

MITEL

3600 | Hosted Key System

MITEL 5224 IP PHONE GETTING STARTED GUIDE
Release 3.0

 **MITEL** | it's about **YOU**

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Mitel 3600 Hosted Key System – Mitel 5224 IP Phone Getting Started Guide
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Welcome

Congratulations on acquiring your new Mitel® 3600 Hosted Key System!

The 3600 Hosted Key System provides all the features that small businesses use without the up-front cost and ongoing maintenance inherent in owning a traditional phone system.

The 3600 Hosted Key System also provides the ability to self-manage your telephone system through an easy-to-use, intuitive graphical interface that runs on your web browser.

You can customize features, set up your own call coverage, and create your own personal phone layout.

Scope of this document

This document provides the basic information you need to start using and configuring your Mitel 5224 IP Phone. This document does not contain information on the operation of the phone with other devices. For additional information about the 3600 Hosted Key System features and capabilities, access the online help, provided on the web administration interface, or refer to the *Mitel 5220/5224 IP Phone User Reference Guide*.

Mitel 5224 IP Phone

The 3600 Hosted Key System supports the Mitel 5224 IP Phone. The 5224 IP Phone model is illustrated below:



Figure 1: Mitel 5224 IP Phone

Telephone keys

Following is a brief explanation of the functionality of each key:

Feature keys

Feature keys have fixed functionality and are located above the keypad. These keys are:



Superkey

- Allows you to access the company directory. If you are in the company directory pressing the Superkey will cause you to exit.



Cancel key

- Allows you to cancel any action currently in progress.



Redial

- Allows you to activate the Redial list if the phone is idle. If you are currently displaying the company directory, pressing the redial key will dial the number of the entry currently displayed.



Hold

- Allows you to place a call on hold.



Trans/Conf

- Allows you to personally transfer a call to someone else or to set up a three-way call. Refer to the *online Help* or the *Reference Guide* for details.



Message

- Allows you to access your voice mail. This key is lit when you have a new message waiting.

In addition to the feature keys above there are also some additional keys:



Arrow keys

- These keys are used for adjusting the contrast on the display when the phone is idle, the volume of the ringer, and can also be used to scroll through call lists and the phone book if the appropriate menu has been accessed.



Speaker

- Allows you to talk to the other party with the handset on hook.



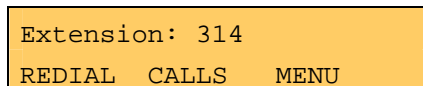
Mute

- Allows you to stop your voice from being sent to the other party while you can still listen to the other party.

Softkeys

Softkeys are the three keys located directly below the LCD display. The meaning of each key is context-dependant and is indicated by the display directly above the key.

When your phone is idle the display shows:



The function of each key is:

- **REDIAL** softkey allows you to see a scrollable list of the recent outgoing calls you made.
- **CALLS** softkey allows you to see a scrollable list of the recent incoming calls to your phone. If the **CALLS** softkey looks like ***CALLS** this means that there has been at least one unanswered call since the last time you viewed the list of calls received.
- **MENU** softkey allows you to see other available softkeys.

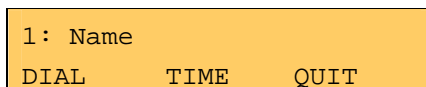
When the **REDIAL** softkey is pressed, the display shows:



The function of each key is:

- **TIME** softkey displays the time and date of the call. The **NUMBER** softkey that is then shown in the center position shows the number of the called number when pressed. This allows you to toggle between the **TIME** and **NUMBER**. The position of the call in the call list is displayed in front of the phone number.
- Press the **DIAL** softkey to call a number from your **CALLS** list (if this is configured).
- Press the **QUIT** softkey to end your **CALLS** session.

When the ***CALLS** softkey is pressed, the display shows:



The function of each key is:

- **TIME** softkey displays the time and date of the call. The **NUMBER** softkey that is then shown in the center position shows the number of the caller when pressed. This allows you to toggle between **NAME**, **TIME** and **NUMBER**. The position of the call in the call list is displayed in front of the phone number. A * beside the position of the call means that the call was not answered.
- Press the **DIAL** softkey to call a number from your **CALLS** list (if this is configured).
- Press the **QUIT** softkey to end your **CALLS** session.

When the **MENU** softkey is pressed, the display shows:



The function of each key is:

- **LOGOUT** softkey allows you to log out of your phone. Press the **MENU** softkey when your phone is idle to access the **LOGOUT** key.
- **DIR** softkey allows you to look up internal phone numbers on your LCD display. You can browse the directory using the **Arrow** feature keys. The **DIR** softkey is visible when your phone is active and is also available through the **MENU** softkey.
- Press the **QUIT** softkey to end your **CALLS** session.

Memory keys

Memory keys are the 24 keys arranged in two columns of 12 keys below the softkeys. At least two of these keys are configured as Line Appearances - you need these to make and receive calls. Using the web administration interface, you can configure the rest of these keys as you wish (with certain restrictions). Some of the possible configurations are One Touch Speed Dial and Call Forward.

Telephone user basics

You can make and receive calls as soon as you activate your phone. Other things that you might like to do - like setting special speed dial memory keys - require you to connect to the web administration interface via your web browser.

Table 1: Basic user tasks

Task	Description	Compulsory	Comments
Activate your phone	Connecting and activating your phone. See page 6	Yes	
Log in to your phone	Logging in to your phone. See page 6	No	You must log in to your phone if the display shows Logged Out, ACTIVATE.
Log out of your phone	How to log out of your phone. See page 7	No	
Make phone calls	How to make a phone call. See page 6	Yes	
Answer phone calls	Answering a phone call. See page 9	Yes	
Log in to the web administration interface	How to log in to the web administration interface. See page 10	No	You must log in to set up your personal name announcement and to customize your phone.
Change your Personal Identification Number (PIN)	Changing your PIN. See page 11	No	You must log in to the web admin interface first.
Record your personal name announcement	Recording your name announcement. See page 11	No	Your personal name announcement allows the auto attendant to identify you to incoming callers.
Set up call coverage	Setting up your call coverage. See page 12	No	You must first log in to the web admin interface. Although not compulsory, setting up call coverage is highly recommended. If you are configured for voice mail you must set your call coverage to voice mail or you will not receive any voice mail messages.
Customize phone and other user features	Customizing phone and user features. See page 12	No	You must log in to the web admin interface first

Task	Description	Compulsory	Comments
Set up your voice mail name announcement and message	Setting up your voice mail. See page 13	No	Only available if you have been configured with voice mail service. Contact your administrator.

Using your phone

Connecting and activating your phone

Consult the installation instructions that are in the box with the phone for details on the installation requirements.

Logging in to your phone

Log in to a phone to direct all incoming calls for your extension to that phone. You must have the appropriate privileges to use this feature.

To log in to a phone, follow these steps:

1. Press the **ACTIVATE** softkey on an unassigned phone (a phone without a user logged in).

```
LOGGED OUT
ACTIVATE
```

```
Extension:
QUIT
```

2. Enter your extension.

```
Extension: 314
QUIT
```

```
PIN:
ENTER QUIT
```

3. Enter your PIN.

```
PIN: *****
ENTER QUIT
```

4. Press the **#** key or the **ENTER** softkey once you have finished entering your PIN. The system verifies that the PIN is valid and then it logs you into the phone.

```
Extension: 314
REDIAL CALLS MENU
```

 **Notes:**

- If you log in to a phone while you are logged in to another phone, the system will log you out of the original phone.
- You cannot log in or out, or activate a phone, while the phone is on an active call.
- If you are not logged into a phone, all calls to your extension go directly to your selected call coverage.
- If you have not been assigned the privileges required to log out of your phone you are not prompted for a PIN when you log in.
- You are not prompted for a PIN when you log in to a phone with a location extension.

Logging out of your phone

To log out of a phone, follow these steps with your phone on-hook:

1. Press the **MENU** softkey.

```

Extension: 314
REDIAL  CALLS  MENU

```

2. Press the **LOGOUT** softkey.

```

MENU
LOGOUT  DIR  QUIT

```

The LCD displays a confirmation message.

```

Confirm Logout
YES                NO

```

3. Press the **YES** softkey to proceed. The LCD will display the message Logout successful, confirming that you are logged out of the phone and the system. Incoming calls will be forwarded to Call Coverage. The display will return to a logged out/unassigned idle state.

```

Logout Successful

```

```

Logged Out
ACTIVATE

```

 **Notes:**

- If your phone has been locked, you cannot log out of the phone. The **LOGOUT** softkey will not be displayed on your phone. Contact your system administrator for assistance.
- You cannot log in or out, or activate a phone, while the phone is on an active call.

Making a phone call

To make a phone call, follow these steps:

1. Lift the handset or press the **Speaker** key to select the next available Line Appearance.

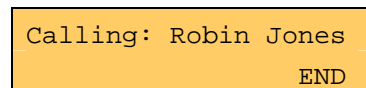


 **Note:** The **CALLS** softkey is not displayed if dialing from an incoming call list is not enabled.

2. To make an internal call dial the extension, or to make an external call, dial the prefix required for external dialing (usually "9") followed by the number you want to call.

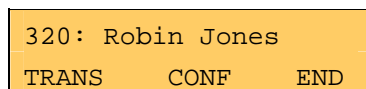


When you finish dialing the call is placed.



If you place an internal call, the LCD screen displays the extension and name of the connected party once the call is answered. If you place an external call, the LCD screen displays the name of the connected party, or if the name is unknown, the phone number.

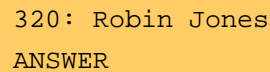
3. To end the call press the **END** softkey, replace the handset, or press the Speaker key.



Answering a phone call

When an incoming call is received on a phone, several things happen:


- The phone rings,
- A Line Appearance light flashes, and
- The LCD displays the name of the caller, if known. If the name of the caller is unknown, either the phone number or Unknown Caller is displayed.



320: Robin Jones
ANSWER


To answer your phone using the handset, lift the handset.

To answer your phone using the speakerphone, choose one of the following methods:

- Press the flashing **Line Appearance** key.
- Press the **Answer** softkey.
- Press the  key.

Ending a call

To end a call that is in progress, choose one of the following:

- Press the **END** softkey.
- Replace the handset.
- Press the  key.

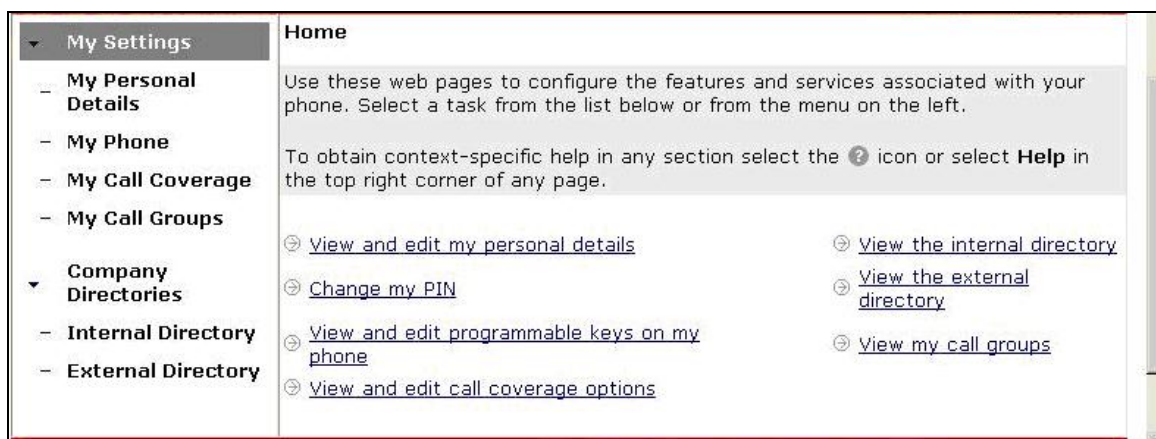
Using your web browser

Logging in

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

1. Open your web browser (Internet Explorer 6.0 Firefox 1.5.0.4)
2. Enter the URL for telephone users (provided by your service provider or administrator).
The Login screen appears.
3. Enter your extension and PIN (provided by your service provider or administrator). Your personal Home page appears.
4. Select **My Settings** on the left-hand frame to see the actions available to you.
The Home page displays the options available to you.

The following screen shot illustrates the Home page:



Changing your PIN

Your Personal Identification Number (PIN) is a sequence of 4 to 6 numbers assigned to you by your administrator. This PIN is needed in order to activate your phone and to log in to the web administration interface.


To change your PIN, 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 **Change my PIN**.
4. A window will pop up: follow the on-screen instructions.
5. **Save** your changes.

Your new PIN is now active for both web administration access and phone login.

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 Name Announcement** button on the **Personal Details** page.
4. A Record Prompt pop-up window is displayed.
5. Confirm that the extension displayed matches the phone you want to use. If the extension is not the same, enter an alternate extension.
6. Select the **Call** button.
7. When your phone rings, lift the handset to answer.
8. Listen to a brief set of audio instructions: "Please record your message after the tone. When you are finished, press # for more options".
9. When you hear the tone, record your name into the handset.
10. When you are finished, press the # key.
The system plays the following set of options:
 - To listen to the recording, press **1**.
 - To save the recording, press **2**.
 - To re-record, press **3**.
 - To exit without saving changes, press *****.
11. Press **2** to save the name announcement.
12. Replace the handset.
13. Select the **Close** button on the pop-up window.

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**.
4. The main frame will display the call coverage options. Follow the on-screen instructions.
5. **Save** your changes.

Your Call Coverage is now set.

For a more detailed explanation of call coverage and its options, see the help provided online by clicking on the Help link in the top right-hand corner of the web administration screen.

Customizing phone and user features

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 5224 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.
A Program Memory Details window appears.
 5. Select the feature to assign to the key from the **Feature** drop-down list. A description of the feature is displayed above the Feature field.
When a feature is selected this may populate other fields on the page.
 6. Type the information that you want to appear on phone key label in the **Label** field.
 7. Enter the number as to where the call is directed in the **Details** field or select an option from the drop-down list.
 8. Select **Save** to save your changes or **Close Window** to cancel your changes.

Following are the possible options for configuration:

- **Default** - Restore a key back to its original profile setting.
- **Company Speed Dial** - Configure the key to automatically dial anyone in the Company Speed Dial list.
- **Forward to AA** - Automatically forward all calls to the 3600 Hosted Key System's built-in auto attendant. Your company can have multiple auto attendants for different purposes.
- **Forward to Coverage** - Automatically forward your calls to your coverage setting (such as your voice mail).

- **Forward to Co-worker** - Automatically forward calls to a co-worker in your company.
- **Forward to Number** - Automatically forward your calls to any number that you have programmed.
- **Forward to Prompt** - Automatically forward to a number that you enter when you activate the feature.
- **Line Appearance** - A key used for making and receiving regular calls.
- **One Touch Speed Dial** - Set a key to automatically dial a given number that you indicate.
- **Page** - Automatically page co-workers who are not currently using their phone through their phone speakers.
- **Park/Retrieve** - Place a call on hold at a park location where it can then be retrieved by anyone else in the company with the Call Park feature programmed on their phone.
- **Unassigned** – Put the key back into default mode.

The options below are configurable but do not appear unless specifically set up by your administrator.

- **Account Codes** – Associate an account code to a call before or during the call.
- **Join/Leave Group** - Register with a call group that acts as a pool for incoming calls.
- **Monitor Call** – Monitor incoming calls on another user's line. This feature will also allow you to pick up the call in the event that the primary user is busy.
- **Monitor Phone** – Monitor another user's phone for activity. This feature is useful when it is necessary for a customer to speak with someone immediately.
- **Monitor Call Silent** - Monitor incoming calls on another user's line using only the visual indication. You can also answer the call.

For a more detailed explanation of any of these features, see the help provided online by clicking on the Help link in the top right-hand corner of the web administration screen.

Setting up your voice mail

Follow these steps to set up your voice mail:

1. Press the **Message** button on your phone.
2. Follow the recorded instructions to set up your voice mail password and your outgoing messages.

Your voice mail is now set up. Use the **Message** button to retrieve voice mail. Your message-waiting lamp lights up when you have a voice mail message.

Glossary

Auto Attendant - An automated system that directs incoming calls to the appropriate extensions.

Call Coverage – A feature of the 3600 Hosted Key System that directs unanswered calls to an auto attendant, voice mail, or an alternative number.

IP - Internet Protocol. A simple data networking protocol used in the World Wide Web and many private data networks.

Location - A special kind of user associated with a telephone that is normally in a fixed location (such as a conference room phone).

Monitor Group. A type of call group that allows a telephone user to view the status of another user lines or phone.

PIN – Personal Identification Number. A unique number assigned to a user that acts as a password allowing them to log in to the Web Interface and phone.

3600 Hosted Key System - The product provided by Mitel to provide telephone service in a small business IP data network

User - An individual with access to the web interface of the 3600 Hosted Key System product. A user has an associated user ID and PIN number. From the perspective of a tenant, a user also has an associated telephone extension.

User ID - A unique identifier associated with a user. For most users, this is the same as their telephone extension.












Appendix A - Mitel 5224 IP phone tips for 5220 IP phone users

Congratulations on acquiring your new Mitel 5224 IP telephone! This phone offers similar functionality and is basically the same as the Mitel 5220 IP Phone. However; there are a few differences:

1. There are now 24 programmable memory keys instead of 14.
2. The fixed keys have changed. Table 2 describes the use of each key.
3. The blue button is a new Directory key (does the same as the DIR softkey). The Message key (which was blue on the 5220 set) is now the one with the picture of an envelope (see table below)
4. The REDIAL key (represented by an arrow pointing back to a series of numbers) is a new key; it offers the same functionality as the REDIAL softkey on the 5220 IP phone.
5. The Transfer and 3 Way Call fixed keys have been combined into one key - the icon shows an arrow pointing to three heads. Press the key once to start a call transfer. Press it twice to start a 3 Way Call. (You can still use the TRANS softkey to start a call transfer and the CONF softkey to start a 3 Way Call.)
6. The Scroll Up and Scroll Down keys are now the up arrow and down arrow (the same keys you use to adjust volumes and contrast).

Table 2 shows the equivalent keys to be used on the Mitel 5224 IP Phone for users who are familiar with the Mitel 5220 IP Phone.

Table 2: Differences between 5220 IP phones and 5224 IP Phones

Mitel 5220 Key	Mitel 5224 Key	Meaning
Message (blue key)		Press this key to access your voice mail
Hold (red key)		Press this key to put the call on hold
Transfer	 (or TRANS softkey)	Press this key to initiate a call transfer
3 Way Call	 (or CONF softkey)	Press this key twice to initiate a 3 way call (or press the CONF softkey once).
Scroll Up		Press this key to move up in a displayed list.
Scroll Down		Press this key to move down in a displayed list.
Speaker		Press this key to put the call on speaker. Press it when the phone is idle to originate a new call. Press it while on a call in speaker mode to release the call
Mute		Press this key to mute or un-mute your microphone. The LED is on when you are muted
DIR softkey	 (or DIR softkey)	Press this key to display the company directory.
REDIAL	 (or REDIAL softkey)	Press this key to display the list of recently dialed calls. Press it again to redial the currently displayed call.
QUIT	 (or QUIT softkey)	Press this key to cancel the current action

