

Directions for Mitel 5320 VoIP Telephone – Page 1

Initial Set Up

SET YOUR PASSCODE

- Press VM Access key
- At first, dial your 4-digit ext.
- Press # key
- Dial new passcode, # key
- # key again

RECORD YOUR NAME

- Follow the prompts to record your name during initial set up
- Hang up when finished or move on to 3rd bullet step in next box to record your greeting

RECORD YOUR VOICEMAIL GREETING

- Press VM Access Button
- Enter passcode, press #
- Press 4 for personal options
- Press 1, Press 1 again
- Follow prompts

INTERNAL CALLS

- With or without lifting the handset
- Dial 4-digit extension

EXTERNAL CALLS

- With or without lifting the handset
- Dial 8
- Dial 1 + Area Code + Telephone number

CHANGE TEXT SIZE ON DISPLAY

- Press blue/gray Apps button
- Press Settings key
- Press Text Size key
- Select Large or Small
- Press Save key

ADJUST VOLUME

- Use arrows at the top of the phone

LISTEN TO VM MESSAGES VIA YOUR PHONE

- Press VM Access key or Message button
- Enter Passcode, Press #

LISTEN TO VM MESSAGES VIA ANY SD74 PHONE

- Dial your home building code: Admin-2528, LH-2558, RH-2548, TH-2538
- Press * during greeting
- Enter your extension number
- Enter passcode and #

LISTEN TO MESSAGES VIA PHONE OUTSIDE OF SD74

- Call your location's main number
- Press * during greeting
- Enter your extension number
- Enter passcode and #

FEATURES WHILE LISTENING TO VOICEMAIL

- # Skip to the end of message
- 1 Rewind a few seconds
- 2 Pause, any key to continue
- 3 Skip ahead
- 4 Lower volume
- 5 Play message envelope
- 6 Raise volume
- 7 Delete
- 9 Save



- 1-Programmable Keys
- 2-Function Keys That Do Not Change
- 3-Only for 5330/5340 models to Turn Pages of Programmable keys
- 4-Volume/Scroll, Speaker Phone, Mute
- 5-Buttons from left to right, top to bottom:
Apps, Special, Redial
Hold, Transfer, Message

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FEATURES AFTER LISTENING TO VOICEMAIL

- 1 Replay
- 2 Reply
- 3 Forward Message
- 4 Listen to Previous Message
- 5 Play Message Envelope
- 6 Listen to Next Message
- 7 Delete
- 9 Save

DND - DO NOT DISTURB

- Press DND key
- Incoming calls go straight to VM
- Press DND key again to shut off

REDIAL

- Press Redial button
- Redial button has 1-2-3/arrow

PUT A CALL ON HOLD

- Press RED Hold button while on call
- Press it again to release

MUTE WHILE ON SPEAKERPHONE OR HANDSET

- Press Mute button (mic w/ slash)

TRANSFER A CALLER TO ANOTHER PHONE

- During call
- Press the Transfer button
- Transfer button has arrow/people
- Dial recipient's extension
- Announce the call or hang up

TRANSFER A CALLER TO ANOTHER MAILBOX

- During call
- Press Trans VM key
- Dial recipient's extension
- Hang up

SEND A VOICEMAIL WITHOUT RINGING RECIPIENT

- Press VM Access key
- Passcode, Dial#
- Dial 2
- Enter destination extension
- Dial #
- Record
- Hang up or # for more options

PROGRAM THE KEYS ON YOUR PHONE

- Do not lift the handset
- Dial 97397
- Press desired key that's blank
- 5320 model has a few open keys
- 5330 model has 2 pages of keys
- Dial extension
- A name will appear automatically

RECOVER A DELETED MESSAGE

- Within 24 hours
- Access your voicemail
- Press 5 for options
- Press 2 to access undelete
- Press 1 to listen
- Press 7 to recover

CALL HISTORY LOG

- Do not lift the handset
- Dial 97333
- Select one of the following:
 - 1 = MISS (Missed calls)
 - 2 = RCV (Received calls)
 - 3 = DL (Dialed calls)
 - 4 = CLR (Clear all calls in log)
- Press arrows to scroll
- Press # to dial
- Press 0 to delete the entry

CONFERENCE CALL - UP TO 8 PARTIES

- Establish first call (internal external)
- Press the Conference key
- Establish the second call (internal/external)
- Press the Conference key TWICE or you will end up speaking only with new party
- Anybody can hang up & the conference call will continue with the remaining parties

CALL FORWARDING

- Submit a SchoolDude ticket if you would like to learn how to make your calls go to your personal cell phone when your school phone is called.

VoIP Online Portal – Page 3

ACCESS YOUR WEB PORTAL

-WHY? VOICEMAILS CANNOT GO TO YOUR EMAIL IF YOU DO NOT LOG IN AT LEAST ONCE.

ALSO, EASY KEY PROGRAMMING IS HERE!

VOICEMAIL TO EMAIL SET UP

- Chrome is preferred browser
- Type the IP Address of your location:
Admin 10.10.10.21
Lincoln Hall 10.10.40.21
Rutledge Hall 10.10.30.21
Todd Hall 10.10.20.21
- Ignore warnings, Advanced to move on
- Enter username (first initial last name)
- Leave Password field blank & log In
- An error MAY appear, ignore it
- First time logging in? A box will appear and prompt you to enter a new password
- Go to Account
- Set up your email at the bottom with your email password.
- Select MP3
- Click the blue refresh circle @ top/right

PROGRAMMABLE KEYS

- Inside portal
- Go to Programmable Keys tab
- Click on empty keys
- Click Clear Key to delete
- Click Directory to search & add
- Save
- Click the blue refresh circle @ top/right

Notes: