

MITEL

# 3300 IP Communications Platform

5304 IP Phone  
User Guide



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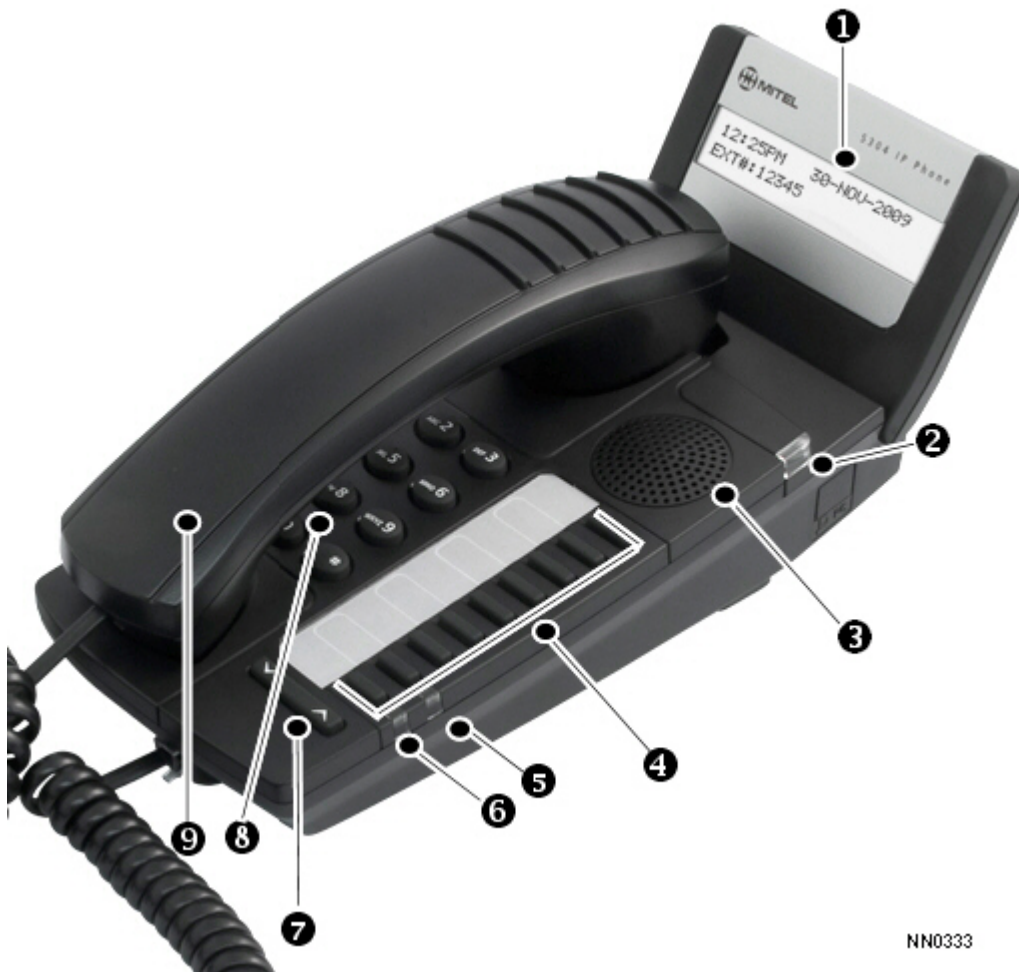
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## ABOUT YOUR PHONE



The Mitel® 5304 IP Phone is a two-line, dual port telephone that provides voice communication over an IP network. It has a back-lit liquid crystal display (LCD) screen. The 5304 IP Phone offers 8 programmable keys for one-touch feature access and one prime line key. The personal key on the bottom is always your Prime Line.

The 5304 IP Phone supports Mitel Call Control (MiNet) protocols and session initiated protocols (SIP).



NN0333

**The 5304 IP Phone**

<b>Elements of Your Phone</b>	
<b>Feature</b>	<b>Function</b>
1) Display	Provides a two–line, 20–character liquid crystal display (LCD) viewing area that assists you in selecting and using phone features and identifying callers. When you are using the Superkey feature, prompts and feature information appear on the display screen.
2) Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.
3) Speaker	Provides sound for ringing and paging calls.
4) Programmable Keys	Provides 8 keys that can be programmed as function or feature keys. Write the name (speed call, feature) of the Personal keys programmed on the <b>designation card</b> . Use the slot behind the plastic cover at the bottom of the phone to remove/insert the designation card.
5) Line 2 key or Programmable Key and LED	Line 2 can be programmed as a secondary line or as a feature key that requires an indicator (See <b>Feature Keys</b> ).
6) Line 1 key and LED	The bottom personal key is always your Prime Line key.
7) Volume, Ringer, and Contrast Controls	 (UP) and  (DOWN) provide volume control for the ringer and handset, and display contrast.
8) Keypad	Use to dial.
9) Handset	Use for handset calls.

### **Ring/Message indicators**

<b>When indicator is</b>	<b>it means that</b>
Flashing rapidly	Your phone is ringing
Flashing slowly	A message or callback message is waiting at your phone
On	Your phone is ringing another phone
Off	Your phone is idle, or you are on a call



## Function Keys

Your system administrator can program the following function keys on a personal key (PK):

- Hold
- Redial
- Cancel
- Transfer/Conference
- Message Waiting

**Note:** Certain features as documented in this guide will only work if the associated function key has been programmed. For example, the Conference feature makes use of the **Transfer/Conference** function key.

## Feature Keys

Your system administrator can program the following features, although they are not recommended unless they can be programmed on a key with an indicator:

Music, Do Not Disturb, Message Waiting, Night Answer, Make Busy, and Phone Lock

## Superkey

With a pre-programmed Superkey, you can use these features:

- Phone Book
- Advisory Messages
- Call Forwarding
- Personal Keys
- Ringer Adjust
- Language

**Note:** For Ringer Adjust and Language, the handset must be on the cradle.

## **Selecting Menu Options**

To select menu items on the display, press \*, 0 and # on the keypad. For example, if options \*=YES 0=DEFAULT #=NO appear and you want to select YES, press \*.

## **About Feature Access Codes**

Use of some features requires dialing access codes. Ask your Administrator for a list of codes you should use.

## **For Users on Resilient 3300 ICP Systems**

If during a call, you hear two beeps repeated every 20 seconds it means that your phone is switching to a secondary 3300 ICP system. The call continues but some of the keys and features on your phone function differently. The keys and most features begin working normally again after you hang up. Normal operation resumes when your phone switches back to the primary system. If your phone is idle and switched to the secondary system, you'll see a flashing rectangle on the display. The rectangle remains until the switch to the primary system is complete.

# **TIPS FOR YOUR COMFORT AND SAFETY**

## **Don't cradle the handset!**

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.



## **Protect your hearing**

Your phone has a control for adjusting the volume of the handset receiver. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.



## CUSTOMIZING YOUR 5304 IP PHONE

### Ringer Control

To adjust the Ringer Volume while the set is ringing:

- Press  ( UP ) or  ( DOWN ).



To adjust the Ringer Pitch while the set is idle:

1. Press the programmed **Superkey**.
2. Press # until "Ringer Adjust?" appears.
3. Press \* twice.
4. Press  ( UP ) or  ( DOWN ).
5. Press the programmed **Superkey**.

**Note:** The handset must be in the cradle to access Ringer Adjust.



### Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press  ( UP ) or  ( DOWN ).



### Speaker Volume Control

To adjust the Speaker Volume when making an on-hook call or during a paging call:

- Press  ( UP ) or  ( DOWN ).

### Display Contrast Control

To adjust the Display Contrast while your set is idle:

- Press  ( UP ) or  ( DOWN ).

## Feature Keys

You can use the programmed **Superkey** on your phone or the Desktop Tool to program the personal keys as speed call keys. The Desktop Tool is a browser-based interface that makes programming quick and easy. For more information on using the Desktop Tool, please contact your System Administrator.

To display information about a personal key:

1. Press the programmed **Superkey** key.
2. Press a personal key that isn't a line key.
3. Press the programmed **Superkey** .

To program a personal key as a speed call key, see **Speed Call Keys**.

## Language Change

To change the display language:

1. Press the programmed **Superkey**.
2. Press # until "Language?" appears.
3. Press \* twice .
4. Press # until the desired language appears.
5. Press \*.

**Note:** The handset must be in the cradle to access Language.

## MAKING AND ANSWERING CALLS

### Make a call

1. Lift the handset.
2. If you want to use the non-Prime line, press the other line key.
3. Do one of the following:
  - Dial the number
  - Press a programmed Speed Call key
  - Press the programmed **Redial** key.

### Answer a call

Do one of the following:

- Lift the handset.
- Press the flashing line key and lift the handset.

### Emergency Calls

**Warning for emergency number dialing:** Consult your local authorities for Emergency Numbers and 911 or equivalent service availability in your area.

To make an Emergency Call:

1. Lift the handset.
2. Dial your Local Emergency Number (911 or equivalent).

## Phonebook

To use Phonebook:

1. Press the programmed **Superkey** key.
2. Press \* when "Phonebook?" appears.
3. Enter the name of the desired party, 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 \* or # to correct errors.
  - If the next letter in the name is on the same digit key as the previous letter, press # before proceeding.
  - If required, press # to add a space between the first and last name.
4. Press 0 (**Lookup**).
  - If the “Phonebook Lookup – Default to User Location” option is enabled on the system for your phone, the search is limited to names that share your location; otherwise, the entire directory is searched.
  - If the “Phonebook Lookup – Display User Location” option is enabled, after the phonebook search function displays the matching name and directory number, the user’s location is displayed. The display alternates between the name/number and the location every 2 seconds.
5. If no match exists, edit the original entry.  
or  
If the Phonebook with Location” option is enabled, press # (**Retry**). ALL LOCATIONS? Is displayed. Press \* to search the entire directory or press # to search for only names that share your location. Edit the name and press 0 (**Lookup**).
6. If more than one match is found, press # (**Next**).
7. Do one of the following:
  - To make the call, press \* (**Call**).
  - To edit the entry, press # (**Retry**).
  - To exit, press the programmed **Superkey**.

## Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Press the programmed **Redial** key.

## Redial – Saved Number

To save the last number that you manually dialed:

- Lift the handset, and then dial the appropriate feature access code.

To redial a saved number:

- Lift the handset, and then dial the appropriate feature access code.

## Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

To dial a stored Speed Call number:

1. Lift the handset.
2. Press a programmed Speed Call key.

To store a Speed Call number:

1. Press the programmed **Superkey**.
2. Press # until "Personal Keys?" appears.
3. Press \*.
4. Press a personal key that isn't a line key.
5. Press \*.
6. Enter the number.
7. Press the personal key again.
8. Do one of the following:
  - To make the number private, press \*.
  - To keep the number visible, press #.
9. Press the programmed **Superkey**.

## **Speed Call – Personal**

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Enter an index number between **00** and 09.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Enter an index number between **00** and 09.
4. Dial the number to be stored.
5. Hang up.



## CALL HANDLING

### Hold

To place a call on Hold:

- Press the programmed **Hold** key.

To retrieve a call from Hold:

1. Lift the handset.
2. Press the flashing line key.

To retrieve a call from Hold at another phone, do one of the following:

- Press the flashing line key.
- Dial the appropriate feature access code and the number of the station that placed the call on Hold.

### Transfer

To Transfer an active call:

1. Press the programmed **Transfer/Conference** key.
2. Dial the number of the third party.
3. Do one of the following:
  - To complete the Transfer, hang up.
  - To announce the Transfer, wait for an answer, consult, and hang up.
  - To cancel the Transfer, press the programmed **Cancel** key.

## 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 the programmed **Transfer/Conference** key.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press the programmed **Transfer/Conference** key.

To leave a Conference:

- Hang up or press the programmed **Cancel** key.

## Conference Split

To Split a Conference and speak privately with the original party:

1. Press the programmed **Transfer/Conference** key.
2. Dial the appropriate feature access code.

## Swap

To call another party when you are in an established two-party call:

1. Press the programmed **Transfer/Conference** key.
2. Dial the number.

To alternate between the two parties:

- Press the programmed **Swap** feature key.

## Call Forward

Call Forward lets you redirect incoming calls to an alternate number. You can select one of the following forwarding options:

- **Always** redirects all incoming calls regardless of the state of your telephone.
- **B-Int** redirects internal calls when your telephone is busy.
- **B-Ext** redirects external calls when your telephone is busy.
- **NA-Int** redirects internal calls after several rings if you don't answer.
- **NA-Ext** redirects external calls after several rings if you don't answer.

**Note:** For information about "I'm Here?", see Call Forward – Remote.

To program Call Forward:

1. Press the programmed **Superkey**.
2. Press # until "Call Forwarding?" appears.
3. Press \*.
4. Press # until the type of Call Forward that you want to set up appears (see above).
5. If a number is already programmed, press \*.
6. Press \*.
7. Dial the destination number.

If you make an error while dialing, press \* to correct errors.

8. Press  ( **DOWN** ).

To turn Call Forward on and off (once it has been programmed):

1. Press the programmed **Superkey**.
2. Press # until "Call Forwarding?" appears.
3. Press \*.
4. Press # until the type of Call Forward appears.
5. Press \* and then press #.

## Call Forward - Remote (I'm Here)

To forward calls from a remote station to your current location:

1. Press the programmed **Superkey**.
2. Press # until "Call Forwarding?" appears.
3. Press \*.
4. Press # until "I Am Here" appears.
5. Press \*.
6. If a number is already programmed, press \* twice.
7. Dial the extension of the remote station.

If you make an error while dialing, use the # to backspace and correct the number.

8. Press  ( **DOWN** ).

To cancel Call Forward – Remote from the station that set the remote forwarding:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward – Remote from the station that was forwarded:

1. Press the programmed **Superkey**.
2. Press # until "Call Forwarding?" appears.
3. Press \* three times.
4. Press #.
5. Press the programmed **Superkey**.

## Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial the appropriate feature access code .
3. Hang up.

## Call Forward - Override

To override Call Forward and ring a station:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the extension number.
4. Press \*.

## Messaging - Advisory

Advisory Messaging enables you to select a notice that appears on your phone display to inform people visiting your desk of your whereabouts. Select from a variety of advisory messages, including "On vacation", "In a meeting", or "Out to Lunch".

To turn Messaging - Advisory on:

1. Press the programmed **Superkey**.
2. If necessary, press the # until "Advisory Msgs?" appears.
3. Press \* when "Advisory Msgs?" appears.
4. Press # until the desired message appears.
5. Press \* turn on the message.

To turn Messaging - Advisory off:

1. Press the programmed **Superkey**.
2. If necessary, press the # until "Advisory Msgs?" appears.

3. Press \* when "Advisory Msgs?" appears.
4. Press \* to turn off the message.

### **Messaging - Cancel Callback**

To cancel a Callback:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the number of the called station.
4. Hang up.

### **Messaging - Cancel All Callbacks**

To cancel all Callbacks:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Hang up.

## USING ADVANCED FEATURES

### Account Codes

To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press #.

To enter an Account Code during a call:

1. Press the programmed **Transfer/Conference** key.
2. Dial the appropriate feature access code.
3. Dial the Account Code digits.
4. Press #.
5. Press the programmed **Cancel** key.

### Attendant Call Hold - Remote Retrieve

To retrieve a call placed on Hold by the attendant:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the digits announced by the attendant.

### Call Park

The Call Park feature allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from any extension in the system. After parking the call, the system can automatically connect you to paging equipment so that you can announce the call to the requested party.

To park an active call:

1. Do one of the following:
  - Press the programmed **Call Park** feature key
  - Press the programmed **Transfer/Conference** key and then dial the appropriate feature access code. The display shows PARKED@, followed by the park destination and parking spot index (if applicable). Example: PARKED@ 1234 @ 02.

2. Dial the directory number on which to park the call (not required if the number is programmed to a **Call Park** feature key).
3. To inform a user that a parked call is waiting, do one of the following:
  - If automatic paging is enabled, announce the call and the park retrieve digits shown on the display.
  - If automatic paging is disabled, press the programmed **Page** key, or dial the appropriate feature access code, followed by the Paging zone number (if required). Then, announce the call and park retrieve digits shown on the display.

**Note:** Paging over a loudspeaker is not permitted in handsfree mode; you must use the handset.

To retrieve a parked call:

1. Do one of the following:
  - Dial the appropriate feature access code.
  - Press the programmed **Call Park - Retrieve** feature key.
2. Dial the directory number on which the call is parked (not required if the number is programmed to the programmed **Call Park** feature key).
3. If there are multiple calls parked on the number, dial the two-digit index number to retrieve a specific call, or # to retrieve the longest parked call.

## Call Pickup

To answer a call that is ringing at another phone in your Pickup Group:

1. Lift the handset.
2. Press the programmed **Pickup** feature key.

To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset.
2. Dial the appropriate feature access code.
3. Dial the number of the ringing station.



## Campon

To Campon to a busy station:

- Press the programmed **Wait** feature key.

To retrieve a call when you hear Campon tone:

- Press the programmed **Trade** feature key.

## Do Not Disturb

To activate or deactivate Do Not Disturb:

- Press the programmed **Do Not Disturb** feature key.

To activate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial the appropriate feature access code.
3. Dial the number of the station to which **Do Not Disturb** is to apply.
4. Hang up.

To deactivate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial the appropriate feature access code.
3. Dial the number of the station with **Do Not Disturb** activated.
4. Hang up.

## Override

To use Override when you encounter busy or Do Not Disturb tone:

- Press the programmed **Intrude** feature key.

## Paging

To use Paging:

1. Lift handset.
2. Press the programmed **Pager** feature key.
3. Dial the Paging zone number (if required).
4. Make the announcement.

## Direct Paging

Direct Paging allows you to page a party through the party's handsfree speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset.

To page a party:

1. Lift the handset.
2. Press the programmed Direct Page feature key or dial the appropriate feature access code.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

## Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group. When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Lift the handset.
2. Press the programmed **Direct Page** key or dial the appropriate feature access code.
3. Do one of the following:
  - To page your prime page group, press #.
  - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Lift handset.
2. Dial the appropriate feature access code.
3. Do one of the following:
  - To respond to a page from your prime page group, press #.
  - To respond to a page from a specific page group, dial the page group directory number.

## **Phone Lock**

Phone Lock prevents access to the features on a phone, with the following exceptions:

- unlocking the set via a user PIN
- Hot Desk Login and Logout support, and
- Emergency Call Notification support.

Phone Lock has no effect on incoming calls but restricts outgoing calls, with the following exceptions:

- calls to emergency trunk routes, and
- local operators.

Most keys on the phone are disabled, except for the dial pad and volume keys. The following access and keys are disabled:

- Superkey access
- feature access keys
- feature access codes, and
- account codes

Before locking a set, ensure that

- the set is in the idle state (there should not be any ongoing call)
- you do not have any calls on hold or on consultation-hold on any line appearance

To activate Phone Lock:

- Press the Phone Lock feature key or enter the Phone Lock Feature Access code.

To de-activate Phone Lock:

- Press the Phone Lock feature key or enter the Phone Unlock Feature Access code.
- Enter your user PIN to unlock the set.

**Note:** If a user PIN has not been assigned, enter # when prompted for the PIN to unlock the phone.

## Music

To turn Music on and off when the phone is idle:

- Press the programmed **Music** feature key.

## Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

To flash a trunk while talking on an outside call:

1. Press the programmed **Transfer/Conference** key.
2. Dial the appropriate feature access code for a single flash or the appropriate feature access code for a double flash.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

## Record a Call

This feature uses your voice mail system to record your telephone conversations. **Note:** You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your system administrator.

To start recording while on a 2-party call:

- Press the programmed **Record Call** key. (See Feature Keys elsewhere in this guide for instructions on programming a **Record Call** key to your phone.)

**Note:** Your system may be programmed to automatically begin recording external calls when you or the other answers.

To control recording, do one or all of the following:

- To stop and save a recording, press the programmed **Record Call** key.
- To stop and erase a recording, press the programmed **Cancel** key.

Putting the call on hold saves the recording; taking the call off hold starts a new recording. Depending on system programming, hanging up, or pressing the programmed **Transfer/Conference** key or a **DSS** key, may also save the recording.

To listen to a recording:

1. Lift the handset.
2. Access your voice mailbox.
3. Follow the prompts to retrieve the recording.

## Hot Desking

Hot Desking allows you to log into the telephone system from any phone designated as a Hot Desk phone. Simply log in at the phone using your assigned Hot Desk User Extension Number and the phone immediately assumes all your speed dials, features keys, call forwarding setup, and line appearances – even your language preference for the display. Any changes you make to the phone while you are logged in—for example, adding a speed dial—are saved to your personal profile. Logging in activates your profile on any phone that supports Hot Desking.

**Note:** All Hot Desking profiles have 96 programmable keys. If you log into a phone that has a fewer number of keys, the extra ones are "hidden". Only the use of the extra keys is lost, not the features assigned to them.

## Hot Desk Log-In

To log into a Hot Desking Phone (the phone must be idle):

1. Dial the appropriate feature access code.
2. Press \*.
3. Enter your Hot Desk User Extension Number
4. Press \*.

## Hot Desk Log-Out

To log out of Hot Desking Phone (the phone must be idle):

1. Dial the appropriate feature access code.
2. Press #.
3. Press \*.

**Note:** Your profile can only be active on one phone at a time. If you log in from another phone without logging out from the first one, the system will automatically deactivate your profile on the first phone.

## Hot Desk Remote Logout

A user who has forgotten to log out of a Hot Desking phone can be logged out using any phone that supports Hot Desk Remote Logout.

To remotely log out a Hot Desking phone:

1. Dial the appropriate feature access code.
2. Dial the Hot Desk User Extension Number that you want to log out.

## Tag Call

Tag Call allows you to signal that you are the victim of a threatening or malicious call. Using the tag, your system administrator or telephone company can identify the source of the call and provide this information to appropriate personnel or authorities. **CAUTION:** Tagging a non-malicious call may result in fines or other penalties.

To tag a malicious call:

- Press the programmed **Tag Call** feature key while the call is in progress.
- OR–
- Press the programmed **Transfer/Conference** key and dial the appropriate feature access code.

If the call was successfully tagged "Thank You" is shown on the display; otherwise, "Not Allowed" is displayed. **Note:** Tag Call can be used on active two-party calls only. Calls on hold and conference calls cannot be tagged.



To delete a particular call from the call log:



- With the call log that you want to delete displayed, press # twice.

## Call History

Call History keeps track of the names (if available) and telephone numbers of missed calls, answered incoming external calls, and outgoing external calls. Once enabled on your phone by your system administrator, it functions automatically.

To display the call history, and view call detail:

1. Press the programmed **Call History** feature key. The total number of missed calls is displayed in brackets ( ), the number of new missed calls is indicated with a \*.
2. To browse through the list of missed calls, press \*, followed by the  ( **UP** ) and  ( **DOWN** ) keys to scroll through the list.

To view answered or outgoing calls, press # (once for Answered, twice for Outgoing), followed by the  ( **UP** ) and  ( **DOWN** ) keys to scroll through the list.

3. To view the number of the call, press the #. When the Options screen is displayed, press the \* to display the number. Press the # to display the call time and date.

To return a call:

1. Display the call you want to return.
2. Do one of the following:
  - If the call is internal, and the caller name is known, press \*. For unknown numbers, the **Call** option is not displayed.
  - If the call is external, and you normally need to precede external calls with a digit such as 9, it is likely that your system administrator has programmed your system to insert the 9 for you. In this case, pressing \* initiates the call immediately. Sometimes the system will be unable to complete the dialing automatically. When this happens, you can edit the dialed digits manually by pressing # or the . Use the # or to delete the left-most digit, and then type the digits to insert them. When you have the dial string edited to suit your needs, press the \* to dial the number.

To delete all missed, answered, or outgoing call logs:

1. After selecting the type of logs you wish to delete, press #.
2. Confirm that you do want to delete all items by pressing \*.

To delete a particular call from the call log:

- With the call log that you want to delete displayed, press # twice.

## Night Answer

Office telephone systems are often placed into Night Answer after regular hours. Calls then ring alternate answer points—either designated extensions or a night bell. You can dial the Trunk Answer From Any Station (TAFAS) code to answer calls ringing the night bell. If permitted by system programming, you can put your phone into one of two night answer modes, Night1 or Night2.

To switch your phone to Night Answer or back to Day service:

1. Lift the handset.
2. Press the programmed **Night Answer** feature key.
3. Do one of the following:
  - Press 0 for Day Service.
  - Press 1 for Night1.
  - Press 2 for Night2.
4. Hang up.

The Night Answer feature key light flashes slowly for Night1, and rapidly for Night2. The Night Answer feature key light is off for when your phone is in Day service.

## Release

Release lets you disconnect from an attempted Call Transfer or Conference Call without hanging up the handset. Release is useful when you encounter a busy or unavailable party.

To release from an attempted transfer or conference call:

- Press the programmed **Release** key.







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