5340 IP Phone

Customization and Superior Usability in the Next Generation of IP Phones

The Mitel® 5340 IP Phone is a new generation telephone that provides voice communication over an IP network. It can be customized to a specific user, but can also be used by any employee in the enterprise. It features a large, backlit graphics display, 48 programmable multifunction self-labeling keys and provides users with real-time access to applications and services. HTML applications can be developed to run on the 5340 IP Phone without an external server – providing cost-effective, intuitive customization for unique requirements such as launching an application, or displaying specific information integral to the user or business.

The 5340 IP Phone is ideal for any enterprise employee, including executives, teleworkers, Hot Desk users, and Contact Center agents or supervisors.

Ease of use and enhanced user value

The Mitel 5340 IP Phone provides 48 self-labeling, programmable keys, to suit any needs of any user. The backlit display and context-sensitive softkeys as well as intuitive navigation keys add to the usability, proving the 5340 IP Phone is the "one size fits all" desktop phone.

What do you want your phone to do?

Whatever your requirements, customization is easy and cost effective with the 5340 IP Phone’s HTML desktop tool. You can launch an application, create a screen saver, or display database information – all accomplished easily and quickly to address the needs of unique customers.
Superior Acoustics with Wideband Audio

The 5300 Series IP Phones have been designed to provide superior sound quality. Wideband Audio is a standard feature on our 5340 IP Phone, and it comes equipped with a wideband audio handset (7Khz), as well as full duplex handsfree, making it acoustically superior to many IP phones available today.

Peripherals support for your unique needs

Customize the 5340 IP Phone to specific user requirements by selecting the right accessory – there’s no need to purchase various types of phones. The functions of the 5340 IP Phone can be expanded with any of the following phone peripherals:

- Line Interface Module, which allows analog connectivity for emergency dialing
- 5310 IP Conference Unit, which provides instant superior quality voice conferencing
- Wireless LAN Stand, which provides standards-based wireless connectivity as either an access point or a client
- Gigabit Ethernet Stand, which enables connectivity in a Gigabit Ethernet environment

5340 IP Phone Features

- Large backlit graphics display (160 x 320) with auto-dimming
- 48 programmable, multi-function, self-labeling keys, provided in three pages of 16 keys each
- Wideband Audio Support - ships with a wideband handset (7kz) standard
- Peripherals and modules support: Line Interface Module, IP Conference Unit, Wireless LAN Stand, Gigabit Ethernet Stand
- HTML Desktop Toolkit included for Applications development
- Thirteen fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer / Conference, Redial, Cancel, Volume / Ringing / Contrast Up & Down, Home Page, Previous Page, Next Page
- Six context-sensitive softkeys for intuitive feature access
- Handsfree speakerphone operation (full duplex)
- Icon button labeling for global markets
- Language support: English, French, German, Italian, Portuguese, Spanish, Dutch
- Hearing-aid-compatible (HAC) handset (meets American Disabilities Act (ADA) requirements) and HAC compliance for magnetic coupling to approved HAC hearing aids
- Secure voice communication enabled by encryption
- PC Companion Application for easy user programming and key labeling supports Teleworker, ACD and Hot Deskig
- Dual Mode ready – supports Mitel IP (MiNET) and SIP protocols
Power
Multiple power options, including Power over Ethernet
Accepts standards-based (IEEE 802.3af) power over the
LAN via spare pair to signal pair, or supports 48 VDC
Ethernet / AC Power wall adapter

Regulatory Standards
EMC: CANADA:
ICES-003 Issue 3
USA:
CFR Title 47, Part 15 (CLASS B)
EU:
R&TTE directive (1999/5/EC)
EN55024: 1998
EN55022: 1998

Safety: CANADA:
CAN/CSA-C22.2 No. 60950-00
USA:
UL60950
ANSI/NFPA 70
EU:
R&TTE directive (1999/5/EC)
EN60950: 2000

Environmental Conditions
Temperature Humidity
Operational: +4°C - +49°C 95% (non-condensing)
Storage -40°C - +66°C 15% (non-condensing)

System Requirements
Mitel 3300 IP Communications Platform (ICP),
Release 7.0 (UR2)
Mitel Teleworker Solution, Release 4.2

5340 IP Phone Specifications

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<th>Power Consumption</th>
<th>PROCESSOR</th>
<th>Type</th>
<th>Speed</th>
<th>DSPs</th>
<th>No.</th>
<th>Speed</th>
<th>silicon</th>
<th>CODEC/Wideband</th>
</tr>
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<tr>
<td>Output: 48 VDC</td>
<td>4.8 W</td>
<td>MIPS</td>
<td>165 MHz</td>
<td>1</td>
<td>125 MHz</td>
<td>130µ CMOS</td>
<td>G.722</td>
<td></td>
<td></td>
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<tr>
<td>Input: 110V 50-60 Hz or 220V 50 Hz</td>
<td></td>
<td></td>
<td></td>
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<tr>
<th>RAM</th>
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<th>Voice Traffic</th>
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<th>Size (LxWxH)</th>
<th>Weight</th>
<th>MTBF Rate</th>
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</tr>
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<tr>
<td>16 MB</td>
<td>8 MB</td>
<td>RTP over UDP</td>
<td>MINET over TCP Session Initiation Protocol (SIP)</td>
<td>IEEE 802.1p/q (24 cm x 20.5 cm x 12 cm)</td>
<td>2.8 lbs (1.3 kg)</td>
<td>10 years</td>
<td>G.711, G.729</td>
<td></td>
</tr>
</tbody>
</table>
Companies don’t make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently.

Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

www.mitel.com
Quick Reference Guide

Making a Call
1. Lift the handset OR
2. Press .
3. Dial the desired number OR
4. Press a Speed Call key OR
5. Dial the prefix for external calls (e.g. 9) and the number.

Answering a Call
1. Lift the handset OR
2. Press and begin speaking.

Ending a Call
1. Press OR
2. Replace the handset.

Placing a Call on Hold
1. Press . The line key flashes.
2. Replace the handset if necessary.

Retrieving a Call from Hold
1. Lift the handset OR
2. Press .
3. Press the key with the flashing indicator.

Retrieving a Message
1. Press . It flashes when a message is waiting. Follow the voice mail prompts to retrieve your message.

Transferring a Call
1. Press OR
2. Dial the desired number.
3. Hang up OR wait for the called party to answer, announce the transfer, and then hang up.

Conferencing Calls
1. Press OR
2. Dial the number of the next party. Wait for an answer.
3. Press OR

Programming a Speed Call
1. Press Settings OR
2. Press Programmable Keys.
3. Press the key you wish to program.
4. Press Speed Call.
5. Press Edit Label and enter the label for the Speed Call.
6. Press Save.
7. Press Edit Number and enter the phone number for the Speed Call.
8. Press Save, and then press Save again.
9. Press Close, and then press Close again.

Adjust Volume Levels
Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.
1. Press repeatedly to raise the volume OR repeatedly to lower the volume.
2. Press to mute your microphone.

NOTE: For more information on using other features or on programming the Personal Keys on your 5340 IP Phone, see the 5330/5340 IP Phone User Guide at www.tc.mtu.edu/voice/voiceservices/voip/5340/5330-5340_UG_R8 UR3_EN.pdf or contact Telecom.
NOTICE

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Mitel 5330 IP and 5340 IP Phones - User Guide
March 2008

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ABOUT YOUR PHONE

The Mitel® 5330 and 5340 IP Phones are full-feature, dual port, dual mode enterprise-class telephones that provide voice communication over an IP network. They both feature a large graphics display (160 x 320) and self-labeling keys. The 5330 IP Phone offers 24 programmable multi-function keys and the 5340 IP Phone offers 48 programmable multi-function keys for one-touch feature access. Both phones provide ten fixed feature keys for convenient access to features such as Conferencing, Redial, and many customizable user settings as well as navigational keys to access various screens and application layers. The 5330 and 5340 IP Phones also feature a PC Companion application, which is a PC-based desktop programming tool, that allows you to easily configure your phone from your Personal Computer (PC).

The 5330 and 5340 IP Phones support Mitel Call Control (MiNet) protocol and session initiated protocols (SIP). Both phones support the Line Interface Module and 5310 IP Conference Unit. Additionally, they support Hot Desking and Clustered Hot Desking as well as Resiliency. The 5330/5340 phones are ideal for executives and managers, and can be used as an ACD Agent or Supervisor Phone, as well as a Teleworker Phone.
### Elements of Your Phone

<table>
<thead>
<tr>
<th>Feature</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Display</td>
<td>Provides a large, high-resolution viewing area that assists you in selecting and using phone features.</td>
</tr>
<tr>
<td>2) Ring/Message Indicator</td>
<td>Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.</td>
</tr>
<tr>
<td>3) Volume, Speaker and Mute Controls</td>
<td>Provide the following audio control capability:</td>
</tr>
<tr>
<td></td>
<td>• 🕹️(UP) and 🕹️(DOWN) provide volume control for the ringer, handset, and handsfree speakers.</td>
</tr>
<tr>
<td></td>
<td>• 🎤(SPEAKER) enables and disables Handsfree mode.</td>
</tr>
</tbody>
</table>
Elements of Your Phone

<table>
<thead>
<tr>
<th>Feature</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>MUTE</td>
<td>Enables Mute, which allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call.</td>
</tr>
</tbody>
</table>

4) Fixed Function Keys

- APPLICATIONS: provides access to menus for your phone's applications and settings.
- CANCEL: ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level.
- REDIAL: calls the last number dialed.
- HOLD: places the current call on hold.
- TRANS/CONF: initiates a call transfer or establishes a three-party conference call.
- MESSAGE: provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox. Note: The Ring/Message indicator also flashes when messages are waiting.

5) Keypad

Use to dial.

6) Navigation Page Keys

Use to display additional pages of information. The 5330 has two page navigation keys: Back and Next. The 5340 has three page navigation keys: Back, Next, and Home.

7) Programmable Feature Keys and Softkeys

Provides 24 (on the 5330) and 48 (on the 5340) self-labeling keys that can be programmed as speed call keys, fixed function keys, hard keys, applications, or line appearance keys, according to your communication needs. On your home page, the bottom right feature key is always your Prime Line key on a 5340 IP Phone; and the bottom left feature key is always your Prime Line key on the 5330 IP Phone. The top three keys are softkeys.

8) Handsfree Speaker

Provides sound for Handsfree calls and background music.

9) Handset

Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.
Ring/Message indicators

When indicator is | it means that
--- | ---
Flashing rapidly | Your phone is ringing
Flashing slowly | A message or callback message is waiting at your phone
On | Your phone is ringing another phone
Off | Your phone is idle, or you are on a call

For Users on Resilient 3300 ICP Systems

If during a call, you hear a beep repeated every 20 seconds it means that your phone is switching to a secondary 3300 ICP system. The call continues and there is a change in the operation of some keys and features on your phone. Normal operation resumes when your phone switches back to the primary system. If your phone is idle and switched to the secondary system, you’ll see a flashing rectangle on the display. The rectangle remains until the switch to the primary system is complete.

If the phone fails over to the secondary ICP, you have access to your mailbox on the secondary ICP only if your Administrator has programmed a mailbox for you.

Notes:

- The People and Settings applications do not support resiliency. Your logs, contact information and any Settings on the primary ICP will not be carried from the primary ICP to the secondary ICP.

Mitel Line Interface Module

The Line Interface module is an optional device that adds an analog phone line (POTS) capability to your phone. If Emergency Call Routing is not programmed on your 3300 ICP, you must use the Line Interface Module to dial emergency calls. For more information on emergency number dialing, refer to Emergency Calls. If you have a Line Interface Module connected to your phone, all programming of the Line Interface Module, except the Analog Key, is done by the Installer when your phone is installed. For more information, refer to Programming Features on Your Keys and Using the Line Interface Module.
TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjust the viewing angle

The stand built into your phone tilts to give you a better view of the keys.

To tilt your telephone for better viewing:

1. Turn the phone so that the front faces away from you.

2. Hold the base unit firmly and press the release tabs on the sides of the stand to detach the base unit.

3. Hinge the hooks of the base unit into the notches on the back of the phone and snap into place as follows:
   a) For a high-angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.

   b) For a low-angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.
USING YOUR DEFAULT PHONE WINDOW AND KEYS

The 5340 and 5330 IP Phone default phone windows and keys are shown and described below. The Phone window provides access to programmable keys and the main phone interface.

Getting Started with Your Phone

When you receive your phone, you need to program features and applications. Press the blue Applications key to access your phone’s applications. You can then program your phone’s settings, your contact list using People (5340 IP Phone), Call Forwarding and so forth. See Using Your Phone Applications.

5340 and 5330 IP Phone Window
### 5340 and 5330 IP Phone Default Window and Keys

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<th>Feature</th>
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<tr>
<td>1) Softkeys</td>
<td>Allow you to access specific call control features, which are context sensitive. Non-programmable feature keys, which are specific to the application or state of the set. The 5330 provides three softkeys and the 5340 provides six softkeys.</td>
</tr>
<tr>
<td>2) Programmable Keys</td>
<td>Launch specific call control features. Use the Settings application or the PC Companion application to program these keys. The 5340 provides 16 programmable keys per page (a maximum of 47 programmable keys plus 1 prime line key). The 5330 provides 8 per page (a maximum of 23 programmable keys plus 1 prime line key). For instructions on programming the keys, see <a href="#">Programming Features on Your Keys</a>.</td>
</tr>
<tr>
<td>3) Navigation Page Keys</td>
<td>Display additional pages of information The 5330 has two page navigation keys: Back and Next, while the 5340 has three page navigation keys: Back, Home, and Next.</td>
</tr>
<tr>
<td>4) Status Line</td>
<td>Displays time, date, and icons indicating feature states as follows:</td>
</tr>
<tr>
<td></td>
<td>• Message Waiting (Jason) - Indicates new voice mail.</td>
</tr>
<tr>
<td></td>
<td>• Headset (Jason) - Indicates that the phone is in headset mode.</td>
</tr>
<tr>
<td></td>
<td>• DND (Jason) - Indicates DND (Do not disturb) mode.</td>
</tr>
<tr>
<td></td>
<td>• Logged in as (Jason) - Indicates that a hot desk user is logged in.</td>
</tr>
<tr>
<td></td>
<td>• Conference Unit (Jason) - Indicates that the Conference Unit is connected and turned on.</td>
</tr>
<tr>
<td>5) Information Area</td>
<td>Provides prompts in most phone applications. Content changes based on the application.</td>
</tr>
<tr>
<td>6) Footer</td>
<td>Shows context and summary information based on information in the Programmable Keys area, such as Page Indicators, numbers of items, and so forth.</td>
</tr>
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</table>
ABOUT YOUR PHONE APPLICATIONS

Your 5330 and 5340 IP Phones provide applications that simplify the use of your phone.

To open the Applications window, press the blue Applications key. The Applications home window gives the current status of your phone’s applications.

To open an application, press the key beside the application name:

- **People (5340 IP Phone only):** Use the People application to add, delete and edit contact names and numbers. You can also dial anyone on your contact list from the People application. The People window displays up to eight contacts per page, ordered alphabetically by last name. For information on using the People application, refer to Setting Up Your Contact List and Dial From Your People Application.

- **Call Forwarding:** Use the Call Forwarding application to quickly set Call Forward Always and to create Call Forward profiles that identify where to send your incoming calls. The Call Forwarding window shows a list of your Call Forwarding profiles and indicates which one is active. See Call Forward for more information on how to add, edit, delete, and activate Call Forwarding profiles.

- **Call History:** Use the Call History application to display lists of the calls that you have missed, made, and answered. This feature allows you to filter the call records and display information on each call on the list. See Using the Call History Application for more information.

- **Conference Unit:** Use the Conference Unit application to control the 5310 IP Conference Unit. Use this application to turn the conference unit off or on, to adjust the volume, or to put the conference unit into Presentation mode. You can only run one Conference Controller session at a time. The Conference Unit application is available only when your phone is connected to a 5310 Conference Unit.

- **Cordless Module and Accessories:** Use the Cordless Module application to configure and view status of cordless accessories. See Using the Cordless Module for more information.

- **Settings:** Use the Settings application to display and quickly change your phone’s current communications settings. See Using the Settings Application for more information.

- **Launch PC Application:** Provides a launch point to the PC Companion Application. Not supported at MTU.

- **Help:** Provides access to Launch PC Help and Quick Help and displays a list of the key icons.

- **Call Info:** Use the Call Info application to display caller information on your phone’s prime line. Call Info appears automatically on incoming calls if the Call Notification—Display Call Info Setting is enabled and Call Info is available.
You can press the programmed application key from the default Phone Window. For information on programming keys, see Programming Features On Your Keys.

Using the Settings Application

The Settings application provides a single location to access all your phone settings.

The Settings window provides access to the Settings application. Select any of the options below to access a window where you can view and configure settings for your phone. The Settings window provides the following:

- **User Information**: Use to specify your name and phone number.
- **Languages**: Allows you to select the language in which phone prompts and applications appear. Supported languages are English, French, Spanish, German, Dutch, Italian, and Portuguese. Note: The system can support up to three languages at one time. Language choices appearing in the phone display are controlled by ICP programming.
- **Text Size**: Allows you to specify the font size (large or small) for the 5340 IP Phone.
- **Programmable Keys**: Use to assign features to the Programmable Keys that are available in the Phone application.
- **Call Notification**: Use to specify that the Phone application behavior when incoming or outgoing calls occur.
- **Brightness and Contrast**: Allows you to adjust the display brightness and contrast of your phone.
- **Screen Saver**: Allows you to specify a specific time of inactivity on your phone that triggers the screen saver to display.
- **Audio Feedback**: This setting allows you to adjust the volume of the audio feedback as well as the error beeps and enable or disable the setting.
- **Message Key Configuration**: Allows you to configure the Message key.
- **External Message**: Allows you to program your phone to launch the Phone application when it displays special messages in the Information Display area.
- **Go To URL**: Allows you to enable third party URLs to display in the Web Browser application.
- **PC Connectivity**: Allows you to enter a password that is used by the phone to establish communications with the PC-resident 5330/5340 Companion application.
- **About 5330/5340 IP Phone**: This screen displays the software release.
Using the Call History Application

Use this application to display logs of your most recent 50 calls. After the 50-call limit has been reached, the oldest log is replaced each time a new call is missed, made, or answered.

From this application, you can

- display logs by type
- display call information (if available) for the logs
- return missed calls by pressing a key (5340 IP only)
- delete or modify digits before saving or dialing a call
- delete logs

If you are a hot-desk user, you can view and maintain your call history logs when you are logged into another extension.

View Call Log Details

1. From the idle display, press the blue Applications key and then press Call History. (Missed Calls) appears next to the key label if you have missed calls.

2. Press
   - Missed to view your missed calls (if any).
   - All to view a list of all logs (5340 IP only)
   - Answered to view logs of your incoming calls
   - Made to view logs of your outgoing calls.

3. Use the navigation keys at the bottom of the display to move to the previous, first, or next page of logs. The total number of logs in the current list is shown in the bottom left corner of the display. The bottom right corner shows the range of logs (for example 1 - 7) that are currently displayed.

4. Press the key to the right of the log to call the contact (5340 IP Phone only) or
   Press the key to the left of the log to display the call details:
   - Name and number (if available)
   - Log type and number of attempts (for example 2x)
   - Type of call: Transfer (Tsf.) or Conference (Conf.)
   - Time and date of log
   - Duration of call in hours:minutes:seconds (for Made and Answered logs).
5. Do one of the following:
   • If necessary, use the keypad, **Delete Digit**, and **Backspace** keys to modify the number. Press **Dial** to call the number or press **To Contacts** to save the contact details to the **People** application (5340 IP Phone only).
   • Press  or  at the bottom of the set to display details for another log.
   • Press **Close** to return to the previous list.

**Review Call Log Icons**

1. Press the blue **Applications** key, press **Help**, and press **Key Icons**.

2. Press  or  to navigate to the list of Call History icons. Note that “New” logs are any logs that have been generated since the last time you accessed the Call History application.

**Delete Logs**

To delete an individual log press the key to the left of the log to display the call details and then press **Delete Log Entry**.

To delete all logs by type

1. From the idle display, press the blue **Applications** key and then press **Call History**.
   or
   Press the **Call Hist** feature access key. (Missed Calls) appears next to the key label if you have missed calls.

2. Press
   • **Missed** to view your missed calls (if any)
   • **All** to view all logs (5340 IP only)
   • **Answered** to view logs of your incoming calls
   • **Made** to view logs of your outgoing calls.

3. Press **Delete List** to delete all logs from the currently displayed list.

4. You are prompted to confirm the delete. Press **Delete**.
Getting Help

To access the 5330/5340 IP Phone help and documentation:

1. Press the blue Applications key.

2. Press Help. You have the following options:
   - Press Key Icons or Quick Help.
   - Press [ ] or [ ] at the bottom of the set to view items for the selected help option.

3. Press Close.

Tips for Setting up your Phone

After you receive your 5330/5340 IP Phone, use the options in the Settings application to customize your phone. After customizing your phone, press the blue Applications key to verify the settings are correct. Now, you are ready to begin using your phone.
CUSTOMIZING YOUR PHONE

Use the Settings application to customize your phone.

Note: The System Administrator can invoke a Lock to Factory default option on a per-phone basis. When this is in effect, the system administrator sets the following settings and you cannot change them:

- Programmable Keys
- External Messaging
- Go to URL

Using the Dial Pad to Enter Information

You can use the standard dial pad keys 0-9, and * and # to enter a name and or number for applications and features. Using the dial pad is the default option. You can also use the on-screen keyboard by selecting Keyboard while entering text (see Using the On-screen Keyboard).

The following table illustrates the characters you can enter by pressing a key consecutively. For example, to enter the letter “e”, press the ‘3’ key twice.

<table>
<thead>
<tr>
<th>Key</th>
<th>Characters</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>a b c A B C 2</td>
</tr>
<tr>
<td>3</td>
<td>d e f D E F 3</td>
</tr>
<tr>
<td>4</td>
<td>g h i G H I 4</td>
</tr>
<tr>
<td>5</td>
<td>j k l J K L 5</td>
</tr>
<tr>
<td>6</td>
<td>m n o M N O 6</td>
</tr>
<tr>
<td>7</td>
<td>p q r s P Q R S 7</td>
</tr>
<tr>
<td>8</td>
<td>t u v T U V 8</td>
</tr>
<tr>
<td>9</td>
<td>w x y z W X Y Z 9</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>*</td>
<td>* Space</td>
</tr>
<tr>
<td>#</td>
<td># . ( ) +</td>
</tr>
</tbody>
</table>

Characters are automatically inserted after a one-second delay. If you make an error, use Backspace and Clear (5340 only) to make corrections.

Press < or > at the bottom of the set to move the cursor forwards or backwards without deleting characters.

Note: When a text entry window is open, you cannot use the dial pad for dialing.
Using the On-Screen Keyboard to Enter Information

The onscreen keyboard can be used to enter name and number information into applications and features.

1. When prompted to enter name/number information, press **Keyboard** to display the on-screen keyboard.

2. Press **Next Page** and **Previous Page** to navigate to the set of characters needed for your input.

3. Repeatedly press the key next to the character you want to enter until that character is highlighted. The character is automatically inserted after a one-second delay. If you make an error, press **<** or **>** at the bottom of the set to move the cursor backwards or forwards. This does not delete any characters. You can press **Backspace** or **Clear** (5340 only) to delete characters.

4. After you have entered all the characters, press **Save**.

5. Continue with text entry as required by the application or press **Close**.

Specify User Information

To specify the phone number displayed on your phone:

1. Press **Settings**.

2. Press **User Information**.

3. Press **Edit Name**.

4. Using the dial pad, press the appropriate letters to spell your name (see Using the Dial Pad to Enter Information).

5. Press **Save**.

6. Press **Edit Number**.

7. Using the dial pad, press the appropriate numbers for your line (see Using the Dial Pad to Enter Information).

8. Press **Save**.

9. Press **Save** again.

Note: Press **Cancel** at any time to exit this application without making any changes or press **Clear** to clear the entered name and number.
Specify Language

To specify the language in which prompts and applications display:

1. Press Settings.
2. Press the Language setting.
   - The phone displays the three language selections that are currently programmed in the ICP.
3. Select the appropriate language and press Save.
   - The phone displays your chosen language.

Note: Languages supported on the 5330/5340 may differ from those supported on the ICP. If the phone is configured for an unsupported language, the prompts may appear in your selected language but the Application language for the phone defaults to English. The Language window displays "(name of the selected language)(Unsupported)".

Specify Display Brightness and Contrast

You can adjust the brightness and display contrast either via the phone volume controls (when the phone is idle) or via the Settings application. (Brightness adjustment on a 5330 IP Phone is available on models with backlit displays only.)

To adjust the display contrast using the volume controls:

- Repeatedly press 📞 (UP) or ⬇️ (DOWN).

Note: You can use this method only when the phone is idle. If the phone is ringing, this action adjusts the ring volume. If the phone is in use, this action adjusts the handset, headset and speakerphone volume.

To adjust the display brightness and contrast using the Settings application:

1. Press Settings.
3. Press the Brightness and Contrast keys to adjust the brightness and contrast of your screen.
4. Press Save.

Note: Press Cancel at any time to exit this application without making any changes.
Specify Audio Feedback Options

The error beep volume in the phone is related to the volume of the speaker. You can set the beep volume using this procedure; however, adjusting the speaker volume also affects the beep volume.

To adjust the volume of the audio feedback:

1. Press Settings.
2. Press Audio Feedback.
3. Set the options using the appropriate actions described below:
   - Option: Turn audio feedback off for errors
     - Action: Press Turn Off.
   - Option: Adjust audio for error beeps
     - Action: Press Volume + or Volume –
   - Option: Turn audio feedback on for errors
     - Action: Press Play Error Tone
4. Click Save.

Note: Press Cancel at any time to exit this application without making any changes.

Specify Text Size

To specify the text size that displays on the phone:

1. Press Settings.
2. Press Text Size.
3. Select Large Text or Small Text.
4. Press Save.

Note: This setting is available only on the 5340 since the 5330 always uses large text. Large is the default text size on the 5340 IP Phone.
Specify Call Notification Behavior

To specify that the Phone window automatically displays when you are making or receiving calls:

1. Press Settings.
2. Press Call Notification.
3. Press the appropriate options to identify when you want the Phone window to display. For example, if you select the Made option, each time the phone goes off hook to make a call, the Phone window is displayed.
4. Press Save.

Notes:
- When To my prime line is selected, select Display Call Info to display Call Information instead of the Phone window.
- Press Cancel at any time to exit this application without making any changes.
- When the Conference Unit application is displayed, the Phone application is not automatically displayed when making or receiving calls.

Adjust the Ringer

To adjust the Ringer Volume while the phone is idle:

1. Press Superkey (must be programmed to a key).
2. Press the No softkey until "Ringer Adjust?" appears.
3. Press “Ring Adjust”.
4. Press No.
5. Press “Ringer Vol”.
6. Press (UP) or (DOWN).
7. Press Superkey.

Note: Adjusting ringer volume also adjusts cordless headset/handset ringer tone.

To adjust the Ringer Volume while the phone is ringing:
- Press (UP) or (DOWN).
Notes:

• If the phone is in talk state, this action adjusts the volume of the handset, headset or speaker.
• If the phone is idle, this action adjusts the contrast.

To adjust the Ringer Pitch while the phone is idle:

1. Press **Superkey** (must be programmed to a key).
2. Press the **No** softkey until "Ringer Adjust?" appears.
3. Press “Ring Adjust”.
4. Press “Ringer Pitch”.
5. Press ↗️ (UP) or ↘️ (DOWN).
6. Press **Superkey**.

**Enable a Screen Saver  (5340 only)**

You can program your screen saver to turn on after a specific time period of inactivity on your phone.

To enable a screen saver:

1. Press **Settings**.
2. Press **Screen Saver**.
3. Select the inactivity time, which will activate the backlight switch to turn off.
4. Press the checkbox opposite **Display image** if you wish the screen saver to be displayed. If you do not press this checkbox, only the set backlight is turned on.
5. Use the **Brightness** options to adjust the Brightness of the screen saver, if necessary.
6. Press **Save**.
Program Receipt of External Messaging

You can program your phone to launch the Phone application when it receives messages (other than phone calls).

To program receipt of External message types:

1. Press Settings.
3. Press the checkbox Enable.
4. Press Save.

Enable URL Displays on your Phone

To enable third-party URLs to display in the Web Browser application:

1. Press Settings.
2. Press Go to URL.
3. Press the checkbox Enable.
4. Press Save.
PROGRAMING FEATURES ON YOUR KEYS

Tips on Programming Features

You can program your phone's programmable keys to enable features. To program your keys, use:

- **Settings application**

You can assign the following to a programmable Key:

- Features and Fixed function keys: see [Program Feature Keys Using the Setting Application](#).

- Applications: **People**, **Settings**, **Call Forwarding**, **Conference Unit** (see [Program Phone Application](#))

**Note:**

- Only the System Administrator can program line select and line appearance keys. The user’s Prime line by default is Key 1.

Features available for programming on programmable keys

<table>
<thead>
<tr>
<th>Feature</th>
<th>Default Label</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed Call</td>
<td>Speed Call</td>
</tr>
<tr>
<td>Music</td>
<td>Music</td>
</tr>
<tr>
<td>Night Answer</td>
<td>Night Ans</td>
</tr>
<tr>
<td>Account Code Verified</td>
<td>Acct Verified</td>
</tr>
<tr>
<td>Account Code Non-Verified</td>
<td>Acct Non-Ver</td>
</tr>
<tr>
<td>Hot Desking</td>
<td>Hot Desk</td>
</tr>
<tr>
<td>Phonebook</td>
<td>Phonebook</td>
</tr>
<tr>
<td>Speak@Ease™</td>
<td>Speak@Ease</td>
</tr>
<tr>
<td>Auto Answer</td>
<td>Auto Ans</td>
</tr>
<tr>
<td>Paging</td>
<td>Paging</td>
</tr>
<tr>
<td>Call Pickup</td>
<td>Call Pickup</td>
</tr>
<tr>
<td>Feature</td>
<td>Default Label</td>
</tr>
<tr>
<td>---------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Call Back</td>
<td>Call Back</td>
</tr>
<tr>
<td>Headset¹</td>
<td>Headset</td>
</tr>
<tr>
<td>Make Busy</td>
<td>Make Busy</td>
</tr>
<tr>
<td>Campon</td>
<td>Campon</td>
</tr>
<tr>
<td>Direct Page</td>
<td>Page</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>DND</td>
</tr>
<tr>
<td>Single Flash</td>
<td>Flash</td>
</tr>
<tr>
<td>Double Flash</td>
<td>Dbl Flash</td>
</tr>
<tr>
<td>Meet Me Answer</td>
<td>Meet Me</td>
</tr>
<tr>
<td>Message Waiting Indicator</td>
<td>Msg Waiting</td>
</tr>
<tr>
<td>Emergency Call</td>
<td>Emergency</td>
</tr>
<tr>
<td>Privacy Release</td>
<td>Privacy Rls</td>
</tr>
<tr>
<td>Swap</td>
<td>Swap</td>
</tr>
<tr>
<td>Release</td>
<td>Release</td>
</tr>
<tr>
<td>Call History</td>
<td>Call Hist</td>
</tr>
<tr>
<td>Call Park</td>
<td>Call Park</td>
</tr>
<tr>
<td>Call Park Retrieve</td>
<td>Park Retrieve</td>
</tr>
<tr>
<td>Float Keys</td>
<td>Float Keys</td>
</tr>
<tr>
<td>Group Listen</td>
<td>Grp Listen</td>
</tr>
<tr>
<td>Superkey</td>
<td>Superkey</td>
</tr>
<tr>
<td>Redial</td>
<td>Redial</td>
</tr>
<tr>
<td>Speaker</td>
<td>Speaker</td>
</tr>
<tr>
<td>Message</td>
<td>Message</td>
</tr>
<tr>
<td>Hold</td>
<td>Hold</td>
</tr>
<tr>
<td>Feature</td>
<td>Default Label</td>
</tr>
<tr>
<td>--------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Transfer/Conference</td>
<td>Trans/Conf</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancel</td>
</tr>
<tr>
<td>Analog Line</td>
<td>Analog Line</td>
</tr>
</tbody>
</table>

1. Turning on the Headset feature key has no effect on the Cordless Headset.

**Applications available for programming on programmable keys**

<table>
<thead>
<tr>
<th>Application</th>
<th>Default Label</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications List</td>
<td>Applications</td>
</tr>
<tr>
<td>Call History</td>
<td>Call Hist</td>
</tr>
<tr>
<td>People</td>
<td>People</td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>Forwarding</td>
</tr>
<tr>
<td>Conference Unit</td>
<td>Conf Unit</td>
</tr>
<tr>
<td>Launch PC Application</td>
<td>PC App</td>
</tr>
<tr>
<td>Help</td>
<td>Help</td>
</tr>
<tr>
<td>Settings</td>
<td>Settings</td>
</tr>
<tr>
<td>Call Info</td>
<td>Call Info</td>
</tr>
<tr>
<td>Visual Voice Mail</td>
<td>Voice mail</td>
</tr>
</tbody>
</table>
Program Feature Keys Using the Settings Application

To program a Phone Feature or hard key:

1. Press Settings.
2. Press Programmable Keys.
3. Press the key you wish to program.
4. If applications are displayed, press View Features.
5. Use the Page Navigation keys to move through the features list.
6. Select the desired feature or fixed function key from the list. A default label is automatically assigned to the key.
7. Enter the required information in the fields provided, if necessary.
8. If you are programming any feature other than Speed Call, Message Waiting Indicator, Call Park and Call Park Retrieve, press Save and you are finished with this procedure. If you are programming Message Waiting Indicator and or Call Park, perform the following steps:
   - Press the Edit Number field.
   - Using the dial pad, enter the appropriate numbers that correspond to the phone whose messages you wish to be notified of (Message Waiting) or the directory number (Call Park).
   - Press Save.

To program a Phone Application:

1. Press Settings.
2. Press Programmable Keys.
3. Press the key you wish to program.
4. If Features are displayed, press View Applications.
5. Select the desired application.
6. Press Save.
7. Press Close.
To program Speed Call:

1. Press **Settings**.
2. Press **Programmable Keys**.
3. Press the key you wish to program. If it’s already programmed, press **Clear Key**.
4. Press **Speed Call**.
5. Press **Edit Label** and enter the label for the Speed Call.
6. Press **Save**.
7. Press **Edit Number** and enter the phone number for the Speed Call:
   - The maximum length is 26 characters.
   - 0-9, # and *. Pause and Flash are not allowed.
   - You can use dial pad to enter the number.
8. Press **Save**, and then press **Save** again.
9. Press **Close**.

**Notes:**

- To return to the Feature or Applications list at any time, press **Cancel** or **View Applications**.
- You can also choose to Edit the Label, Clear Information, and Clear Key.

**Clear Programming from a Key**

You may wish to clear the programming from a key if you are no longer using it.

To clear the feature or application programming from a key:

1. Press **Settings**.
2. Press **Programmable Keys**.
3. Press the key you wish to clear.
4. Press **Clear Key**.
5. Press **Close**.
SETTING UP YOUR CONTACT LIST (5340 ONLY)

Use the People application to set up your contact list.

Adding names to your contact list

You can add a name to your contact list by entering it directly using the People application or by copying a number from the Call Info window. Since a contact’s phone number is mandatory and its name is optional, you are prompted to enter the number first.

To add a name to your contact list using the People application:

1. Open the People application.
3. Enter the number.
4. Press Save. The First Name window appears.
5. Press the appropriate letters to spell the first name of your contact.
6. Press Save.
7. Press Close.

Editing information in your contact list

1. Open the People application.
2. Press the name you wish to edit.
   
   **Note**: If you wish to delete the name from your contact list, press Delete.
3. Press Edit Name.
4. In the on-screen keyboard, update the appropriate information (see [Using the Dial Pad to Enter Information](#)).
5. Press Save.
6. Press Edit Number.
7. In the on-screen keyboard, update the appropriate information.
8. Press Save followed by Close.
MAKING AND ANSWERING CALLS

You can make a call using one of the following methods:

- Dial a number from the People application (for the 5340 IP Phone only).
- Press the programmed key associated with the party you want to call. For more information about programming keys, see Programming Features On Your Keys.
- Dial the number using the dialpad.
- Use Phone Book (see Phone Book below).

Dial from your People Application (5340 IP Phone only)

To dial a contact from your People list:

1. Open the People application.
2. Use the navigation keys to page through the contact list and select the name.
3. Dial the contact name using one of the following methods:
   - Select a contact name and press Dial.
   - Press the key to the right of the contact’s dial icon in the main list. (The contact name does not need to be selected.)
4. Continue the call using the speakerphone or lift the handset.

Phone Book

To use Phone Book:

1. Press Phone Book (if available) or the key programmed as Phone Book.
2. Enter the name of the desired party, as follows:
   - For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.
   - Use the <— softkey to correct errors.
   - If the next letter in the name is on the same digit key as the previous letter, press the —> softkey before proceeding.
   - If required, press —> softkey to add a space between the first and last name.
3. Press the Lookup softkey.
   - If the system option “Phonebook Lookup – Default to User Location” is enabled
for your phone, the search is limited to names that share your location; otherwise, the entire directory is searched.

- If the system option “Phonebook Lookup – Display User Location” is enabled, after the phonebook search function displays the matching name and directory number, the user’s location is displayed. The display alternates between the name/number and the location every 2 seconds.

4. If no match exists, edit the original entry.
   or
   If the system option “Phonebook with Location” is enabled, press **Backup**. ALL LOCATIONS? Is displayed. Press **Yes** to search the entire directory or press **No** to search for only names that share your location. Edit the name and press **Lookup**.

5. If more than one match is found, press the **Next** softkey.

6. Do one of the following:
   - To make the call, press the **Call** softkey.
   - To edit the entry, press the **Backup** softkey.
   - To exit, press **Cancel** or **Superkey**.

**Answer a call**

Do one of the following:

- Select the programmable line key or Float Key (see page 57) for the ringing line that is flashing.
- Lift the handset or press ‡ (SPEAKER).

**End a call**

Do one of the following:

- Press **Hang Up** or **Cancel** (🗙).
- Replace the handset.
- Press the key that you have programmed as Cancel.
- If you are in Handsfree mode, press ‡ (SPEAKER).

**Redial**

To redial the last number that you manually dialed:

1. Lift the handset (optional).
2. Press ‡ (REDIAL).
Redial - Saved Number

To save the last number that you manually dialed:

1. Lift the handset.
2. Dial the appropriate feature access code.

To Redial a saved number:

1. Lift the handset.
2. Dial the appropriate feature access code.

Handsfree Operation

To use Handsfree to make a call:

1. If you want to use a Non–Prime Line, press a Line Appearance key.
   
   **Note**: Your administrator must program Line Appearances to your phone.

2. Dial the number.
3. Begin speaking when the called party answers. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To use Handsfree operation to answer calls:

1. Press the flashing line key or Float Key (see page 57).
2. Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To hang up while using Handsfree operation:

- Press \( \text{SPEAKER} \).

To turn Mute on during Handsfree operation:

- Press \( \text{MUTE} \). The Mute key light turns ON.

To turn Mute off and return to conversation:

- Press \( \text{MUTE} \). The Mute key light turns OFF.

To disable Handsfree operation:

- Lift the handset.

To return to Handsfree operation:
1. Press \( \text{SPEAKER} \).
2. Hang up the handset.

**Auto-Answer**

When the Auto-Answer feature is active, incoming calls ring briefly, and then the phone answers the call in Handsfree mode. You can continue the call handsfree or use the handset.

To enable or disable Auto-Answer:

- Press **Auto-Answer** key. (See Programming Features on Your Keys for instructions on programming features on your phone.) The key is highlighted and all incoming calls are answered in Handsfree mode.

To switch from Handsfree mode to handset mode:

1. Lift the handset

To end a call, do one of the following:

- Press \( \text{Cancel} \)
- Press the **Hang Up** softkey.
- Wait for the caller to hang up.

**Using the Analog line**

The phone can support the Line Interface Module. See Using the Line Interface Module for more information.
CALL HANDLING

Hold

To place a call on Hold:

- Press △∞ (HOLD).
- Press the key that you have programmed as Hold. The indicator flashes on the line that has the held call.

**Note:** You can only retrieve a call from hold when the phone is idle.

To retrieve a call from Hold, do one of the following:

- Lift the handset and press the flashing line key or Float Key (see page 57).
- Press the flashing indicator.
- Use the Add Held feature to conference into the held call.

To retrieve a call from Hold at another phone, do one of the following:

- Press the flashing line key.
- Dial the appropriate feature access code and the number of the station that placed the call on Hold.

Mute

Mute lets you temporarily turn your phone's handset, headset or handsfree microphone off during a call.

To turn Mute on during a call:

- Press ✈ (MUTE). The ✈ (MUTE) light turns ON.

To turn Mute off and return to the conversation:

- Press ✈ (MUTE). The ✈ (MUTE) light turns OFF.

**Note:** If you are on a Handsfree MUTED call and you lift the handset, the handset microphone is automatically enabled and the MUTE light turns OFF.

**NOTE FOR USERS ON RESILIENT 3300 ICP SYSTEMS:** If your phone switches to the secondary system while your speaker or handset is muted (that is, while the Mute key is lit) the call remains muted until you hang up.
Transfer

To Transfer an active call:

1. Press TRANS/CONF.
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the Transfer, hang up.
   - To announce the Transfer, wait for an answer, consult, and hang up.
   - To cancel the Transfer, press CANCEL.

To transfer an active call during headset operation:

1. Press TRANS/CONF.
2. Dial the number of the third party.
3. To complete the Transfer, press the Release feature key.

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press TRANS/CONF.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press TRANS/CONF.

To leave a Conference:

- Hang up or press CANCEL.

Conference Split

To Split a Conference and speak privately with the original party:

- Press the Split softkey.
Add Held

To move a call on hold to another line appearance:

1. Press an available line key.
2. Press the AddHeld softkey.
3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press the AddHeld softkey.
2. Press the flashing line key.

Swap

To call another party when you are in an established two–party call:

1. Press \( \text{TRANS/CONF} \).
2. Dial the number.

To alternate between the two parties:

- Press the Trade Calls softkey.

Call Forwarding

Call Forward lets you redirect incoming calls to an alternate number when

- your phone is busy,
- when you're not answering, or
- all the time.

You can program, activate, and deactivate Call Forward Always quickly through the Applications screen while you have other types of Call Forwarding, such as Busy External, activated through your Call Forwarding profiles.

For example, you can enable profiles to forward calls to your voice mailbox when your phone is busy or unanswered. Then, if you must leave your desk, you can quickly enable Call Forward Always to another phone, such as your home phone or cell. After you return to your desk and deactivate Call Forwarding Always, your profiles for busy or unanswered conditions remain active.
USING QUICK CALL FORWARD ALWAYS

To program and enable Call Forward Always:

1. Launch *Applications* and press **Call Forwarding**
   or
   Press the **Forwarding** feature key.

2. If a number is already programmed, you can
   - Press **Activate** to enable forwarding to the current number
     or
   - Enter a new destination number and then press **Activate**.

Note: Call Forward Always takes precedence over all other types of forwarding.

To deactivate Call Forward Always:

1. Launch *Applications* and press **Call Forwarding**
   or
   Press the **Forwarding** feature key

2. Press **Deactivate**.

PROGRAMMING CALL FORWARDING USING PROFILES

You can create Call Forward profiles that identify where to send your incoming calls. After you create and save a Call Forward profile in the **Call Forwarding** application, you can enable or disable the profile at any time.

Notes:

- The None Profile is a default profile provided by the system. It has no numbers programmed. Use the None Profile to turn off all Call Forwarding.

- The default profile appears when the Call Forwarding set up does not match any of your profiles.

- Only one call profile can be active at a time.

- The dotted radio button icon next to the profile shows the current active profile.
To create a Call Forward profile:

1. Launch Applications and press Call Forwarding or Press the Forwarding feature key.

2. Press Profiles.


4. Press Edit Profile Name. An on-screen keyboard displays.

5. Press the appropriate keys in the on-screen keyboard to enter the profile name and press Save. This profile name identifies where your phone calls will be forwarded to.

6. Select the check box opposite the desired type of Call Forwarding:
   - **Always**: forwards all your phone calls
   - **Busy Internal**: forwards internal phone calls after several rings if your line is busy
   - **Busy External**: forwards external phone calls after several rings if your line is busy
   - **No Answer Int**: forwards internal phone calls redirects your calls after several rings if you don't answer
   - **No Answer Ext**: forwards external phone calls redirects your calls after several rings if you don't answer

7. Press Edit Number to display the on-screen keyboard. In the on-screen keyboard, enter the appropriate number.

8. Press Save.


10. Press Save.

11. Repeat Step 6 to Step 10 for each Call Forwarding type that you wish to program.

12. Press Save. This profile is saved but it is not activated. To activate this profile, see Activate Call Forward below.

13. Press Close.


**Note:** Press Cancel at any time to exit this application without making any changes.
ACTIVATE CALL FORWARD

To turn Call Forward on once it has been programmed:

1. Press the blue Applications key.
2. Press Call Forwarding.
3. Press Profiles.
4. Press the appropriate Profile setting.
5. Press Activate.

CANCEL CALL FORWARD

To cancel Call Forward:

1. Press the blue Applications key.
2. Press Call Forwarding.
3. Press Profiles.
4. Press None setting.
5. Press Activate.
USING OTHER FEATURES

Account Codes

An account code is a series of digits that you assign to your calls, usually for accounting purposes. The code identifies the account in the call records that your system generates. A forced account code is usually entered from another extension, enabling you to use features or make calls that the extension otherwise could not. If you want this feature enabled on your phone, ask your System Administrator.

To use Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press #.

To enter an Account Code during a call:

1. Press Superkey (must be programmed to a key).
2. Select Account Code.
3. Dial the Account Code digits.
4. Press the Save softkey.
5. Do one of the following:
   - For a verified account code, press the Yes key.
   - For a non-verified account code, press the No key.

ACD

If your phone is ACD-enabled, you can log in as an agent. When there is no agent logged onto an ACD-enabled set, LOGGED OUT is displayed.

To log in as an ACD agent:

1. Press Superkey.
2. Press Yes.
3. Enter your Agent ID, using the key pad.
4. Press Enter.

The text, LOGGED OUT disappears.
Attendant Call Hold - Remote Retrieve

To retrieve a call placed on Hold by the attendant:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the digits announced by the attendant.

Callback

The Callback feature allows you to be notified when a busy phone becomes free or when a phone has been used after a no-answer condition was encountered.

To request a Callback when you reach a busy or unanswered station:

1. Press Call Me Back.
2. Hang up.

When the party is available, your phone starts ringing, and the display shows the Callback ringing indicator.

To answer a Callback:

- When you see the Callback ringing indicator, lift the handset, or press the Float Key (flashing with the calling party’s name label; see page 57).

Call Forward - Remote (I'm Here)

To forward calls from a remote station to your current location:

1. Press Superkey (must be programmed to a key).
2. Press the No softkey until "Call Forwarding?" appears.
3. Press the Forwarding softkey.
4. Press the Next softkey until "I Am Here" appears.
5. Press the To Me softkey.
6. Dial the extension of the remote station.
   
   If you make an error while dialing, use the ← softkey to backspace and correct the number.
7. Press 📞 (DOWN) or the Save softkey.
To cancel Call Forward – Remote from the station that set the remote forwarding:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward – Remote from the station that was forwarded:

1. Press **Superkey** (must be programmed to a key).
2. Press the **No** softkey until "Call Forwarding?" appears.
3. Press the **Forwarding** softkey.
4. Press the **Review** softkey.
5. Press the **Change Key** softkey.
6. Press the **Turn FWD Off** softkey.
7. Press **Superkey** (must be programmed to a key).

**Call Forward - End Chaining**

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial *63.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial #63.
3. Hang up.

**Call Forward - Forced**

To force an incoming call to be forwarded:

- Press the Forward softkey.
Call Pickup

To answer a call that is ringing at another extension in your Pickup Group:

1. Lift the handset.
2. Press the key that you programmed as **Pickup**.

To answer a call that is ringing at another extension not in your Pickup Group:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the number of the ringing station.

Campon (Call Waiting)

When you get a busy tone, you can use the Campon feature to be notified when the busy party becomes available.

To Campon to a busy station:

- Press the **I Will Wait** softkey.

To retrieve a call when you hear the Campon tone:

- You can use the Trade Call or Call Swap feature with the **(TRANS/CONF)** hardkey or a programmable line key.

Direct Paging

Direct Paging allows you to page a party through the party’s handsfree speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call. If the paged party has Handsfree Answerback enabled and turned on on the phone, your page automatically establishes a handsfree call with the paged party.

To page a party:

1. Lift the handset.
2. Press the Direct Paging feature key or dial the appropriate feature access code.
3. Dial the extension number.
4. Speak to the dialed party after the tone.
How you answer a Direct Page depends on whether Handsfree Answerback is enabled and turned on at your phone. See one of the following procedures in this guide:

- Direct Paging - Handsfree Answerback Enabled
- Direct Paging - Handsfree Answerback Disabled

**Direct Paging - Handsfree Answerback Enabled**

When you receive a Direct Page, Handsfree Answerback automatically establishes a Handsfree call on your phone after a single burst of tone.

Your administrator enables or disables Handsfree Answerback on your phone. After your administrator enables Handsfree Answerback, you can choose to turn it on or off directly from your phone.

To turn Handsfree Answerback on:

- When your phone is idle, press \( \text{(MUTE)} \) once. The MUTE key light flashes to indicate that Handsfree Answerback is ON.

- When a Direct Page arrives, the MUTE key light turns OFF and a Handsfree call is automatically established.

To turn Handsfree Answerback off:

- Press the flashing \( \text{(MUTE)} \) key once. The MUTE key light turns OFF.

- To respond to a Direct Page when Handsfree Answerback is OFF, see "Direct Page - Handsfree Answerback Disabled" elsewhere in this guide.

**Note:** By default, Handsfree Answerback is turned OFF at your phone. If the \( \text{(MUTE)} \) key is OFF when your set is idle, Handsfree Answerback is OFF.
To answer a call using Handsfree Answerback:

<table>
<thead>
<tr>
<th>Phone state before Page arrives</th>
<th>To answer the Direct Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone is idle and MUTE is flashing</td>
<td>1. Check that MUTE is OFF.</td>
</tr>
<tr>
<td></td>
<td>2. Listen for the paging party.</td>
</tr>
<tr>
<td></td>
<td>4. Lift the handset if you wish to switch from a Handsfree call to a handset call.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You are on a handset or headset call, and MUTE is OFF</th>
<th>1. Check that MUTE is flashing.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Press MUTE. The light turns ON solid, and you are now speaking to the paging party and have muted your handset/headset call.</td>
</tr>
<tr>
<td></td>
<td>3. Speak to the paging party. Press MUTE to alternate between handset/headset and handsfree calls.</td>
</tr>
</tbody>
</table>

| You are on a MUTED handset/headset call, OR, you are on a Handsfree call | The party paging you receives a busy tone. Handsfree Answerback does not interrupt your call. |

To end a Handsfree Answerback call:

- Press either (SPEAKER) or (CANCEL).

When the Handsfree Direct Page call ends, the MUTE key light returns to the state it was in before the call was established.
Direct Paging - Handsfree Answerback Disabled

Your administrator enables or disables Handsfree Answerback and you can also turn it on or off on your phone. To turn Handsfree Answerback off, see "Direct Paging - Handsfree Answerback Enabled" elsewhere in this guide. When Handsfree Answerback is disabled on your phone and you receive a Direct Page, the Direct Page is indicated by a single burst of tone.

To answer Direct Page calls when Handsfree Answerback is disabled:

**Phone state before Page arrives:** To answer the Direct Page (indicated by single burst of tone):

1. Check that MUTE is ON solid.
2. Lift the handset OR press MUTE key to answer in Handsfree mode. (The light turns OFF.)

You are on a handset call or headset call, and MUTE is OFF

1. Check that MUTE is flashing.
2. Press MUTE. The light turns ON solid and you are now speaking to the paging party and have Muted your handset/headset call.
3. Speak to the paging party. Press MUTE to alternate between handset and handsfree calls.

You are on a Muted handset/headset call, OR, you are on a Handsfree call

The party paging you receives a busy tone. Handsfree Answerback does not interrupt your call.

To end a Direct Page call, do one of the following:

- Hang up the handset to end a handset call.
- Press (SPEAKER) to end a Handsfree call.
- Press (CANCEL).

When the Handsfree Direct Page call ends, the (MUTE) key light returns to the state it was in before the call was established.
Do Not Disturb

When you enable Do Not Disturb, callers will get a busy tone, and an on-screen text message indicating that you do not wish to be disturbed.

To activate or deactivate Do Not Disturb:

- Press the Do Not Disturb key that you programmed. The key is highlighted when Do Not Disturb is activated and is not highlighted when Do Not Disturb is not activated. The phone status line shows the Do Not Disturb icon.

To activate Do Not Disturb from a remote extension:

1. Lift handset.

2. Dial the number of the station to which Do Not Disturb is to apply.

3. Hang up.

To deactivate Do Not Disturb from a remote station:

1. Lift handset.

2. Dial the appropriate feature access code.

3. Dial the number of the station with Do Not Disturb activated.

4. Hang up.
EMERGENCY CALLS

To make an Emergency Call:

1. Lift the handset.
2. Dial your Local Emergency Number (911).
Float Keys (5340 IP Phone)

The 5340 IP Phone offers 48 programmable multi-function keys for one-touch feature access. You can program three of these keys as float keys. Float keys are typically used to display unanswered ringing lines on designated keys where the ringing lines would otherwise be hidden on one of the phone’s application pages. The location of the Float keys is shown in the following figure:

Up to three concurrent incoming calls with associated labels can appear on the Float keys. The labels are presented in reverse video (white on black background). Float keys can also be used to support ringing line queues – due to the number of ringing lines at any one time, you are able to view the queue of unanswered “floated” lines, and answer them as quickly as possible.

Only the following line types are supported for float keys on 5340:

- Single Line
- Key System
- Multicall
Programming Float Keys

You program the Float Keys using the Settings application on the 5340 phone. You are able to program the Float Keys essentially as a mirror of any of the lines programmed on the 48 programmable keys. The Float Keys reflect the state of those lines including indicators and labels, and allows you to access those lines without having to navigate to the pages where those keys may be displayed. Any answered floating line remains floating for the duration of the call, regardless of the manner in which it was answered.

To enable float keys:

1. Press Applications.
2. Press Settings.
4. Press Enable.
5. Press Save.

To program Float Keys using the Settings Application:

1. Press Applications.
2. Press Settings.
4. Press one of the line keys that you want to appear on a Float Key. Use the Page Navigator keys to move through the list of programmed lines if necessary. The Float Configuration display appears.
5. Press a key corresponding to your desired float configuration (see figure below):
   - **Float Immediate** – configure the unanswered incoming call on the designated line to appear at the Float Key immediately
   - **Float after. . .** – configure unanswered incoming calls to display on a Float Key after a delay of up to 60 seconds
   - **Do Not Float** – configure unanswered incoming calls to never displayed on a Float Key (this is the default setting)
6. Repeat steps 3 – 5 for every line key that you want to appear on the float keys.

7. Press Save.


To disable float keys

1. Press Applications.
2. Press Settings.
4. Press Disable.
5. Press Save.

Using Float Keys

You can set up more than three lines to float. As lines ring, they get placed into a queue which will display the first three in the float key area. If there are more than three lines configured to float, as Float Key positions are freed up, the next lines in the queue get displayed. Press the Float key of the ringing line to answer a call.
**Group Listen**

With Group Listen, you can carry on a conversation using the handset or headset while allowing others nearby to listen to the person at the far end over the handsfree speaker. The handsfree microphone is disabled in Group Listen mode.

To activate Group Listen while in a handset conversation:

- Press the *Group Listen* key.

  Audio from the far-end party is now heard through both the handset/headset and the speaker.

To make the call a normal two-way speaker call:

- Press (SPEAKER).

To exit Group Listen mode (and return to a normal handset/headset call):

- Press the *Group Listen* key.

To activate or deactivate Group Listen while in headset mode:

- Press the *Group Listen* key.

**Group Paging / Meet Me Answer**

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Lift the handset.
2. Press *Direct Page* or dial the appropriate feature access code.
3. Do one of the following:
   - To page your prime page group, press #.
   - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.
To respond to a Group Page by using Meet Me Answer:

1. Lift handset.
2. Press the key you have programmed to Meet Me Answer or dial the appropriate feature access code.

   (See Programming Features on Your Phone for instructions on programming features to your phone.)

3. Do one of the following:
   
   • To respond to a page from your prime page group, press #.
   • To respond to a page from a specific page group, dial the page group directory number.

**Headset Operation**

Note: For information about the Cordless Headset, see “USING THE CORDLESS HEADSET” on page 89.

To enable Headset Operation:

   • Press the **Headset** feature key.

To answer a call (when Auto Answer is disabled):

   • Press the flashing line key or Float Key.

To answer call (when Call Notification is enabled)

   • Select **Close** and then select the prime line.

To hang up:

   • Press **(CANCEL)**.

To mute your headset microphone:

   • Press the **(MUTE)** key. The light turns ON.

To turn mute off and return to the conversation:

   • Press the **(MUTE)** key. The light turns OFF.
Hot Desking (Must be set up by Telcom)

Hot Desking allows you to log into the telephone system from any phone designated as a Hot Desk phone. When you log in at the phone using your assigned Hot Desk User Extension Number, the phone assumes all your speed dials, features keys, call forwarding setup, and line appearances - even your language preference for the display. Any changes you make to the phone while you are logged in--for example, adding a speed dial--are saved to your personal profile. Logging in activates your profile on any phone that supports Hot Desking.

When you log in as a hot desk user, Call History data is updated for you. You do not see any call logs for the phones registered DN; you only see your history data. When you log out, the registered DNs history data is displayed. To access your voice mail when you are logged in as a hot desk user, you must log in to your voice mail.

To log into a Hot Desking phone (the phone must be idle):

1. Press the key you have programmed to **HotDesking**.
2. Press the **Login** key.
3. Using the phone keys, enter your Hot Desk User Extension Number, and then press **OK**.
4. Enter your pin number and press **OK**.

   While logged in as a hot desk user, the phone status line shows the Hot Desk 🌟 icon.

To log out of Hot Desking phone (the phone must be idle):

1. Press the key you have programmed to **HotDesking**.
2. Press the **Logout** command key.
3. Press the **Confirm** command key.

**Note:** Your profile can only be active on one phone at a time. If you log in from another phone without logging out from the first one, the system will automatically deactivate your profile on the first phone.

**Hot Desk Remote Logout**

A user who has forgotten to log out of a Hot Desking phone can be logged out from a phone that is configured to allow Hot Desk Remote Logout.

**Note:** This feature must be allowed by your System Administrator via the Class of Service.
To remotely log out a Hot Desking phone:

1. Dial 111.
2. Dial the Hot Desk User Extension Number that you want to log out.
3. Press the **Logout** command key.
4. Press the **Confirm** command key.

**Hot Desk - PIN Change**

To change your Hot Desk PIN:

1. Log into a Hot Desking phone.
2. Press **Superkey** (must be programmed to a key).
3. Press the **HotDesk PIN** softkey.
4. Press the **Yes** softkey.
5. Enter the current PIN or skip to step 6 if a PIN has not yet been assigned.
6. Press the **Enter** softkey.
7. Enter the new PIN.
   The PIN can include digits from 0 to 9 only and can be from 0 to 8 characters in length.
8. Press the **Enter** softkey.
9. Re-enter the new PIN.
10. Press **Superkey**.

**Make Busy**

You can use the Make Busy feature to have your phone appear busy to other callers. If callers dial your phone number when Make Busy is enabled a message indicating that your line is busy is displayed on their phones.

To enable Make Busy:

- Press the key you programmed to **Make Busy**. The key illuminates when Make Busy is activated and **MAKE BUSY** is displayed.

To disable Make Busy:

- Press the key you programmed to **Make Busy**.
Message Waiting Indicator

The Message Waiting Indicator (MWI) feature allows you to be notified when messages have been left on another phone. Once you have programmed a key to MWI, this key is always enabled.

To use MWI to contact the extension that left a message:

- Press the key you have programmed to MWI.

Messaging - Advisory

Advisory Messaging enables you to select a notice that appears on your phone display to inform people visiting your desk of your whereabouts. Select from a variety of advisory messages, including "On vacation", "In a meeting", or "Out to Lunch".

To turn Messaging - Advisory on:

1. Press Superkey (must be programmed to a key).
2. If necessary, press the No softkey until "Advisory Msgs" appears.
3. Press the Advisory softkey.
4. Press the Next softkey until the desired message appears.
5. Press the Turn Msg On softkey.

To turn Messaging - Advisory off:

1. Press Superkey (must be programmed to a key).
2. If necessary, press the No softkey until "Advisory Msgs" appears.
3. Press the Yes softkey when "Advisory appears.
4. Press the Turn Msg Off softkey.

Messaging - Callback

To leave a Callback Message when you hear busy or ringback tone:

- Press ☉ (MESSAGE) or press the Callback softkey.

To respond to a message waiting condition on your phone:

1. Press ☉ (MESSAGE).
2. If a password is required, dial your password (and press the Enter softkey if available).
3. Press the **Read Message** softkey, and do one or all of the following:

   - To display the time the message was sent, press the **More Msg** softkey.
   - To display the number of the caller, press the **More Msg** softkey twice.
   - To call the message sender, press the **Call** softkey.
   - To delete the message, press the **Erase Msg** softkey.
   - To view the next message, press `MESSAGE`.

You can check for messages from a remote station:

1. Press Superkey (must be programmed to a key).
2. Press the **No** softkey until "Remote Msging?" appears.
3. Press the **Yes** softkey.
4. Dial your extension number.
5. Press the **Enter** softkey.
6. If a password is required, enter your password and press the **Enter** softkey.
7. Press the **Yes** softkey.

You can set, change, or clear a password (up to 7 digits, not including 0):

1. Press **Superkey** (must be programmed to a key).
2. Press the **No** softkey until "Set Password?" appears.
3. Press the **Yes** softkey.
4. Do one of the following:
   - To enter a new password, enter your password.
   - To change or clear your password, enter your current password.
5. Press the **Enter** softkey.
6. To change or clear your password, do one of the following:
   - To change your password, enter your new password and press the **Enter** softkey.
   - To clear your password, enter 0.
7. Enter your new password again.
8. If you are setting up or changing a password, press the Enter softkey.
9. Press **Superkey** (must be programmed to a key).
Messaging - Cancel Callback

To cancel a Callback:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the number of the called station.
4. Hang up.

Messaging - Cancel All Callbacks

To cancel all Callbacks:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Hang up.

Music

To turn Music on and off when the phone is idle, do one of the following:

- To turn the music on, press the key that you programmed to Music or the Music softkey.
- To turn the music off, press the key that you programmed to Music or the Music softkey.

When the Music is activated, the key you have programmed is highlighted.

Night Answer

The Night Answer feature allows you to route calls to an attendant or message at night.

To enable Night Answer:

- Press the key you programmed to Night Answer. When you have enabled Night Answer, this key is highlighted.

To disable Night Answer:

- Press the key you programmed to Night Answer
Reminder

To program a Reminder:

1. Press Superkey (must be programmed to a key).
2. Press the No softkey until "Timed Reminder" appears.
3. Press the Reminder softkey.
4. Enter the time in 24-hour format.
5. Press the Save softkey.

To view, change, and/or cancel a pending Reminder:

1. Press Superkey (must be programmed to a key).
2. Press the No softkey until "Timed Reminder" appears.
3. Press the Reminder softkey.
4. Do one of the following:
   - To change the Reminder, press the Change Key softkey, enter the new time, and press the Save softkey.
   - To cancel the Reminder, press the Cancel No. softkey.
   - To exit without canceling the Reminder, press Superkey (must be programmed to a key).

To acknowledge a Reminder when your phone rings once:

- Press the Confirm softkey.
Speak@Ease

Users of the Speak@Ease softkey can place a call by speaking the name of the person they wish to dial. Speak@Ease enables you to have access to Mitel Speech Server. The Speech Server is a speech recognition application that routes incoming calls to a specific destination based on spoken commands.

To dial a call using Speak@Ease:

1. Press the key you have programmed to Speak@Ease.
2. Speak the name of the person you wish to call.

Speed Call

Speed Call is an application that allows you to dial a specific number with one key press. You must program Speed Call on a Programmable key. For more information on programming this key, see Program Feature Keys Using the Settings Application.

To make a Speed Call:

- Press the key that you have programmed as your Speed Call key.
USING YOUR PHONE WITH THE CORDLESS MODULE AND ACCESSORIES

The cordless handset and cordless headset provide users with the capability to move around within their own office or adjacent offices while using the telephone.

Both cordless devices connect to your IP telephone through the cordless module, which attaches to the back of the phone. The cordless headset rests and recharges in a headset cradle that attaches to the side of the telephone. The cordless handset recharges in the handset cradle.

The Cordless Devices Application (see page 92) provides access to the configuration settings and information screens that apply to the cordless module and accessories.

Note: Since only one module type can be attached to the phone at any given time, you can not use a Programmable Key Module (PKM) when the Cordless Module is attached.

CAUTION: Attempting to remove the back plate on the telephone to install the Cordless Module before disconnecting the telephone’s power supply may damage the telephone. For information about installing the Cordless Module, see the Cordless Module and Accessories Installation Guide for Mitel 5330/5340 IP Phones available at Mitel OnLine.

Figure 1. Cordless Module and Accessories on 5300 Series Phone
Elements of Your Cordless Module and Accessories

<table>
<thead>
<tr>
<th>Feature</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Cordless Module</td>
<td>Attached to the back of the phone, the module contains a Light Emitting Diode (LED) indicating that a cordless device is in use; also indicates the state of pairing between the module and a cordless device.</td>
</tr>
<tr>
<td>2) Cordless Headset</td>
<td>Cordless hands free operation for calls. If you are using the cordless headset, you do not need to use the handset.</td>
</tr>
<tr>
<td>3) Cordless Headset Charging Cradle</td>
<td>Provides power to recharge the cordless headset battery.</td>
</tr>
<tr>
<td>4) Cordless Handset Charging Cover</td>
<td>Provides power to recharge the cordless handset battery. Replaces the cover supplied with the phone for cored handsets.</td>
</tr>
<tr>
<td>5) Cordless Handset</td>
<td>Cordless operation for handset calls. (You can transfer from the phone handset to the cordless headset at any time.)</td>
</tr>
<tr>
<td>6) Cordless Module pairing button</td>
<td>Initiates pairing between the Cordless Module and a cordless accessory.</td>
</tr>
<tr>
<td>7) Cordless Headset Cradle cable</td>
<td>Connects to the Cordless Module to provide power to the charging cradle.</td>
</tr>
</tbody>
</table>
Handset/Headset Combinations

The following combinations of corded and cordless headset and handset are supported on the 5330/5340 IP Phone:

- Corded handset only
- Corded headset only
- Corded handset and corded headset
- Cordless handset only
- Cordless headset only
- Cordless handset and cordless headset
- Corded handset and cordless headset
- Corded headset and cordless handset

Pairing the Cordless Module and Accessories

The cordless headset and handset are optional accessories, ordered separately. Before use, each must establish communication with the Cordless Module using a procedure called pairing.

Notes:

- An IP telephone can have only one cordless handset and one cordless headset
- A cordless handset or headset can be paired with only one IP telephone at a time
- Pairing a new cordless handset or headset with the IP telephone overwrites the configuration of any previous handset or headset
- Pairing cannot be performed when the cordless device is already in use.

Pairing a Cordless Accessory with the Cordless Module

To pair a cordless accessory:

1. Ensure that the battery of the cordless device to be paired is at least partially charged.
2. Press and hold down the pairing button on the back of the Cordless Module (see Figure 2 on page 82) for 5 seconds to activate telephone pairing mode. The LED on the Cordless Module blinks. The Cordless Devices application opens on the telephone and prompts you to “Press the pairing button on the cordless device now.
3. Press and hold down the hookswitch on the cordless handset or headset for 5 seconds to activate accessory pairing mode. The LED on the cordless accessory blinks. After a moment, the Cordless Devices application displays protocol, firmware, hardware, and IPEI information for the device to be paired.
4. Press Yes to confirm pairing. The Cordless Devices application confirms the pairing by displaying the paired device name and its battery level indicator.
5. Press Close to exit.
To unpair a cordless accessory:

9. Press the blue Applications key and then press Cordless Devs.

10. Press the device name that you want to unpair. The information screen for the selected device appears.

11. Press Unpair this Device. If the accessory is in use, an error message is displayed. Otherwise, the accessory is unpaired, removed from the display, and can no longer be used to interact with the phone.


For more information about the Cordless Devices Application, see page 92.

Cordless Module LED Indicators

The Cordless Module has a blue light-emitting diode (LED) that indicates the current status of the module (See Figure 1):

<table>
<thead>
<tr>
<th>Blue LED</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid</td>
<td>Audio is active between the module and either the handset or headset.</td>
</tr>
<tr>
<td>Blinking</td>
<td>Pairing mode is active or a firmware upgrade is in progress.</td>
</tr>
<tr>
<td>Off</td>
<td>No audio is active.</td>
</tr>
<tr>
<td>Solid for 2 seconds</td>
<td>Pairing is successful.</td>
</tr>
</tbody>
</table>

Blinking: LED is On and Off for equal amount of time

Using a Cordless Device as a Remote Control

When not being used to talk, the cordless handset/headset buttons can act as a remote control device to change display contrast, volume, and mute settings on the host IP phone. For example, in a remote handsfree conference setting, the chairman can use the volume and mute buttons on a cordless device to adjust speaker levels and mute the microphone on an IP phone that is not within his reach. HTML applications may also make use of the cordless device buttons but functionality may differ among applications.
USING THE CORDLESS HANDSET

The cordless handset provides office mobility, allowing you to make and answer calls while away from your desk. Replacing the standard corded handset, the cordless handset contains a rechargeable battery that charges in the handset cradle when not in use.

To use the Cordless Handset, you must pair the handset with the phone. For more information, see “Pairing the Cordless Module and Accessories” on page 85.

Elements of the Cordless Handset

<table>
<thead>
<tr>
<th>Feature</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Cordless Handset LED</td>
<td><strong>Blue:</strong> Light-emitting diode (LED) indicating the status of the handset.</td>
</tr>
<tr>
<td></td>
<td><strong>Green:</strong> LED indicating the status of the handset battery.</td>
</tr>
<tr>
<td></td>
<td>For more information see Cordless Handset LEDs on page 90</td>
</tr>
<tr>
<td>2) Hookswitch Button</td>
<td>Lifting the handset from the cradle activates the handset. If the handset is already out of the cradle, pressing the hookswitch takes the handset off-hook. Pressing the hookswitch again returns it to on-hook. Pressing the hookswitch while on a speakerphone call, moves the call to the cordless handset.</td>
</tr>
</tbody>
</table>
Feature | Function
--- | ---
3) Mute button | Mute allows you to turn the microphone off during a call.
4) Volume Up and 5) Volume Down buttons | Up and Down provide volume control for the ringer and handset/headset.

Note: The IP Phone deactivates the cordless handset when a corded handset is plugged in.

**Answer a call**

Do one of the following:

- Lift the cordless handset.
- If the handset is already out of the cradle, press the hookswitch button on the handset.

Note: A call on a Line Appearance key answered while a call is on hold on the Prime Line, is presented over the speaker.

**Hang up**

Do one of the following:

- Replace the cordless handset in the cradle.
- Press the hookswitch button on the handset.

**Dialing – Auto Dial Disabled**

To dial a number with Auto Dial disabled:

1. Lift the handset or press the hookswitch.
2. Make the call using the dial pad, or press a programmed speed dial key on the phone.

**Dialing – Auto Dial Enabled**

To dial with Auto Dial enabled:

- To dial the predefined Auto Dial number, press the hookswitch on the cordless handset or headset.

To program Auto Dial, refer to *Using the Cordless Devices Application* on page 94.
Alerting Tones and LEDs
The cordless accessories provide the following alerting tones:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mute key on cordless device ON/OFF</td>
<td>2-pitch tone occurs immediately. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.</td>
</tr>
<tr>
<td>Mute key on Phone ON/OFF</td>
<td>No immediate tone. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.</td>
</tr>
<tr>
<td>Low battery (within 10 minutes left)</td>
<td>3 beeps and 20 second pause repeated 3 times</td>
</tr>
<tr>
<td>Low battery (within 2 minutes left)</td>
<td>3 rapid beeps and 1.5 second pause repeated 3 times</td>
</tr>
<tr>
<td>Out of range</td>
<td>Repetitive 3-pitch tone until you are back in range. <strong>Note:</strong> If you are out of range for more than 10 seconds, any call that is in progress is dropped and not recovered.</td>
</tr>
</tbody>
</table>

**Note:** Audio indications are heard in the handset only when it is in use and may interrupt voice transmission.
**Cordless Handset LEDs**

The handset has two LEDs:

- Blue – indicates the operational status of the handset
- Green – indicates the status of the electrical charge of the battery

<table>
<thead>
<tr>
<th>LED Color</th>
<th>LED State</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue</td>
<td>Solid</td>
<td>Handset is muted</td>
</tr>
<tr>
<td></td>
<td>Blinking</td>
<td>Handset is in pairing mode</td>
</tr>
<tr>
<td></td>
<td>Winking</td>
<td>Active audio path between Handset and Module</td>
</tr>
</tbody>
</table>
|           | Off       | • No audio path between Handset and Module OR  
|           |           | • Battery is dead |
| Green     | Solid     | Battery is fully charged |
| Blinking  |           | Battery is charging. **Note:** It is normal for the handset LED to cycle between blinking and solid as battery charge is maintained. |
| Off       | When handset is cradled and the LED does not flash or illuminate, this indicates an absence of battery power. During the first 30 – 60 minutes that the light is off, the battery may be trickle charging. If that is the case, the LED will resume normal behavior within that 60 minute period. If the LED remains off for more than 60 minutes, then either the battery is no longer chargeable or there is a problem in the charging circuit. |

Blinking: LED is On and Off for equal amount of time

Winking: LED is On for a short period of time and Off for a longer period
USING THE CORDLESS HEADSET

The cordless headset offers the same capability as the cordless handset to make and answer telephone calls away from your desk while adding the convenience of hands-free operation. When not in use, the cordless headset sits in the headset charging cradle.

To use the Cordless Headset, you must pair the headset with the phone. For more information, see “Pairing the Cordless Module and Accessories” on page 83.

Elements of the Cordless Headset

Feature

1) Microphone
2) Boom arm
3) Link indicator (LED)
4) Volume control with mute switch
5) Hookswitch and pairing button (gray section with logo imprinted)
6) Speaker
7) Headband
8) Ear hook
Answer a call

Do one of the following:

- Lift the cordless headset from the cradle.
- If the headset is already out of the cradle, press the hookswitch button on the headset.

Hang up

Do one of the following:

- Replace the cordless headset in the cradle.
- If the headset is already out of the cradle, press the hookswitch button on the headset.

Dialing – Auto Dial Disabled

To dial a number with Auto Dial disabled:

1. Lift the headset or press the hookswitch.
2. Make the call using the dial pad, or press a programmed speed dial key on the phone.

Dialing – Auto Dial Enabled

To dial with Auto Dial enabled:

- To dial the predefined Auto Dial number, press the hookswitch on the cordless handset or headset.

To program Auto Dial, refer to Using the Cordless Devices Application on page 92.

Headset Alerting Tones and LEDs

The cordless accessories provide the following alerting tones:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mute ON/OFF</td>
<td>2-pitch tone occurs immediately. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.</td>
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<tr>
<td>Mute key on Phone ON/OFF</td>
<td>No immediate tone. Reminder tone occurs 30 seconds after activation and then regularly until deactivated.</td>
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<td>Low battery (within 10 minutes left)</td>
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<td>3 rapid beeps and 1.5 second pause</td>
</tr>
</tbody>
</table>
### Feature Function

<table>
<thead>
<tr>
<th>Feature</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Out of range</td>
<td>Repetitive 3-pitch tone until you are back in range. <strong>Note:</strong> If you are out of range for more than 10 seconds, any call that is in progress is dropped and not recovered.</td>
</tr>
</tbody>
</table>

### Cordless Headset LEDs

There are two LEDs associated with the cordless headset:
- A blue LED on the headset indicates the headset status
- A green LED in the headset charging cradle indicates battery status

<table>
<thead>
<tr>
<th>LED Color</th>
<th>LED State</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue (on headset)</td>
<td>Solid</td>
<td>Headset mic is muted</td>
</tr>
<tr>
<td></td>
<td>Blinking</td>
<td>Headset is in pairing mode</td>
</tr>
<tr>
<td></td>
<td>Winking</td>
<td>Active audio path between Headset and Module</td>
</tr>
</tbody>
</table>
|             | Solid for 2 seconds | • Pairing successful OR  
|             |                  | • New battery installed                                                  |
|             | Off              | • No audio path between Headset and Module OR  
|             |                  | • Battery is dead                                                        |
| Green (on cradle)    | Solid            | Battery is fully charged                                                  |
|             | Blinking         | Battery is charging. **Note:** It is normal for the headset LED to cycle between blinking and solid as battery charge is maintained. |
|             | Winking          | Indicates low voltage when headset is uncradled                           |
|             | Off              | When headset is cradled, indicates battery is not charging.               |

Blinking: LED is On and Off for equal amount of time

Winking: LED is On for a short period of time and Off for a longer period
USING THE CORDLESS DEVICES APPLICATION

The Cordless Devices Application provides access to module information and pairing for hand- or headsets.

To access the Cordless Devices Application, do one of the following:

- Press the blue Applications key and then press Cordless Devices
- Press a feature key you have programmed as the Cordless Devices Application key.

For information about programming feature keys, see page 29.

**Note:** When the pairing button on the Cordless Module is pressed, or when the battery level of a cordless accessory is critically low, the phone will automatically open the Cordless Devices Application.

**Viewing Cordless Module Information**

You can use the Cordless Module Application to view protocol, firmware, and hardware information about the module.

To view cordless module information

1. Access the Cordless Module Application.
3. Press Close to exit.

**Low Battery Level**

When the battery of a cordless device reaches a near-critical level, the phone displays a warning. Until the battery is recharged (or until it becomes fully discharged), the warning is repeated at each new call made using the Prime Line. To continue with a call while charging the cordless accessory, switch to speakerphone and then cradle the cordless accessory.
Auto Dial

When a Cordless Module is installed and at least one device is paired, the Auto Dial feature is available in the Settings menu. You can program a number that is automatically dialed when a cordless device hookswitch button is pressed.

To program an Auto Dial number:

1. Press Settings.
2. Press Auto Dial, and then press Edit Number.
3. In the on-screen keyboard, enter the autodial number (see Using the Dial Pad to Enter Information).
4. Press Save.
5. Press Edit Label.
6. In the on-screen keyboard, enter the appropriate information.
7. Press Save and then press Close.

To disable Auto Dial:

1. Press Settings.
2. Press Auto Dial.
3. Press Disable Auto Dial. The Auto Dial settings you have programmed are maintained when the feature is disabled.
4. Press Save.
   - To re-enable, repeat steps 1 and 2 and then press Enable Auto Dial.
   - To change Auto Dial information, press Edit Number and/or Edit Label.
   - Press Save to save all changes.