

User Name: _____

Extension: _____

USER GUIDE

for



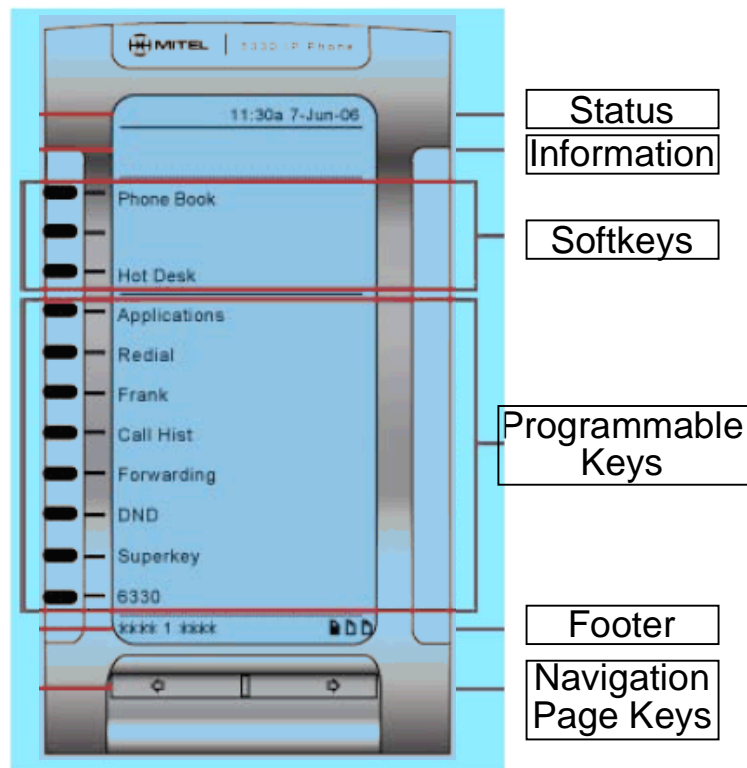
Intermediate District 287



MITEL 5330 IP Phone with 6510 Voicemail




6160 Golden Hills Drive
Golden Valley, MN 55416
763-745-8000



5330 IP PHONE DEFAULT WINDOW & KEYS

(your displayed functions may be different than those pictured)

Feature	Function
Softkeys	Allows access to specific call control features, which are context sensitive. These three softkeys are non-programmable, specific to an application or the current state of the phone.
Programmable Keys *	Once programmed, these keys launch specific features. Use the Settings application to program these keys. The 5330 provides 8 programmable keys per page *(some will already be programmed for you).
Navigation Page Keys	Choose which of the three key-pages to display (activate) using the Back & Next navigation keys. 
Status Line	Displays time, date, and icons indicating feature states.
Information Area	Provides prompts in most phone applications. Content changes based on the application.
Footer	Shows context and summary information such as Page Indicators, numbers of items, etc.

USING YOUR PHONE

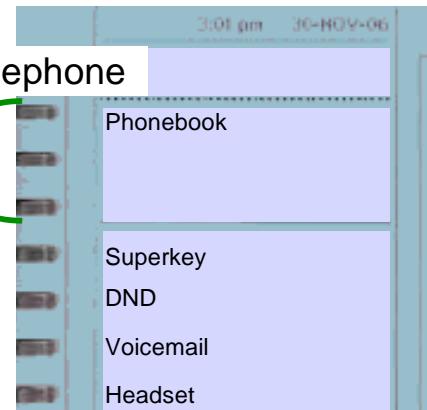
NOTE: **SK** below refers to SoftKey options that appear in the display

ANSWER AN INCOMING CALL

- ☎ Lift handset or press speaker of ringing telephone

PLACE AN OUTGOING CALL **Softkeys**

- ☎ Dial **9** + the number you wish to call
SK = <-- (backspace function)




PLACE AN INTERNAL CALL

- ☎ Dial the *extension number*
SK = Call Me Back

*Use **Call Me Back** only when connecting to a busy internal phone to be notified when they hang-up*



PLACE A CALL ON HOLD

- ☎ With a call on the line, press the  red Hold key

To reconnect with the caller:


- ☎ Press the flashing line key on page 1 of your page keys

TRANSFER A CALLER TO ANOTHER EXTENSION



- ☎ With a call on the line, press the  key (Trans/Conf)
- ☎ Dial destination *extension number*
 - ☎ (Optional) Wait for answer and announce call if desired
 - ☎ Press the  key to cancel transfer and return to caller
- ☎ **Hang-Up** to transfer call (or press Release Me **SK**)

Note: If on headset, press Release Me **SK**, then  to hang-up.

TRANSFER A CALLER TO A VOICE MAILBOX

- ☎ With a call on the line, press  (Trans/Conf)
- ☎ Dial **5999** (voicemail extension)
- ☎ Enter the extension number followed by the **#** key
- ☎ **Hang up immediately** to transfer call to voicemail

CONFERENCE CALLS

- ☎ With a call on the line, press the  key (Trans/Conf)
- ☎ Dial second party (internal or external)
- ☎ Press the  key again to bring all parties together
Repeat the process to add more callers to the conference
The maximum is an 8-party conference (includes yourself)

PLACE YOUR PHONE IN DO-NOT-DISTURB (DND)

- 📞 Press **DND** to turn Do-Not-Disturb **ON** or **OFF**
(key will light when DND is ON)

DIALING 911

The 911 emergency number is designed to provide immediate access to emergency services.

- 📞 Dial **911** or **9911**
- 📞 Verify your location and state the nature of the emergency

REDIAL  dials the last outside number (not extensions)

* **APPLICATIONS**  Provides primary access to phone settings.

Press the blue **Applications** key to access...

- **Call History**: Displays Caller ID info (if available) for missed or received calls, plus dialed call info, for the last 20 events (combined total).
- **Call Forwarding**: Forward calls (instead of going to voicemail).
- **Settings**: Programming your phone. See below...
- **Call Info**: Information about the last received call.

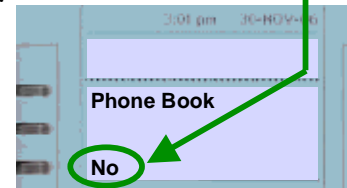
* **SETTINGS** Allows you to make adjustments to your phone, including...

Press the blue **Applications** key, then press **Settings** to access...

- **Programmable Keys**: Use to assign features to available keys [next page].
- **Contrast**: Adjust display contrast of your phone.
- **Audio Feedback**: Allows volume adjustment of error beeps.

* **SUPERKEY** (if programmed) Appears on one of the Programmable Keys pages, allowing access to various functions. *Press the **No** softkey to advance from one item to the next.* Press SUPERKEY a second time to exit the menus. Some of the more popular functions are...

- **Phonebook**: Displays internal directory at your location.
- **Personal Keys**: For programming keys, *but not label text.*
(Use **Settings** → **Programmable Keys** instead [next page])
- **Timed Reminder**: Used as an alarm clock.
- **Ringer Adjust**: Adjusts ring pitch & ring volume.
(Use **volume keys** to scroll through choices)



* Note: You will also see functions that are NOT enabled/activated on your system.

USING THE SETTINGS APPLICATION

- ☎ Press the blue  **Applications** key, then press **Settings**

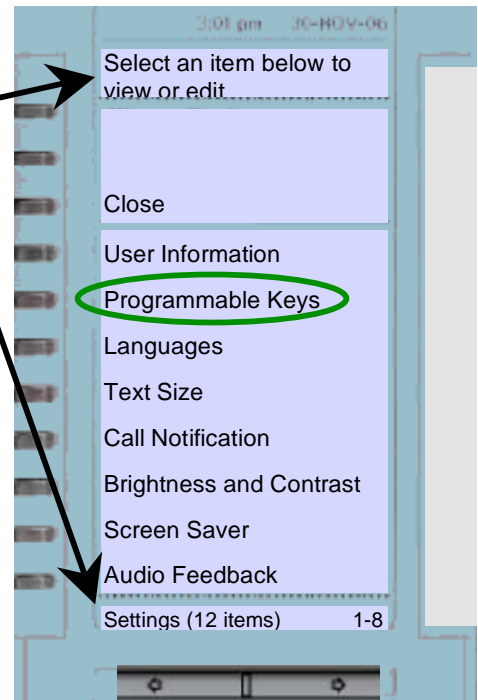
The display updates

(yours may be slightly different than shown).

Prompts appear in the Information (upper) portion of the screen.

The Footer shows how many options are available for that step.

The example says 12 items, 1-8.



PROGRAMMING SPEED-CALL KEYS

Blue text reflects the display prompt.

Green text reflects a key press.

- ☎ Press the blue  **Applications** key, then press **Settings**
(unless already done above)

- ☎ Press **Programmable Keys**

- ☎ **Select a key to program on any page**

- ☎ **Assign a feature to this key** (note the 6 pages of options, [some will not work])

- ☎ Press **Speed Call**

- ☎ Press **Edit Label**

Enter letters much as you would on a cell phone. Multiple presses of a key on the keypad will cycle through lower-case then upper-case letters. Pause and the letter is inserted.

(Caution: A slight pause may insert the wrong letter. Use **Backspace** to correct.)

Insert a space by pressing * * .

- ☎ Press **Save** when done (save name)

- ☎ Press **Edit Number**

- ☎ Use the keypad to enter **9** for an outside line, then continue entering the rest of the phone number

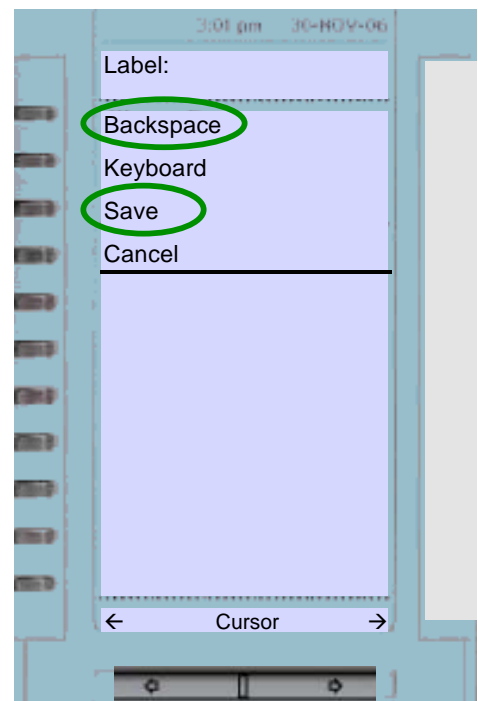
- ☎ Press **Save** when done (save number)

- ☎ Press **Save** to save the entire entry

- ☎ Press **Close** if done, or begin to program another key

- ☎ Press **Close** again to exit the **Settings** menus

- ☎ Test the Speed-Call key to verify correct programming



Set Up Your Voice Mail Box (6510 VM System)

(Use for initial setup of a new voice mailbox only)

NOTE: ALL steps below must be completed. If any are skipped, ALL will need to be redone.

Press the **V-Mail** key

If not at your phone, see “**Accessing...**” instructions below.

If asked to “Enter your **password**”, enter **1 1 1 1** (initial temporary password)

A tutorial will play instructing you on setting up your mailbox.

Do NOT skip any step (even if given the option). **Press # when completed with each step.**

The voice mail system will:

1. Prompt you to change your Password (4-15 digits)

You'll hear: Press 1 to Review... **2 to Record**...Any other key to skip

2. Prompt you to record your Personal Greeting

You'll hear: Press 1 to Review... **2 to Record**...Any other key to skip

3. Prompt you to record your Busy Greeting

You'll hear: Press 1 to Review... **2 to Record**...Any other key to skip

4. Prompt you to record your Unavailable Greeting

You'll hear: Press 1 to Review... 2 to Record... **Any other key to skip**

5. Prompt you to record your Name

You'll hear: Press 1 to Review... **2 to Record**...Any other key to skip

Press # when done recording!

Continue through the tutorial until you hear the attendant say that your mailbox is fully set up!

SAMPLE GREETING:

Hi! This is _____ of _____. I'm unable to take your call at the moment. Please leave a brief message and I will return your call as soon as I can.
(Optional) Press zero if you need immediate assistance

ACCESSING VOICE MAIL MESSAGES

ACCESSING VOICE MAIL from your own phone

- Press the **V-Mail** key
- Enter your **password**

ACCESSING VOICE MAIL from a different phone

Note: Mailbox of used phone must be setup first or this will not work.

- Dial voicemail extension **5999**
- When system answers, press the ***** key
- When asked enter your **extension & password**

ACCESSING VOICE MAIL when away from the office

- Call **(612) 355-5999**
- When system answers press the ***** key
- When asked enter your **extension & password**

VOICEMAIL MAIN MENU

- 7 **Play** Play **Unread** and **Read** message(s)
- 6 **Make** Record and send message
- 5 **List** Call a contact from your contact list
- 2 **Availability** Set availability status (next page)
- 8 **User Options** See **User Options** (next page)
- 3 **Folders** Access other Message Folders
- 0 **Transfer to 0** Transfer to the Attendant
- # **Dial ext #** Allows you to dial an extension
- 9 **eXit** Exit menus

OTHER MENUS (here and next page)

7 **Play a Message**

Select type of message to play

Note: you will only hear the voice prompts below if you have both read and unread messages in your inbox simultaneously

- 1 **Unread Messages** (voice prompt)
- 2 **Read Messages** (voice prompt)
- 3 **Deleted Messages** (silent option)
- 9 **All Messages** (voice prompt)

Available at any time during playback, announced by the attendant after a message has completed playing:

- 7 **Play Again** Repeat message just played
- 2 **AnsWER** Answer message (internal only)
- 4 **Give*** Send message to another mailbox
- 5 **Keep** Keep message
- 3 **Discard** Discard message (Hear "Message Moved")
- # **Print to fax** N/A
- 6 **Make** Make a new message
- 9 **eXit** Exit to main menu
- 8 **Unread** Mark unread and skip to next message
- 1 **Timestamp** Plays timestamp and envelope

While message is playing:

- * 1 **Pause** Pause for 5 seconds
- * * **Rewind** Rewinds message 5 seconds
- * # **Fast Forward** Fast forward 5 seconds

2 Availability

The system responds: 'You are (availability) and your status is _____.'

2	<u>A</u> vailability	Check your availability
4	<u>G</u> reeting	Listen to current unavailable greeting
	1 <u>R</u> eview	Review current greeting
	2 <u>R</u> ecord	Record a new greeting (or rerecord current)
	ANY KEY	Keep the current greeting
7	<u>L</u> ocation	Choose a location setting
	3 <u>D</u> esk	Set location to Desk
	6 <u>M</u> eeting	Set location to Meeting
	4 <u>H</u> ome	Set location to Home
	5 <u>L</u> unch	Set location to Lunch
	8 <u>U</u> ser	Set location to User Defined
	2 <u>A</u> bsence	Set location to Extended Absence
	1 <u>D</u> efault	Set location to Default Location
	* <u>C</u> alendar	Set location to Locations Calendar
	9 <u>eX</u> it	Set location to
9	<u>eX</u> it	Return to the Main Menu

6 Making and Sending Messages

- Enter destination mailbox number **or** Distribution List (press *, followed by the list number)
- Press **1** if destination is correct or press **2** if incorrect and re-enter
- Record the message then press #

After message is recorded

- 9 **S**end Exit and send your message
- 7 **R**eview Listen to the message you just recorded
- 3 **D**iscard Discard the message
- 2 **A**ppend Add to your recorded message
- 6 **M**essage Addressing Options (4 options listed next)
 - 2 **C**onfidential – Receiver cannot forward the message
 - 7 **R**eceipt – Receive notice when your message is heard
 - 8 **U**rgent – Place this message first in the destination mailbox
 - 9 **E**xit Message Addressing Options - Exit the options menu

8 User Options

4	<u>G</u> reetings	Record your greetings
	7 <u>P</u> ersonal	Change Personal Greeting
	2 <u>B</u> usy	Change Busy Greeting
	5 <u>L</u> ocation	Record Location Greeting
	6 <u>O</u> ptional Custom*	Record Custom Greeting(s)*

- 1 Record** Record an Optional Greeting
 - 2 Activate** Activate an Optional Greeting
 - 4 Internal** Record Internal Greeting
 - 9 eXit** Exit to main menu
- When accessing a greeting press **1** to review, **2** to record, any other key to skip
 After recording press **1** to accept, **2** to rerecord, **3** to delete, **4** to review
- 6 Name** Record your name
 - 7 Passcode** Change your passcode (4-15 digits)
 - 5 Distribution List** Set up and send messages to more than one mailbox at a time. You create a group number and group name.
 - 3 Fax** Set default fax number
 - 2 Additional** Set additional options
 - 9 eXit** Exit User Options Menu

*Optional Custom greetings require a 2-digit designation (01; 02; 03; etc.) that must be enabled when you want to use it, and disabled when you want to turn it off, as in a vacation greeting. Optional greetings over-ride all **Personal** greetings.

Notes:



The phone system that you have purchased offers many benefits to individuals and businesses alike. No doubt many of you probably know of other businesses (friends, family, associates, and neighbors) that are:

1. Moving
2. Expanding
3. Simply need a new phone system or voicemail system
4. Want new technology
5. Have multiple sites to connect

All of these are good candidates for new phone systems.

Assuming you are satisfied with the products and services we offer, we would enjoy the opportunity to speak with your associates to determine if we have a solution for their telecom needs. Eschelon Telecom, Inc. pays a \$50.00 or 1% referral fee (whichever is greater) for referrals to whom we can provide a solution.

Please contact us with referral information you may have including business name, telephone number, and contact person (*please let us know whether or not we can use your name when contacting these businesses*).

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