these steps:

1. In the left-hand menu, select **My Call Handling**.
2. In the **Do Not Disturb** section, check the box.
3. Click **Save**.

Call Group Interaction

The following interactions apply to [Call Groups](#).

- If users cannot leave the group, group calls (Hunt, Broadcast, and Rollover) are still be presented to the user and DND is ignored if active.
- If the user is a primary of a pickup group, the call is immediately deflected and the other members are not able to pickup the call.
- If the user is a secondary of a pickup group, the call is immediately deflected.

- If the user is a primary of a monitor group, the call is immediately deflected and the other members are not able to pickup the call.
- If the user is a secondary of a monitor group, there is no audible alert.

Exceptions

The following exceptions apply:

- Parked Call Reminder overrides DND—Phone rings when a call is parked by the user when DND is active.
- Call Hold Reminder overrides DND—Hold reminder in effect when user places a call on hold while DND is active.
- Call Forwarding takes precedence over DND—Call redirects to active CF destination before Call Coverage is invoked.

To activate the feature, press the key you [programmed for DND](#).

The LED on the keys lights to indicate that the feature is active.

The screen flashes **Do Not Disturb ON**.

Call Waiting Tone

While you are on an active call, Call Waiting Tone (CWT) provides an audible notification tone alerting you that another call is waiting to be answered on another line appearance. CWT is only supported for MiNET phones. SIP phones may implement a local variant of this feature.

To enable CWT, follow these steps:

1. In the left-hand menu, select **My Call Handling**.
2. In the **Call Waiting Tone** section, check the box.
3. Click **Save**.

When left unchecked, the default behavior for phones is [Splash Ring](#).

Call Coverage

Using Call Coverage, you can decide how your calls should be handled when you cannot answer them including when you are logged out of your phone. To view your Call Coverage options select the My Call Coverage option in the Navigation pane. If allowed for your phone, this page also allows you to set the twinning option which allows you to ring another phone (such as your cell phone) simultaneously with your desk phone. See [Twinning](#).

To set up or change Call Coverage, follow these steps:

1. Select one of the following options:
 - **None**

- **Auto Attendant**, and select an Auto Attendant from the drop-down list
 - **My Co-worker**, and select a **Co-worker** from the drop-down list
 - **Another Phone Number**, and enter a phone number (including "9" if it is an outside call).
2. Select how many times you want the phone to ring before going to the coverage option.
 3. Click **Save**.

To disable Call Coverage, check **None** and click **Save**.



-
- If you log out of your phone the call coverage option that you last set up will apply unless you had call forwarding turned on.
 - If you configure your call coverage to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See [Permissions](#) for instructions on how to view your call permissions.
 - If the Call Coverage option of your choice no longer exists (an Auto Attendant or Co-worker), your call coverage will default to No Call Coverage.
 - If you cannot select **My Voicemail**, it is because your phone has not been configured for voicemail. See the system administrator.
-

Twinning

If the option is allowed by your administrator, you can configure twinning which allows you to ring another external phone (such as your cell phone) simultaneously with your desk phone. To view your Twinning options select the My Call Coverage option in the Navigation pane.

Follow these steps to set your twinning parameters:

1. Check **Activate Twinning**.
2. In the **Twinning Target** field, enter the phone number of the phone you want to ring in addition to your desk phone. Enter the number as you would normally dial it from your desk phone including prefix digits.
3. Enter the maximum number of simultaneous calls you want sent to your twinning target in the **Maximum #of simultaneous calls to Target** field. Note that your desk phone can receive as many simultaneous calls as its number of Line Appearance keys.
4. Click **Save**.



Do not configure your Twinning Target to be your own company phone number.

My Call Groups

Using the My Call Groups page, you can perform the following tasks:

- View all Call Groups to which you belong. See [Call Groups](#).
- View the members of Call Groups to which you belong. See [Call Groups](#).
- Join and leave Call Groups. See [Join and Leave Call Groups](#).

My Voicemail

If the voicemail capability is enabled and you have a voicemail box, you will be presented with an extra web page - **My Voice Mail** on the web interface. By logging in to the web interface and selecting this new page, you will then be presented with the various features that you can control.

You can configure the following:

- Listen to Your Voicemail messages(MWI)—see [Listen to Voicemail Messages](#).
- Your Message Waiting Indicator (MWI)—see [Enable Message Waiting Indicator](#).
- Email notification of voice message—see [Configure Email Notification of Voice Messages](#).
- Email forwarding of voice messages—see [Configure Email Forwarding of Voicemail Messages](#).
- Your dial-0 destination—see [Configure Dial-0 Destination](#).
- The language used for voice mail retrieval—see [Configure Language for Voicemail Retrieval](#).
- The timezone used for playback of voice message information—see [Configure Voicemail Timezone](#).
- Reset your voicemail PIN—see [Reset Voicemail PIN](#).

Listen to Voicemail Messages

You can listen to your voicemail messages from the My Voice Mail page.

To listen to your messages, follow these steps:

1. Click **My Voice Mail** in the left-hand menu.
2. In the **List to your voicemail messages** section, click **Listen**

The system returns the visual voicemail portal.

Enable Message Waiting Indicator

To enable the Message Waiting Indicator lamp on your phone, follow these steps:

1. Click **My Voice Mail** in the left menu.
2. In the **Receiving Voice Mail** section, check **Use phone Message Waiting Indicator**.

3. Click **Save**.

If this is enabled, your phone's Message Waiting lamp will be on whenever you have a phone message waiting for you.

Configure Email Notification of Voice Messages

To configure the system to send you an email whenever a voice message is deposited in your voice mailbox, follow these steps:

1. Click **My Voice Mail** in the left menu.
2. In the **Receiving Voicemail** section, check for **Send a notification to this email address**.
3. Fill in the email address that you want the notifications sent to.
4. Click **Save**.



This only sends a notification to your email address. It does not send the voice message. To configure the sending of the voice message, see [Configure Email Forwarding of Voicemail Messages](#).

Configure Email Forwarding of Voicemail Messages

To configure the system to send you an email containing the voice message when it is deposited in your voicemail box, follow these steps:

1. Click **My Voicemail** in the left menu.
2. In the **Receiving Voice Mail** section, check **Send a copy of the Voicemail as an email attachment to this email address**:
3. Enter the email address you want the voicemail sent to.
4. From the pull-down list, select whether to **delete** or **keep** a copy on the Voicemail system.
5. Click **Save**.



If you configure your voicemails to be emailed and deleted from the voicemail system, then you must also disable the Message Waiting Indicator. See [Enable Message Waiting Indicator](#).

Configure Dial-0 Destination

To configure the system so that callers to your voice mailbox can press "0" to be redirected to a specific number, follow these steps:

1. Click **My Voicemail** in the left menu.
2. In the **Dial-0 destination** section, check **Enable dial-0**.
3. Select one of the following:

- **The default configured by my administrator**
 - **My Co-worker**, and select a **Co-worker** from the drop-down list
 - **Call Group**, and select a **Call Group** from the drop-down list
 - **Auto Attendant**, and select an **Auto Attendant** from the drop-down list
4. Click **Save**.

Configure Language for Voicemail Retrieval

To configure the language that is used when you retrieve your messages, follow these steps:

1. Select **My Voicemail** in the left menu.
2. In the **Language** section, select the appropriate language from the pulldown list.
3. Click **Save**.

Note that this does not affect the language that is used for callers to your voice mailbox. Callers to your voice mailbox will hear system prompts in the language or languages specified for your company. Contact your Service Provider if you want to change this.

For other language settings, see [Setting your Language](#)

Configure Voicemail Timezone

When retrieving and playing back your voice messages, the system may indicate the date and time when the messages were deposited. To configure the timezone that the system uses for playback of your voice messages, follow these steps:

1. Click **My Voicemail** in the left menu.
2. In the **Time Zone** section, select the appropriate timezone from the pull-down list.
3. Click **Save**.

Reset Voicemail PIN

To reset your voicemail PIN, follow these steps:

1. Click **My Voicemail** in the left menu.
2. In the **Voicemail PIN** section, enter your new PIN in each of the two boxes.
3. Click **Save**.

Your voicemail PIN must be between four and ten digits.



- This is not the same as the PIN which is used for logging into your phone and the web interface. See [Change PIN](#).
- If your browser is configured to auto-fill the fields for resetting the PIN, it may fill in the other PIN which is used for logging into the web interface. To avoid this, clear the field and fill in the correct voicemail PIN value.

My Dynamic Site

If you have the dynamic site capability enabled for you, you can use the My Dynamic Site page to perform the following tasks:

- Create a dynamic site. See [Create a Dynamic Site](#).
- Release a dynamic site. See [Release a Dynamic Site](#).
- View current dynamic site information. See [View Dynamic Site Information](#).

Dynamic Site

The Dynamic Site Support feature allows telephone users to create their own dynamic site from any location with an IP connection to the service provider. The service provider can provision this capability for any telephone user. Your company administrator cannot provision this capability. Once you have created a dynamic site, you can then log in to your phone at that site as if you were in the office.

If this capability is enabled, you will be presented with an extra web page -- **My Dynamic Site** on the web interface. By logging in to the web interface and selecting this new page, you will then be presented with the option to create a dynamic site or to release one. This capability requires that you have a specially configured phone provided by your service provider.

When you select the button to create a dynamic site, the system automatically detects the router to which your PC is connected and then provisions a site using that router address. You then re-boot your phone (disconnect and reconnect the power). It will obtain an IP address locally and then register with the phone service using the newly created dynamic site. The site persists as long as you are connected. If your phone is disconnected, the site will persist for a certain amount of time (typically 1 hour after the phone is disconnected and a minimum of 2 hours after the site was created).

When you select the button to release a dynamic site, the system deletes that site and logs out any user logged in at that site. You will not be able to log in to a phone at the site until you re-create the site.

For information purposes, the **My Dynamic Site** page displays the IP address of your computer. It also displays the IP address of the dynamic site (the router address) if you have created one.

Create a Dynamic Site

To create a dynamic site, follow these steps:

1. Click **My Dynamic Site** in the left menu.
2. Click **Create Dynamic Site**.

The system creates a dynamic site based on the current location of your PC. If you already have a site associated with a different location, it will be released before any new site is created.

Release a Dynamic Site

To release a dynamic site, follow these steps:

1. Click **My Dynamic Site** in the left menu.
2. Click **Release Dynamic Site**.

The system release your dynamic site regardless of the site from which you are currently connected. It will also log you out from your phone.

View Dynamic Site Information

To view your current dynamic site information, click **My Dynamic Site** in the left menu.

At the bottom of the page, you can see a line that specifies the address you are currently connected from, which indicates the IP address of the computer you are currently logged into. This could be at your dynamic site or at a regular static site of your company.

At the bottom of the page, you will also see a line which specifies the dynamic site IP address. This will display the address of your dynamic site (the address of the router to which your PC is connected) or blank if you do not currently have a dynamic site.

Connect your Phone to a Dynamic Site

Follow the normal steps to connect your phone on the network defined as your dynamic site.

If you connect your phone to a network that is not the one defined for your dynamic site, your phone will display "Not a Valid Site".

Once your phone is connected, follow the normal steps to log in.

Contacts

The phone system has the following three contact lists:

- [Personal Contacts](#)
- [Internal Contacts](#)
- [External Contacts](#)

Personal Contacts

You can manage your own (and *only* your own) personal contacts, including

- [Add Personal Contacts](#)
- [Add Personal Contact Address](#)
- [Export Personal Contacts](#)
- [Import Personal Contacts](#)
- [Sync Personal Contacts](#)

To view Personal Contacts, click **Personal Contacts** in the Navigation pane.

Limits

The maximum amount of contact data you can import is 512k. This data cap is for total personal contact information, including manual additions, syncing through Google, and importing via CSV.

There is a maximum of 1000 contacts with a maximum of 5 fields each, that is,

- 1000 contacts
- 50 fields per contact
- 5000 fields total



When logged in as Tenant Administrator, you only see your own personal contacts.

Add Personal Contacts

To add a personal contact, follow these steps:

1. Click **Personal Contacts** in the left-hand menu.
2. Click **Add**.
3. Enter the Contact.
4. Click **Save**.
5. From the list of Personal Contacts, click the contact that you added.

The system returns the Add Personal Contact Address page.

6. [Add Personal Contact Address](#)

To delete a personal contact, check the box beside the Identifier and click **Delete**.

To delete all contacts at once, click **Delete All**. Note that this operation might take several minutes to complete.

Add Personal Contact Address

To add a personal contact address, follow these steps:

1. From the Personal Contacts page, click the **Identifier** of the contact.

The system returns the Personal Contact page for that contact.

2. Click **Add**.

The system returns the Personal Contract Address page.

3. Enter a value for **Label**, for example, business.
4. Enter a value for **Value**, in this example, an email address.
5. Click **Save**.

To delete a personal contact address, check the box beside the beside the Label and click **Delete**.

Export Personal Contacts

You can export files by either opening them directly or saving them to a specified location in CSV format.

To export a personal contact, follow these steps:

1. Click **Personal Contacts** in the left-hand menu.
2. Check the contacts you want to export.



If you do not select anything, everything is exported.

3. Click **Export**.
4. Choose whether to open or save the file.
 - If you choose to open the file, choose the application to open it with.
 - If you choose to save the file, browse to the download location.
5. Click **OK**.

Import Personal Contacts

You can import CSV files containing contacts.



You have to be logged in as a subscriber for this feature to work.

To import a personal contact list, follow these steps:

1. Click **Personal Contacts** in the left-hand menu.
2. Click **Browse...** and browse to the file location.
3. Select the file and click **Open**.

4. Click **Import**.

Note that it may take several minutes to complete.



To properly import your contacts through a CSV file, note the following:

- You can import 1000 Contacts maximum.
 - The total number of contact addresses (phone numbers) cannot exceed 5000 for all Contacts. The maximum number of addresses per contact cannot exceed 50.
 - A record consists of a contact name “Contact” and multiple addresses “Labels” and “Values” (phone numbers).
 - The “Contact” name is extracted from a field heading in the CSV file called “Identifier” (recommended)
 - If there is no “Identifier” field, *silhouette* looks for a first and last name headings and concatenate them (recommended)
 - The feature searches for one of the 4 key-word identifiers in this order and combination:
 1. Identifier
 2. First Name and Last Name
 3. First Name
 4. Last Name
 5. Company Name
- If no key-word identifiers are found, then the import fails.
- A contact address contains a “Label” that is the phone number type column heading
 - A contact address contains a “Value” that is the phone number underneath the heading for each contact

There are two possible formats: [Import Personal Contacts Using the *silhouette* Format](#) and [Importing a CSV File Exported from Outlook](#).

Import Personal Contacts Using the *silhouette* Format

To import contacts using the *silhouette* format, follow these steps:

1. Name the first column heading as “Identifier” (typically the contact name).
2. Name additional columns according to the type of phone number you want displayed for each record.
3. Copy and paste your contact data (name and phone numbers).
4. Save as CSV (Comma delimited) format.
5. Import into your personal contact list.

Example

The following format

	A	B	C	D	E	F
1	Identifier	Home	Mobile	Office	Cottage	Other
2	Bill Jones	212-555-1212	212-555-2222	212-555-3333	212-555-4444	212-555-5555
3	Jane Smith	973-555-1212	973-555-2222	973-555-3333	973-555-4444	973-555-5555
4						

displays as

2 items found, displaying all items.

Contact ▲

[Bill Jones](#)

[Jane Smith](#)

2 items found, displaying all items.

Clicking **Contact** Bill Jones expands the contact and display the list of phone numbers.

* Contact: x

5 items found, displaying all items.

<input type="checkbox"/>	Label	Value
<input type="checkbox"/>	Home	212-555-1212
<input type="checkbox"/>	Mobile	212-555-2222
<input type="checkbox"/>	Office	212-555-3333
<input type="checkbox"/>	Cottage	212-555-4444
<input type="checkbox"/>	Other	212-555-5555

5 items found, displaying all items.

Importing a CSV File Exported from Outlook

NOTE Outlook supports a special Notes option that does not comply with the CSV format, and will not import into *silhouette*. Therefore, it must be removed by deleting the column.

To import *silhouette* CSV format through Outlook, follow these steps:

1. Export your contacts from Outlook into a Windows CSV file.
2. Delete any column you don't need except for First Name, Last Name, and columns containing phone numbers.

3. Save as CSV (Comma delimited) format.
4. Import into your personal contact list.



silhouette only imports records containing data, even if it's not a phone number.

Example

The following format

	A	B	C	D	E	F	G	H	I	J
1	Title	First Name	Middle Name	Last Name	Business Phone	Business Phone 2	Home Phone	Home Phone 2	Mobile Phone	Other Phone
2		Bill		Jones	(613) 222-1111		(613) 867-5309		(716) 222-1212	
3		Jane		Smith	(613) 222-4444		(321) 333-2221	(432) 232-3222	(973) 222-1122	(973) 444-9292
4										
5										

displays as

2 items found, displaying all items.

Contact ▲

[Bill Jones](#)

[Jane Smith](#)

2 items found, displaying all items.

Clicking **Contact** Bill Jones expands the contact and display the list of phone numbers.

* Contact:

5 items found, displaying all items.

<input type="checkbox"/>	Label	Value
<input type="checkbox"/>	First Name	Bill
<input type="checkbox"/>	Last Name	Jones
<input type="checkbox"/>	Business Phone	(613) 222-1111
<input type="checkbox"/>	Home Phone	(613) 867-5309
<input type="checkbox"/>	Mobile Phone	(716) 222-1212

5 items found, displaying all items.

You can see that the Outlook Format also includes the First and Last name as contact addresses.

Sync Personal Contacts

You can retrieve contacts from an online source, such as Google.



You have to be logged in as a subscriber for this feature to work.

To retrieve contacts from an online source, follow these steps:

1. Click **Personal Contacts** in the left-hand menu.
2. Click **Sync**.
3. Enter the credentials for the 3rd party provider, if required.
4. Give permission for the application to manage contacts.



Note that the [Limits](#) for personal contact lists are enforced.

Internal Contacts

To view Internal Contacts, select **Internal Contacts** in the Navigation pane.

External Contacts

Your administrator manages external contacts. You can configure external contacts as speed-dial options. See [Company Speed Dial](#).

To view external contacts, click **External Contacts** in the Navigation pane.

Sort Contact List

You can sort a list from either contact page. See [Internal Contacts](#) and [External Contacts](#).

To sort a list, select the column header of the field that you want to sort on. To reverse the sorting order, select the column header a second time.

Find a Person in Internal Contacts

To find a person, follow these steps:

1. Click **Internal Contacts** in the Navigation pane.
2. Type a First Name or Last Name in the **For** field.

The system filters the list as you type your criteria. If there are multiple results, you can sort the results. See [Sort Contact List](#).



To restore the entire directory list, click **Refresh**.

To make a phone call or send an email message, select the appropriate extension or email link from the list.

Find an Entry in External Contacts

To find a person, follow these steps:

1. Click **External Contacts** in the Navigation pane.
2. Type a Name or Phone Number in the **For** field.

The system filters the list as you type your criteria. If there are multiple results, you can sort the results. See [Sort Contact List](#).



To restore the entire directory list, click **Refresh**.

To make a phone call or send an email message, select the appropriate extension or email link from the list.

Click to Call

To call a person or entry in the internal or external contacts, follow these steps:

1. Click **Internal Contacts** or **External Contacts** in the Navigation pane.
2. Select a **Phone Number** or **Extension** to select a specific person or entry.

The system displays a Calling pop-up window with the Originating Extension set to your extension.

3. If you are logged into more than one device, select a device to originate your call from in the **From the Originating Phone** drop-down list. See [Multi-desking](#).

If you log out from your originating (default) device, *silhouette* determines the default device in the following order:

- a. MiNET phones take precedence over SIP phones
- b. the device that has been logged-in the longest

4. Confirm that the Destination Number displayed matches the phone number you want to use. If the number is not the same, enter an alternate number.
5. Click **Call**.

The call is initiated on your phone in speakermode.

6. When the party you are calling answers the call you can continue the call in speakermode or you can lift the handset.



If your call is not answered, you have to terminate the call on your phone by lifting and replacing the handset or by pressing **Speaker**.

Multi-desking

Multi-desking lets you associate your extension with more than one terminal at a time. It means that all the phones you are logged into (both MiNET and SIP) ring simultaneously. Terminals that are offline, or are within sites for which admission control is in effect do not ring. You can answer any of the terminals. The first one you answer connects you to the caller. Your call forwarding and call coverage configuration applies to all calls, regardless of how many phones ring.

You can make a call from any terminal you are logged into. Calling permissions, caller ID preferences, and billing obligations apply.

Note that multi-desking does not refer to the capability of logging more than one subscriber into a single terminal.

Multi-desking features include

- [Multiple Login](#)
- [Simultaneous Ringing](#)
- [Outgoing Calls](#)
- [List of Devices on User Details Page](#)
- [List of Devices on My Phones Page](#)

Multiple Login

You can be logged into more than one terminal simultaneously. A terminal can be a SIP or Minet phone.

Simultaneous Ringing

Calls ring all terminals that you are logged into. Terminals that are offline, or are within sites for which admission control is in effect, do not ring. Any of the terminals may answer; the first to do so is connected to the caller. Your call forwarding and call coverage configuration applies to all your calls, independent of how many phones ring.

Outgoing Calls

You can originate a call from any terminal that you are logged into. Your calling permissions, caller ID preferences, and billing obligations apply.

List of Devices on User Details Page

All device identifiers for subscribers and locations are listed on the User Details page. Tenant administrators can log out subscribers from any phone by checking **Unassign** next to the device Id. Each device Id has an **Unassign** checkbox.

List of Devices on My Phones Page

The [My Phones](#) page shows a [List of Devices](#) that you are logged into.

Mobile Webadmin

Mobile Webadmin provides you with access to *silhouette* functions from your mobile device. Supported devices include smart phones, such as Android and iPhone, as well as tablets, such as iPad and Android Tablet. Supported operating systems include iOS and Android. Supported browsers include Native Browser, Safari and Chrome.

See how to [access](#) the Mobile Webadmin.

See the [functionality](#) available to you.

Mobile Webadmin Access

You can access the Mobile Webadmin through the same login URL and credentials as the normal Webadmin service. Ensure you include the tenant name in the URL.

To stay logged in, check **Keep Logged in**.

Click **Full Site** to go to the standard *silhouette* webadmin portal.

Choose the language from the drop-down Language list.

After 3 failed login attempts, you are locked out of the application.

After you login, the system returns the [Mobile Webadmin My Settings](#) page.

Mobile Webadmin My Phones

Mobile Webadmin provides you with access to *silhouette* functions from your mobile device. Under **My Phones**, you can

- view all logged-in devices
- [designate any device as the C2C originator](#)

- designate any device as the intercom recipient
- log out from any device

Designate Device as C2C Originator

To designate a device as your C2C originator, follow these steps:

1. Log into the mobile webadmin.
2. Under **My Phones**, select **C2C** for the device you want to designate.

Designate Intercom Recipient

To designate a device as your intercom recipient, follow these steps:

1. Log into the mobile webadmin.
2. Under **My Phones**, select **INT** for the device you want to designate.

Log out from Device

To log out from a device from the mobile webadmin, click **Logout** beside that device.

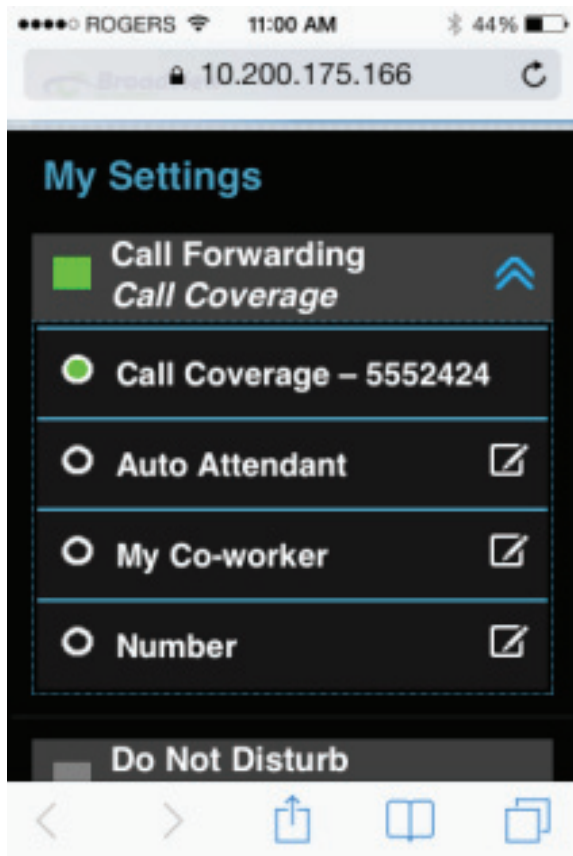
Mobile Webadmin My Settings

Mobile Webadmin provides you with access to *silhouette* functions from your mobile device. Under My Settings, you can use various functions, including

- [Mobile Webadmin Call Forwarding](#)
- [Mobile Webadmin Do Not Disturb](#)
- [Mobile Webadmin Twinning](#)
- [Mobile Webadmin Call Coverage](#)

Mobile Webadmin Call Forwarding

You can use the mobile webadmin to configure [Call Forwarding](#).



You can forward your calls to

- [call coverage](#). If this is a number and no option is selected below the number, 'forward to prompt' is in effect.
- [auto attendant](#)
- [co-worker](#)
- Number—a list of 'forward to' numbers; forward to prompt can be added as a new number

To configure Call Forwarding using your mobile device, follow these steps:

1. Log into the mobile webadmin.
2. Tap **Call Forwarding**.
3. Select the appropriate coverage.
4. Edit the appropriate field.
5. Click **OK**.

Mobile Webadmin Do Not Disturb

You can use the mobile webadmin to toggle [Do Not Disturb](#).

To configure DND using your mobile device, follow these steps:

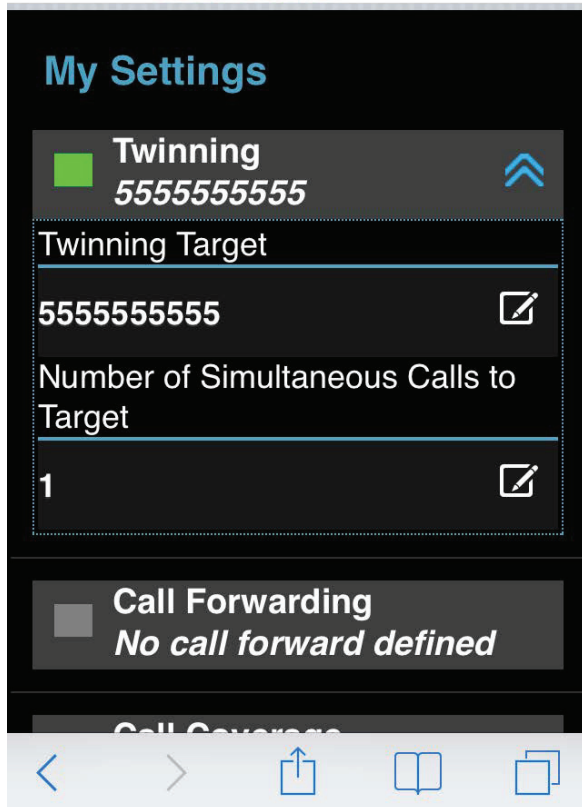
1. Log into the mobile webadmin.

2. Tap **Do Not Disturb**.

DND is toggled to activated or deactivated depending on its current setting.

Mobile Webadmin Twinning

You can use the mobile webadmin to configure [Twining](#).



To configure Twining using your mobile device, follow these steps:

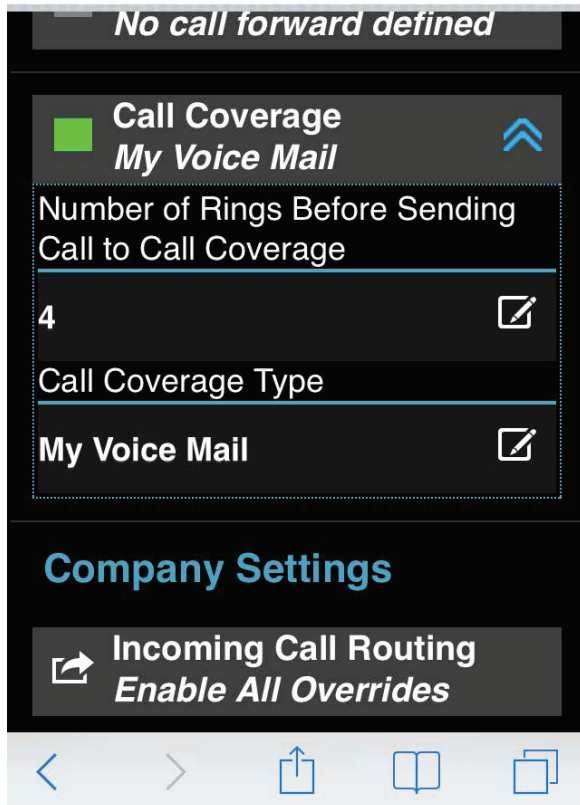
1. Log into the mobile webadmin.
2. Tap **Twining**.
3. Edit the **Twining Target** field.
4. Edit the **Number of Simultaneous Calls to Target** field.



If twining is not enabled, it does not appear on the mobile webadmin.

Mobile Webadmin Call Coverage

You can use the mobile webadmin to configure [Call Coverage](#).



To configure Call Coverage using your mobile device, follow these steps:

1. Log into the mobile webadmin.
2. Tap **Call Coverage**.
3. Edit the **Number of Rings Before Sending Call to Call Coverage** field.
4. Edit the **Call Coverage Type** field.
5. Edit the **Call Coverage Destination** field.

If you do not enable this field, all calls go to treatment.

Glossary of Terms

Auto Attendant

An automated system that directs incoming calls to the appropriate extensions.

ATM

Asynchronous Transfer Mode. This is a protocol used for high speed data connections

CallIP Server

Call Processing Server. This is a piece of software that provides much of the intelligence for the *silhouette* system

Class of Service

an identifier that indicates a type of telephone call. Examples of Class of Service include "Emergency (911)", "Internal", and "Long Distance".

Click-to-Call

a web-based communication, where a user clicks a button to call a device

Conference Server

a device on the network used to provide conferencing services such as n-way calling. This is also called the Bridge Server.

Customer

from the service provider's perspective, this is often used to mean tenant

DHCP

Dynamic Host Control Protocol. This allows devices on an IP network to be dynamically allocated their IP Addresses and other information

DHCP Server

the machine on an IP network which allocates IP addresses and other information to devices on the network.

Dial Plan

a set of entries, which describe what action, the system should take based on the initial digits dialed (such as external call for "9")

DSL

Digital Subscriber Loop. This is a digital connection to a subscriber (usually high speed).

DSLAM

Digital Subscriber Loop Access Multiplexor. This is the device that multiplexes a set of DSL lines together.

FTP

File Transfer Protocol. This is a protocol to allow transfer of files (such as the software loads for IP phones) over a network.

Gateway

the device connecting the IP LAN to the public telephone network. The gateway contains slots that contain ports that connect to the public telephone network over PRI groups.

ICMP

Internet Control Messaging Protocol. This is a protocol that allows the Ping command.

media server

a device used to store and play auto attendant greetings, announcements and prompts for users of the *silhouette* system.

MIB

Management Information Base. This is a logical database made up of configuration, status and statistical information. It is transmitted using the SNMP protocol.

NMS

Network Management System (or Station). This is a system used to remotely monitor all components of a network. The most common protocol used by an NMS to communicate with its network components is SNMP.

NOC

Network Operations Center. This is typically a location where the service provider's NMS is running.

NPA

Numbering Plan Area. This is a 3 digit code also known as the Area Code

PRI

Primary Rate ISDN. This is a service that provides 23 digital voice channels plus 1 signaling channel on a standard T1 interface in a telephone network.

PRI Group

a grouping of PRI channels used for routing information.

Product DHCP Server

The DHCP Server provided as part of the *silhouette* product

PSAP

Public Safety Answering Point A facility equipped and staffed to receive 911 calls

PSTN

Public Switched Telephone Network.

PVC

Private Virtual Circuit. This is a reserved part of an ATM connection.

RFC

Request For Comments. This is actually used to describe specifications for protocols and computer industry related issues that are now considered standard. For example, the standard definition of SNMP is referred to as RFC1157

Route

A logical entity used to describe the type of calls based on dial plan (such as Internal, Long Distance, etc)

Route Entry

an entity that describes to which PRI group a call should be routed

RTCP

Real Time Protocol. This is a protocol used for sending messages to and from the IP Telephones.

Slot (on a gateway)

a single interface on a gateway. The slot contains ports that connect to PRI groups.

SMDI

Simplified Message Desk Interface. This is a protocol used to communicate with a voice mail system.

SMDI Port

a number indicating a characteristic of IP messages for the voice mail system.

SME

Small and Medium Business Enterprises

SMTP

Simple Mail Transfer Protocol. This is a protocol for sending e mail messages.

SNMP

Simple Network Management Protocol

T1

A standard North American physical wiring interface which provides twenty four 64 kilobit/second channels for telephone calls.

TCP

Transmission Control Protocol. This is a layer added onto the IP protocol (shown as TCP/IP) to provide reliable communication.

Telco

Telephone Company. This is a company that purchases the *silhouette* solution and sells voice over IP telephone service to tenants

Tenant

a customer of the service provider

Tenant Administrator

a user id that has the access rights required to perform administrative functions for a given tenant.

TFTP

Trivial File Transfer Protocol. This is the protocol used by the *silhouette* TFTP Server that sends the software load files to IP phones.

UBR

Unspecified Bit Rate. This is a characteristic of a PVC in an ATM connection. In the *silhouette* system, it would be used for PC data traffic.

UDP

User Datagram Protocol. This is a layer added onto the IP protocol (shown as UDP/IP) to provide a simple way to deliver information.

User

an individual with access to the web interface of the *silhouette* product. A user has an associated user id and password/PIN number. From the perspective of a tenant, a user also has an associated telephone extension

VBR rt

Variable Bit Rate Real Time. This is a characteristic of a PVC in an ATM connection. In the *silhouette* system, it would be used for telephony traffic

VCI

Virtual Circuit Identifier. This is part of the definition of a PVC in an ATM connection. A PVC is uniquely identified by its VCI and VPI (usually written in the form ccc.ppp where ccc is the VCI and ppp is the VPI).

VPI

Virtual Path Identifier. This is part of the definition of a PVC in an ATM connection. A PVC is uniquely identified by its VCI and VPI (usually written in the form ccc.ppp where ccc is the VCI and ppp is the VPI).

Voicemail system

a device used for storage and retrieval of subscriber's voicemail.

Zone

A logical entity that associates sites with dial plans and CallP servers. Zones contain route entries that determine the physical routing of outgoing calls from the system.

Index

5610 cordless phone... 17
5610 cordless
 configure SIP domain... 28
 configure from handset menu... 26
 configure handsets via web interface...
 24
 features... 18
 handset registration... 23
 installation... 19
 troubleshooting... 29
5610cordless
 registration... 22

A

account code entry... 51
account code speed entry... 52
account codes... 51
add personal contact address... 101
add personal contacts... 100
auto attendant, forward phones to... 54

B

C

call coverage... 38
call coverage... 93
call forwarding... 91
call groups... 38
call groups
 answering calls... 34
 join/leave... 39
call lists... 39
call pickup... 52
Call Waiting Tone... 93
call
 making... 35
 making second... 35
 transfer... 48
 transfer to voicemail... 48
calls, answering... 32
calls, join two... 46
calls
 answer second... 34
 answer with headsets... 64
 end with headset... 64
 intercom... 57
 make with headset... 64

 monitor... 43
 twinned... 49
change PIN... 67
click to call... 106
co-worker, forward phones to... 54
company speed dial... 53
compatible peripherals matrix... 15
contact list, sort... 105
contacts... 99
coverage, forward phones to... 54

D

deflect call... 41
devices
 list... 75
 logging out from... 75
dial-0 destination, configure... 96
do not disturb... 92
dynamic site... 98
dynamic site, connect your phone to... 99
dynamic site
 create... 98
 release... 99
 view information... 99

E

email forwarding of voicemail messages,
configure... 96
email notification of voice messages,
configure... 96
export personal contacts... 101
external contacts... 105
external contacts, find an entry in the...
106

F

features, using... 37
forward phone
 to auto attendant... 54
 to co-worker... 54
 to coverage... 54
 to number... 54
 to prompt... 55
forward phones to prompts... 55
forwarding phones... 53

G

Index

glossary... 117

H

handset volume, change... 62
handset, switch to... 64
handset, using... 33
handsfree answerback... 56
headset, mute... 64
headsets, connect and configure... 64
headsets, using... 63
hold... 56
hold notification... 56

I

import personal contacts... 101
import personal contacts through Excel... 102
import personal contacts through Outlook... 103
initial setup... 31
intercom calls... 57
intercom to co-worker... 57
intercom to prompt... 57
internal contacts... 105
internal contacts, find a person in the... 105
internal phone settings... 58
IP 5610 cordless
 assign an IP address to the DECT stand... 23
IP DECT stand
 change handset display name and PIN... 27

J

K

key mapping profile, select... 89

L

labels, print... 91
language for voicemail retrieval, configure... 97
language, setting... 70
line appearance... 58
log in... 41
log out... 42

M

memory keys on PKM, program... 77
message waiting indicator, enable... 95
Mitel 5212-5312 IP Phone... 8
Mitel 5304 IP Phone... 7
Mitel 5310 IP Conference Unit... 14
Mitel 5320 IP Phone... 11
Mitel 5330 IP Phone... 12
Mitel 5340 IP Phone... 13
Mitel 5360 IP Phone... 14
mobile webadmin... 109
mobile webadmin
 DND... 114
 access... 110
 call coverage... 115
 call forwarding... 113
 designate C2C device as originator... 113
 designate intercom recipient... 113
 log out from device... 113
 my phones... 110
 my settings... 113
 twinning... 115
multi-desking... 107
mute... 58
MWI, enable... 95
my call groups... 94
my call handling... 91
my dynamic site... 98
my personal details... 75
my phones... 75
my settings... 74
my voicemail... 95

N

N-way calls... 38
N-way calls... 45
name announcement, record... 73
number, forward phones to... 54

O

one touch speed dial... 59
other features... 50

P

page... 59

Index

- park and retrieve... 60
- permission types... 74
- permissions... 73
- personal contact address
 - add... 101
- personal contacts... 100
- personal contacts
 - add... 100
 - export... 101
 - import... 101
 - import through Excel... 102
 - import through Outlook... 103
 - sync... 105
- phone directory... 46
- phone display, setting your language... 71
- phone system, using... 3
- phone usage, personalizing via web... 65
- phone
 - monitor... 45
- phones, activating... 31
- phones, using other... 15
- phones
 - using... 5
- PIN
 - change... 67
 - forgotten... 67
- PINs
 - restricted... 68
 - unrestricted... 69
- programmable key module, using... 16
- programmable memory key features... 78
- Q
- R
 - redial... 61
 - reset keys... 90
 - restricted PINs... 68
 - ring tones
 - configure... 90
 - ring volume, change... 62
- S
 - security alert, stopping... 66
 - setup, initial... 31
 - setup
 - quick... 69
- speaker... 47
- speaker phone to handset... 33
- speaker volume, change... 62
- speakerphone, using... 33
- speed dial, one touch... 59
- speed dial
 - company... 53
- Splash Ring... 34
- sync personal contacts... 105
- T
 - twinned calls... 49
 - twinning... 94
- U
 - unrestricted PINs... 69
 - user details... 72
 - user details, change... 72
- V
 - voicemail... 50
 - voicemail language... 72
 - voicemail messages, listen to... 95
 - voicemail PIN, reset... 97
 - voicemail timezone, configure... 97
 - volume control... 61
- W
 - web interface language... 70
 - web lockout... 66
 - web login... 66
 - web login... 69
 - what's new... 4
- X
- Y
- Z