Mitel 5330 Quick Reference Sheet

What Do These Keys Do?		
	Softkeys (3)	Top left beside display. Used to select/activate a feature that appears in the display. These keys are unlabelled because they will do different things at different times
⌃ ⌄	**UP/DOWN Arrow Keys:**	Used to turn volume of caller up & down when on a call and to adjust the ringer volume.
◁))	**Speaker:**	Used to activate/deactivate loudspeaker.
🞔	**Mute:**	Enables Mute, for phone's handset, headset or hands-free microphone.
	Settings:	Used for programming Personal keys and accessing various features.
⊗	**Cancel:**	Used to cancel your last action.
123↩	**Redail:**	Used to redial the last external number you dialled.
	Hold:	Used to hold calls (not used for transfer).
	Trans/Conf:	Used for enquiry, transfer and conference calls.
✉	**Message:**	Used to send and receive messages.
	Personal Keys (24)	These keys may be programmed as LINE, GROUP, STATUS, SPEEDCALL or FEATURE keys, however the bottom **Right** key is your **prime** key and cannot be changed - this is your extension.
← →	**Navigation Page Keys:**	Used to display additional pages of information, back and next key.

User Information

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

Answering Calls

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

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

Call Waiting – What Can You Do

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

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

Someone Answer That Phone

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

Need To Make A Call

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

Hold on I'll Find Out
To hold a call press the **[HOLD]** ⬜🎧 key.
To retrieve a held call press the fast flashing line key.

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

I'll Put You Through
To make an enquiry/transfer a call: press **[TRANS/CONF]** ⤳|🕊 (caller is automatically held), dial required extension number, wait for answer if necessary and either hang up or press **RELEASE** feature key or **HANG-UP** to transfer the call - or press **[CANCEL]** ⊗ to return to original call.

Let's Speak To… As Well	
Setting up an outgoing conference:	With a call in progress, press ⤳|🕊 **[TRANS/CONF],** dial the next person, when they answer, speak privately if required, and when ready, press ⤳|🕊 **[TRANS/CONF]** again - a conference is established. Repeat above steps to add additional parties to the conference (maximum of 8).
Setting up an Incoming Conference:	With a call in progress, your second line is flashing, press [**TRANS/CONF]**, select second line to answer call and speak privately, press "**ADD HELD"** softkey, then select first line that was held; a 3 party conference is now established. To add a further incoming call to your conference, press **HOLD**, then select incoming line key, press **HOLD**, select original line key (flashing quickly) press **"ADD HELD",** press second line flashing, you have a 4 party conference.

Can't Get Through

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

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

Press *"CALLBACK"* and hang up. When the extension is free or is next used an automatic callback will take place <u>or</u>

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

Message Light Is Flashing

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

Going Somewhere

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

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

To CANCEL dial above code <u>without</u> dialling the destination.

Secretarial Service

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

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

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

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

Programming Personal Keys

Personal Keys may be programmed as SPEEDCALL OR FEATURE keys.

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

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