OfficeSuite Quick Reference Guide

Mitel 5220 IP Phone

Fixed Function Key Legend			
Message	**Transfer**	**Scroll Up**	**Speaker**
Accesses your voicemail	Starts a call transfer	Moves up through a displayed list	Activates the speaker for handsfree use
Hold	**3 Way Call**	**Scroll Down**	**Mute**
Puts current call on hold	Starts a 3 way conference	Moves down through a displayed list	Toggles the call between muted and un-muted

Make a call
1. Lift the Handset, or press a **Line Appearance** memory key or press the **speaker** function key.
2 Dial the number from the keypad.
   - or -
   Press a **speed dial** memory key.

Place a call on Hold
While on a call, press the **Hold** function key

Retrieve a call from Hold
Press the flashing **Line Appearance** memory key.

Make a call using Redial
1. Press the **REDIAL** softkey.
2. Choose the number by scrolling through the list with the **Scroll Up/Down** function keys.
3. Press the **Dial** softkey.

Transfer a call
While on a call:
1. Press the **Transfer** function key.
2. Dial the number.
3. Press the **Transfer** function key and hang up
   - or -
3. Announce the call, press the **Transfer** function key and hang up.

Make a call using the Directory
1. Press the **MENU** softkey
2. Press the **DIR** softkey.
3. Enter the first letter of the name using the keypad.
4. Use the **Scroll Up/Down** functions keys to find the name.
5. Press the **DIAL** softkey.

Make a three way call
While on a call:
1. Press the **3 Way Call** function key.
2. Dial the second number
3. Announce the call.
4. Press **3 Way Call** function key to join the parties.

Mute a call
While on a call press the **Mute** function key to toggle between turning off and on the microphone.

Retrieve a message
Press the **Message** function key. Follow the voice instructions.

Additional Information is available in the *Mitel IP Phone User Reference Guide* or by selecting **Help** from the web administration interface.

For additional instructions, go to http://officesuite.broadviewnet.com/?tenant=/ enter your tenant ID, (i.e. http://officesuite.broadviewnet.com/?tenant=/2125551212) log in, and click Help; or visit the OfficeSuite Customer Information Center at http://www.broadviewnet.com/CustomerCenter/OfficeSuite.asp. If you still have questions, email us at OfficeSuiteSupport@BroadviewNet.com or call 1.888.623 VOIP (8647). V4.0 © 2008 Broadview Networks & Natural Convergence Inc. All rights reserved.

① Activating a phone

To activate a phone you need (1) an extension number, (2) a phone, and (3) a PIN. The administrator can provide you with an extension number and default PIN.

To activate your phone, follow these steps:

1. Connect one end of an Ethernet cable into your LAN jack and the other end to the phone port marked by the symbol on your 5220 phone.
2. If you also need to connect your computer to the LAN, connect an Ethernet cable from your computer's network port to the phone port marked PC.
3. Connect the phone power pack into a power outlet.
4. Wait for the phone to display the following (this may take 30 seconds or more):

```
Logged Out
ACTIVATE
```

5. Press the **ACTIVATE** softkey.
   The display will show:

```
Extension:
```

6. Enter your extension.
   If you have login/logout privileges, the display will show:

```
PIN:
ENTER
```

7. Enter your PIN.
8. Press the **ENTER** softkey.
   The display will show:

```
Extension: xxx
REDIAL   CALLS   MENU
```

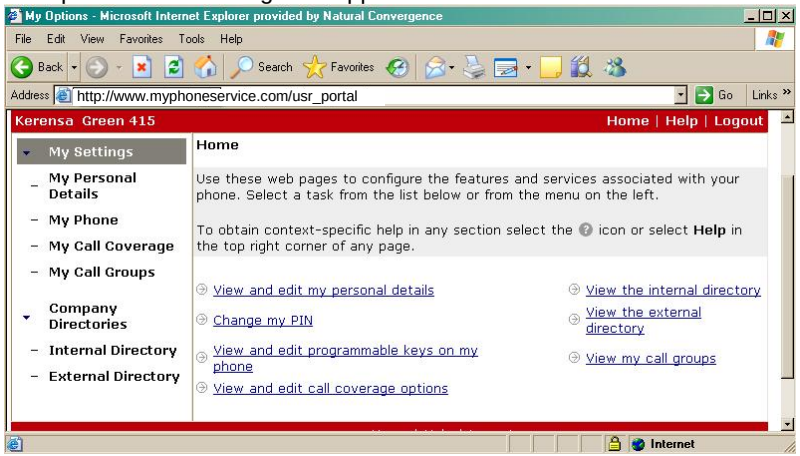
   where **xxx** is the extension of your phone.

You have now successfully activated the phone, and are ready to make calls

② Logging in to the web administration interface

To log in to the web administration interface, follow these steps:

1. Open your web browser (Internet Explorer 6.0 or higher or Mozilla Firefox 1.5.0.4 or higher)
2. Enter the URL for telephone users (provided by your administrator).
   The Login screen appears.
3. Enter your extension and PIN (provided by your administrator).
   Your personal Home Page will appear.



For assistance on performing any of the functions on this page, select **Help** or refer to the *Mitel IP Phone User Reference Guide*.

③ Programming Memory Keys

To customize your phone features, follow these steps:

1. Log in to the web administration interface.
2. Select **My Phone** in the left menu.
   This will display by default the type of phone you are logged in to.
3. Select **Mitel 5220 IP Phone** from the **Phone Model** drop-down list if this is not already displayed.

Note: The phone that you are currently logged into will be marked with an *.

4. Select the memory key that you want to program.
5. Enter the information in the fields displayed in the **Program Memory Details** window.
6. Select **Save** to save your changes or **Close Window** to cancel your changes.
7. Select the **Print Key Labels** button.

④ Setting up your call coverage

Call coverage allows you to specify where calls you do not answer should be directed. Call coverage options include voice mail, an auto attendant, a co-worker's extension, or another phone number such as your home number or cell phone.

To configure your call coverage, follow these steps:

1. Log in to the web administration interface.
2. Select **My Settings** in the left menu.
3. From the menu appearing in the main frame, select **View and edit call coverage options**.
   The main frame will display the call coverage options.
4. Follow the on-screen instructions.
5. Select the **Save** button to save your changes.

⑤ Recording your name announcement

Callers hear your recorded name announcement as confirmation when they use the auto attendant name directory to contact you.

Note: The recorded announcement is for the auto attendant. It is not your voice mail greeting.

To record, or re-record your name announcement, follow these steps:

1. Log in to the web administration interface.
2. Select **Personal Details** in the left menu.
3. Select the **Record** button on the **Personal Details** page.
4. When a Record Prompt pop-up window is displayed, follow the instructions.