5320 Handout

IP Set End User Training

About Your Set

1 - Display

2 - Ring and Message Indicator

3 - Volume, Speaker, and Mute Controls

4 - Fixed Keys

5 - Keypad

6 - Navigation Page Keys (Back & Next)

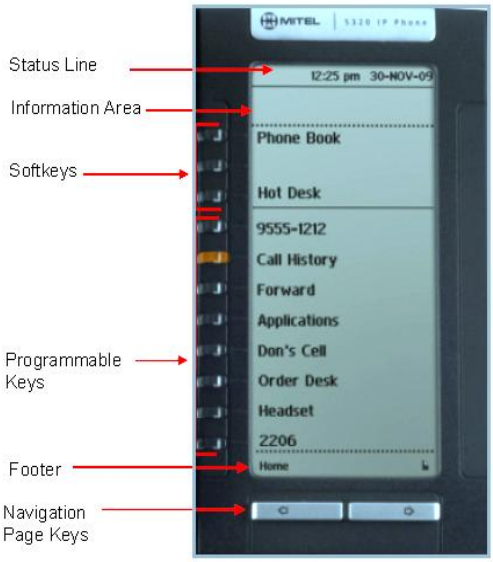
7 - Programmable Feature Keys and Softkeys

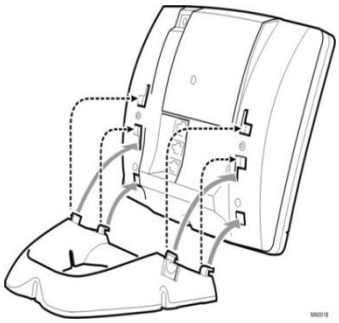
8 - Handsfree/Speaker Phone

9 - Handset

Key Definitions

- (UP) and (DOWN) provide volume control for the ringer, handset, and handsfree speakers.
- (SPEAKER) enables and disables Handsfree mode.
- (MUTE) enables Mute, which allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call.
- (MENU): 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.





Adjust the viewing angle

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.

Customizing Phone Settings & Using Phonebook

Adjust Display Contrast While your Phone is Idle

Repeatedly press ⌃ or ⌄

To Adjust Text Size

1. Press
2. Press **Settings**
3. Press **Text Size**
4. Press **Large Text** or **Small Text**
5. Press **Save**
6. Press **Close**

To adjust the ringer pitch and/or volume while the set is idle

1. Press **Superkey**
2. Press the **No** softkey until "Ringer Adjust?" appears on your display
3. Press **Ring Adjust**
4. Press **Ringer Pitch**
5. Press ⌃ or ⌄
6. Press **#** to save
7. Press

To adjust the ringer volume while the set is ringing

Press ⌃ or ⌄

To Store a Speed Call number

1. Press
2. Press **Settings**
3. Press the key you wish to program (if it is already programmed, then press the key followed by **Clear Key**)
4. Press **Speed Call** *(if you do not see "Speed Call" in the list do one or both of the following: press "View Features" at the top of your display* ***or*** *press your page over key on the bottom of your display)*
5. Press **Edit Label** and enter the text label for the key
6. Press **Save**
7. Press **Edit Number** and dial the number for the key
9. Press **Save**
10. Press **Save** again
11. Press **Close**

Phonebook

1. Press **Phone Book**
2. Enter the name you wish to search for, 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
   - If required, press —> softkey to add a space between the first and last name
3. Press **Lookup**
4. If no match exists, edit the original entry
5. If the name is not unique, 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 ⊗

Call Handling – Answering, Making, Transferring and Conferencing

To make a call
Pickup your handset, select a line, press , or begin dialing
To answer a call
Select the ringing line that is flashing or lift the handset or press
To end a call
Press or hang up the handset or press if using handsfree

To Redial a number
- *Optional:* Lift the handset
- Press

Mute
To mute/unmute your microphone press . Your button will flash when you are muted

Hold
To place a call on Hold:
Press the red key
To retrieve a call from Hold**:**
Lift the handset and press the flashing line key
To retrieve a call which is Holding at another station**:**
Dial **##4** and the extension of the station that has the held call

Transfer
To transfer an active call:
1. Press
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the transfer by hanging up your handset
   - To announce the transfer, wait for an answer, consult, and hang up
   - To cancel the transfer, press and return to your call

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
2. Dial the number of the next party.
3. Wait for an answer. You cannot conference in a ringing phone.
4. Press . You will hear a conference tone before a new party is connected.

Directed Call Pickup – *To pick up a call which is ringing on another phone*
Lift the handset and dial **#7** and the extension of the ringing station.

To Display Call History and View Call Detail:
- Press the **Call History** feature key.
  *The total number of missed calls is displayed in brackets ( ), the number of new missed calls is indicated with a *.*
- Press **Missed**, **Answered**, or **Made**
- Use and to scroll, or press the key next to the log entry to see details for that entry
- Press **Close** to get back to your idle phone screen

Do Not Disturb
When a phone is in Do Not Disturb, all calls will go directly to the voice mailbox or alternate answer point. When Do Not Disturb is activated, the programmed button will light up red.
To turn Do Not Disturb on or off:
1. Press the programmed **Do Not Disturb** button

Call Forwarding

Call Forward lets you redirect incoming calls to an alternate extension or phone number. There are different types of Call Forwarding to use:

- B-Int (Busy-Internal) - redirects internal calls when your telephone is busy
- B-Ext (Busy-External) - redirects external calls when your telephone is busy
- NA-Int (No Answer-Internal) - redirects internal calls after several rings if you don't answer
- NA-Ext (No Answer-External) - redirects external calls after several rings if you don't answer
- Always – redirects all incoming calls

To turn on Call Forward:

1. Press
2. Press **Call Forwarding**
3. Dial the destination number
4. Press **Activate**

To turn off Call Forward

1. Press
2. Press **Call Forwarding**
3. Press **Deactivate**

Call Forward – 3rd Party

You can forward your calls from any phone on the system:

- Lift the handset and dial **#1**
- Enter the extension number you wish to forward
- Enter the destination you wish to forward to

Example: you dial #1 1020 2511
In this example ext. 1020 is being forwarded to ext. 2511

To Cancel Call Forward – 3rd Party

- Lift the handset and dial ***06**
- Enter the number you wish to cancel the forwarding on

*Example *06 1000*
In this example the forwarding is canceled on ext. 1000