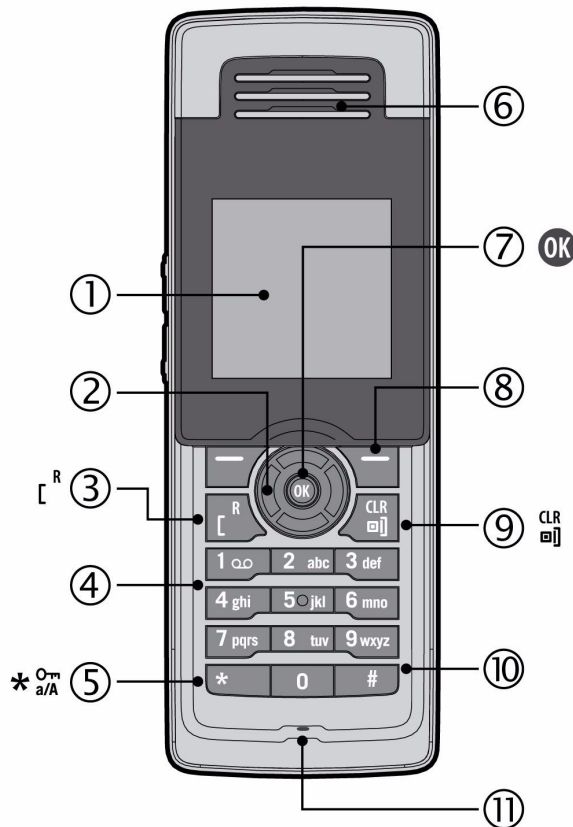


Mitel


## 5610 IP DECT Cordless Handset

The Mitel® 5610 Cordless Handset and IP DECT Stand provides 3300 ICP SIP call processing features on a cordless handset. The IP DECT stand also provides conferencing, call transfer, and other basic features between handsets.

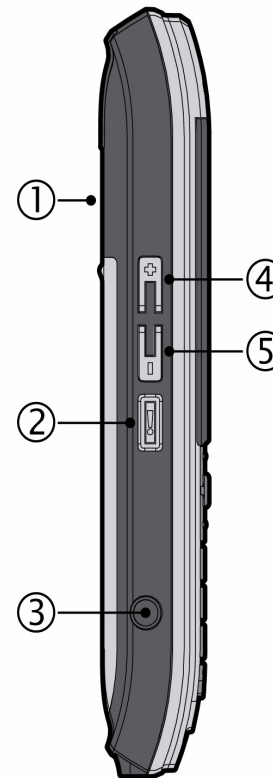
### Handset - Front View



### Turn Handset On or Off




Press and hold  key.

### Handset - Side View

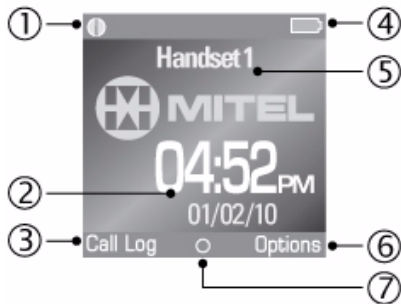


### Signal Range

The cordless handset has an indoor signal range of up to 50 meters (150 feet) from the IP DECT stand. This range can be limited by concrete or metal barriers. If you go out of range and then return back into range, the handset will display “Missed Call”.

#	Front View - Description
①	Color display
②	Press ◀ ▶ ▶ ▼ to navigate menus and services
③	Press  to make or answer calls
④	Use the keypad to enter numbers and letters
⑤	Use * in the name editor to capitalize letters, type numbers, and enter the star symbol
⑥	Earpiece
⑦	Press  to enter main menu and select and confirm options
⑧	Softkeys used for various functions
⑨	To hang up, exit a menu, and turn the handset on or off, press  .
⑩	Press # to send a flash signal before entering a Feature Access Code
⑪	Microphone
#	Side View - Description
①	Loudspeaker for speakerphone
②	Speakerphone activate and deactivate key
③	Headset jack connector (2.5 mm)
④	Volume Up key
⑤	Volume Down key

**Handset Display - Idle Mode**

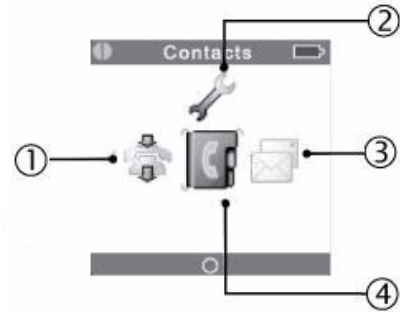


#	Idle Mode - Description
①	Connection status indicators <ul style="list-style-type: none"> <li>Black/black: out of range of gateway</li> <li>White/black: within range but not ready for calls</li> <li>White/White: within range and ready for calls.</li> </ul>
②	Time and date
③	Call Log for a log of incoming, outgoing and missed calls (activated with softkey)
④	Battery status and charging indicator
⑤	Handset name
⑥	Options for redial and active calls (activated with softkey)
⑦	OK Key Indicator: o signifies that the OK key is active

When using the handset:

- Grey @ sign indicates dialing mode.
- Green @ sign indicates off hook mode.
- Red @ sign indicates a connection error.

**Handset Display Main Menu**



#	Main Menu - Description
①	Call Log for a log of incoming, outgoing and missed calls
②	Settings
③	Messages
④	Contacts

**Make a Call**

- From Idle mode, enter phone number.
- Press [R] or [OK].

**Answer a Call**

- Press [R].

**End a Call**

- Press [CLR].

**Reject a Call**

- Press [CLR] or REJECT.
- MISSED CALL appears in the display. If you have a voice mailbox, the call is forwarded to it.

**Enter Main Menu**

- From Idle mode, press [OK].

**Select a Menu Option**

- Press the ◀ ▶ ▲ ▼ keys to select a menu option.
- Press [OK].
- Press BACK to exit a menu.

**Adjust Volume**

- During a call, press + on the side of the phone to increase volume or press - to decrease the volume.

**Mute the Microphone**

- During a call, press MUTE.
- To reactivate the microphone press MUTE OFF.

**Use Speakerphone**

- During a call, press [!] on the side of the phone to activate the speaker.
- Press [!] to turn speakerphone off.

**Redial a Call**

- From Idle mode, press OPTIONS.
- Press [OK] to display the most recently dialed number.
- Press [R].

**Add a Contact**

- From Idle mode, press [OK].
- Select CONTACTS.
- Press OPTIONS, and then select ADD CONTACT.
- Press EDIT.
- Enter contact using the keypad as a text editor. Press \* to switch between uppercase letters, lowercase letters, and numbers when working the text editor.
- Press OK.
- Select a destination icon.
- Press EDIT.
- Enter the contact number.
- Press [OK].
- Press SAVE.
- Press YES.



### Call a Contact

- Press **OK** to enter the main menu.
- Select CONTACTS.
- Select the contact that you want to call.
- Press **[ R ]**.

### Call Hold

- While on a call, press HOLD.
- To retrieve a call from hold, press BACK.

### Call Swap

Call swap lets you alternate between two calls. Each call is private; neither person can overhear your conversation with the other.

- While in a call, press HOLD.
- Enter the number of the second party that you want to call and press **OK**.
- After speaking with the second party, press OPTIONS and select SWAP CALLS to switch between the two parties.

### Form a Conference

To form a Conference when a two-party call is already in place:

- Press HOLD. The current call is placed on hold.
- Enter the number of the second party and press **[ R ]**.
- After the second party answers, press OPTIONS and then select CONFERENCE.
- Press END CONF to remain connected with the second party only.
- Press OPTIONS and then select SWAP CALLS switch between the two parties.

### Change the Ringer Melody

- Press **OK** to enter the main menu.
- Select SETTINGS and then AUDIO SETTINGS.
- Select RINGER MELODY and then select VoIP.
- Select ALL LINES.
- Select a melody from the list and press **OK**.
- Press PLAY to listen to the melody and then press STOP.
- Press **OK** to select the desired melody.




### Listen to Voicemail Message

If a message is left in your voice mailbox, “Missed Call” and then “New Voicemail” appears in the handset display. A small envelope icon is displayed at the top of the main display.



- Press **OK** to enter main menu.
- Select MESSAGES.
- Select VOICEMAIL.
- Select your voicemail account.
- Press PLAY. You are connected with the voicemail auto attendant. The auto attendant prompts you for your passcode.
- Enter your passcode.
- Follow the prompts to access your message(s).





**Change Handset Language**

- Press  to enter main menu.
- Select SETTINGS.
- Select SYSTEM SETTINGS.
- Enter your PIN code (Default is 0000) and press .
- Select LANGUAGE.
- Select the desired language and press .

**Transfer a Call - Unsupervised**


- While on a call, select press HOLD. The current call is placed on hold.
- Press OPTIONS and then select TRANSFER.
- Dial the extension of the transfer destination.
- Press  or .

**Transfer a Call - Supervised**

- While on a call, press HOLD. The current call is placed on hold.
- Dial the extension of the transfer destination.
- Press  or .
- Wait until the called party answers, announce the transfer.
- Press OPTIONS and then select TRANSFER.

**Check Call Log**

- From idle mode, press CALL LOG.
- Select the type of calls: Missed, Incoming, Outgoing, or All Calls.
- Select the call.

- Press .

**About Feature Access Codes**

You can dial codes to activate Call Forwarding features and Do Not Disturb. The feature access codes provided in this guide are the default system codes. Your system may be programmed with different codes. Contact your System Administrator to obtain the codes assigned for your system.

Note that when your handset is programmed in a personal ring group (that is, twinned to your desktop phone) Call Forwarding feature access codes are not supported from your handset.

**Forward a Call**

Note that when call forwarding active, there is nothing on the handset that indicates it is enabled. To program and activate Call Forward:

- Dial the appropriate Call Forward Feature Access code followed by the destination number. Note that the following are default codes. Your system may use different codes. Contact your System Administrator for a list.
  - Always: \*68
  - Busy: \*61
  - No Answer: \*68
  - Cancel All Forwarding \*70

- Press  or .

- Press .

To cancel Call Forward:

- Dial the Cancel All Call Forward Feature Access code (Default code is \*70)




- Press  or .

- Press .



### Do Not Disturb


Do Not Disturb (DND) stops internal calls from ringing your handset. DND returns busy tone to the caller. DND does not stop external calls from ringing your handset nor does it affect your ability to make calls.

- To enable, dial the Do Not Disturb Feature Access code (default is \*20), or to disable, dial the Cancel No Not Disturb Feature Access Code (default is #20).
- Press  or .
- Press .

### Call Handoff

If your handset is twinned to your desktop phone via a personal ring group, you can use the call handoff feature. This feature allows you to “push” an active call from your desktop phone to your 5610 handset, or “pull” an active call from your 5610 handset to your desktop phone. You active call handoff by pressing a **Handoff** feature key on your desktop phone. To program a **Handoff** feature key, refer to your phone’s user guide for instructions.

To push a call to your 5610 handset

- While on a call at your desktop phone, press the **Handoff** key. The call is transferred to your 5610 handset.
- Press  to continue the call on your handset.

To pull a call to your desktop phone

- While on a call on your 5610 handset, press the **Handoff** key on your desktop phone.
- The call is presented on your desktop phone in handsfree mode. Lift the desktop phone handset to continue the call using your desktop phone.

### Remove Belt Clip Cover

Use the belt clip removal tool. Insert the tool between the belt clip cover and the phone. Then, using your thumb, press down and slide the clip up and off the back of the phone.



### Attach Belt Clip

Insert the clip belt into the back of the handset. Slide the clip down with your thumb to snap the side tabs into place.



**Troubleshooting**

Symptom	Possible Cause	Corrective Action
Unable to remove belt clip cover using removal tool.	You are not inserting the removal tool far enough into opening between the handset and clip cover.	Insert the removal tool as shown in the graphic on the previous page.
Handset display is black.	Handset is in power saving mode.	Press any key.
	Battery is drained.	Put handset in charging cradle to re-charge battery.
Handset does not charge.	Power to handset charging cradle is not connected.	Ensure that power cable is inserted in handset charging cradle.
	Battery is not inserted correctly.	Check that the battery is inserted correctly. Refer to Installation Guide for details.
	Battery life is exceeded and no longer accepts charge.	Obtain replacement battery from your System Administrator and replace.
Cannot enable features using Feature Access Codes.	Feature is not enabled for your handset.	Contact your System Administrator and ask to have the feature enabled for your handset.
	System does not use default Feature Access Codes.	Contact your System Administrator for a list of the supported Feature Access Codes for your system.
Calls are not ringing the handset.	A feature such as Call Forwarding Always is enabled that prevents your handset from receiving calls.	Enter the Clear All Features Access Code (Default Code is *77)

