

MITEL

3600 | Hosted Key System

MITEL 5212 IP PHONE GETTING STARTED GUIDE
Release 3.0

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

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Mitel 3600 Hosted Key System – Mitel 5212 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 5212 IP Phones. 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*.

Special Notes for Administrators

Note that the 5212 phone models require Power Over Ethernet. This can be supplied through a Mitel Ethernet Power adapter or over the network by a router/switch supporting the IEEE standard 802.3AF.

We recommend that the users/locations for 5212 phones be configured as "Locked to Phone". Locking the phone avoids the problem of someone accidentally logging that user/location into a different phone and thereby logging out the 5212 phone. It would then require an administrator to log the original phone back in.

Mitel 5212 IP Phone

The 5212 IP Phone model is illustrated below:



Figure 1: Mitel 5212 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:



Directory key

- Allows you to access the company directory. If you are in the company directory pressing the Directory will cause you to exit. You can use the Arrow Keys to scroll through the company directory. To dial the currently displayed name, press the Redial key.



Cancel key

- Allows you to cancel any action currently in progress.



Redial

- Allows you to activate the Redial list if the phone is idle. The display will show the most recently dialed call. You can use the Arrow Keys to scroll through the list of recently dialed numbers. To dial the currently displayed number, press the Redial key again.



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. Press this key once to initiate a transfer. Press it twice to initiate a conference. 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.

Memory keys

Memory keys are the 12 keys arranged in column on the left hand side. 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 your phone is activated. 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
Log in to the web administration interface as tenant administrator.	See Logging in as Tenant Administrator on page 5	Yes	This is required in order to activate your phone.
Activate your phone	See Connecting and activating your phone on page 5	Yes	You must have tenant administrator privileges to do this.
Make phone calls	See Making a phone call on page 7	Yes	
Answer phone calls	See Answering a phone call on page 7	Yes	
Log in to the web administration interface	See Logging in as telephone user on page 8	No	
Change your Personal Identification Number (PIN)	See Changing your PIN on page 8	No	You must log in to the web admin interface first.
Record your personal name announcement	See Recording your name announcement on page 9	No	Your personal name announcement allows the auto attendant to identify you to incoming callers.
Set up call coverage	See Setting up your call coverage on page 9	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	See Customizing phone and user features on page 10	No	You must log in to the web admin interface first
Print key labels	See Printing your phone label on page 11	No	This makes it easy to see the meanings of your keys.
Set up your voice mail name announcement and message	See Setting up your voice mail on page 11	No	Only available if you have been configured with voice mail service. Contact your administrator.

Activating your phone

Logging in as Tenant Administrator

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

1. Open your web browser (Internet Explorer 6.0 or Firefox 1.5.0.4)
2. Enter the URL for the tenant administrator user (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.

The following screen shot illustrates the Home page when logged in as tenant administrator:

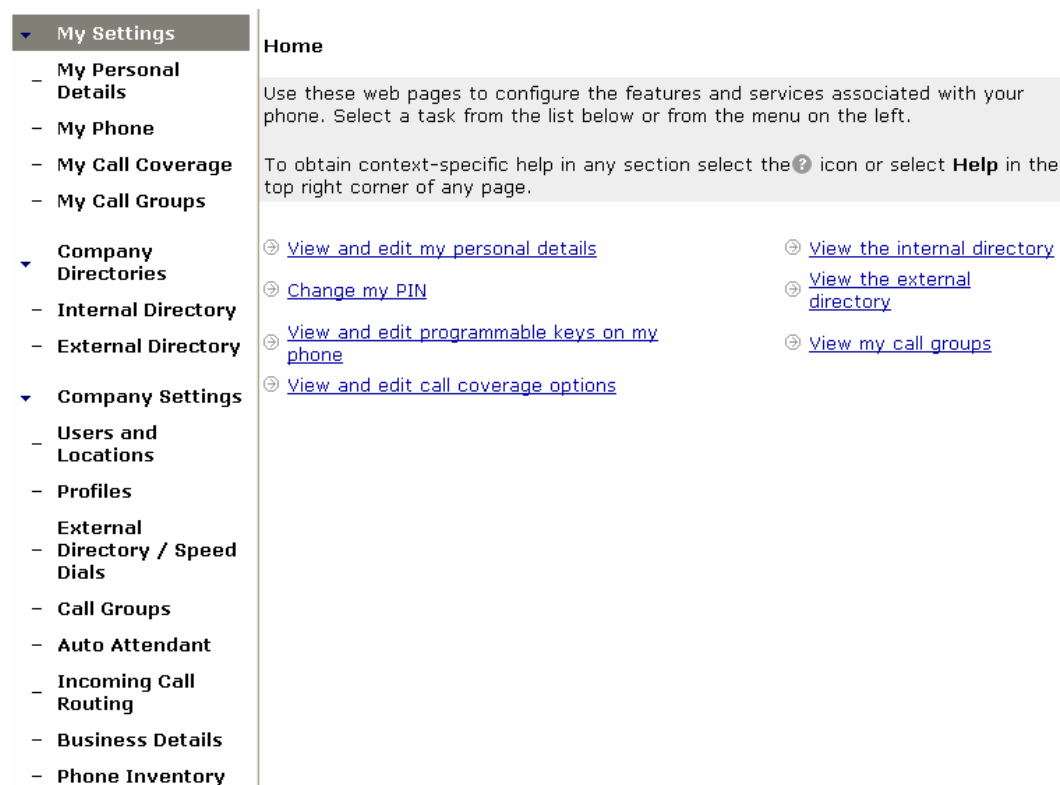


Figure 2: Tenant administrator home page

Connecting and activating your phone

Consult the installation instructions that are in the box with the phone for details on the physical connection of your phone.

Verify that your phone has done its initialization. The display should show "Logged Out".

Caution: The initialization of your phone can take several minutes. Do NOT unplug your phone during this period as this could cause permanent damage to the phone.

Log in to the web administration interface. *You need to have tenant administration privileges.* A user or location must first be created - see the tenant administration guide for details about this.

Click on the Phone Inventory page. An example of the display is shown below:

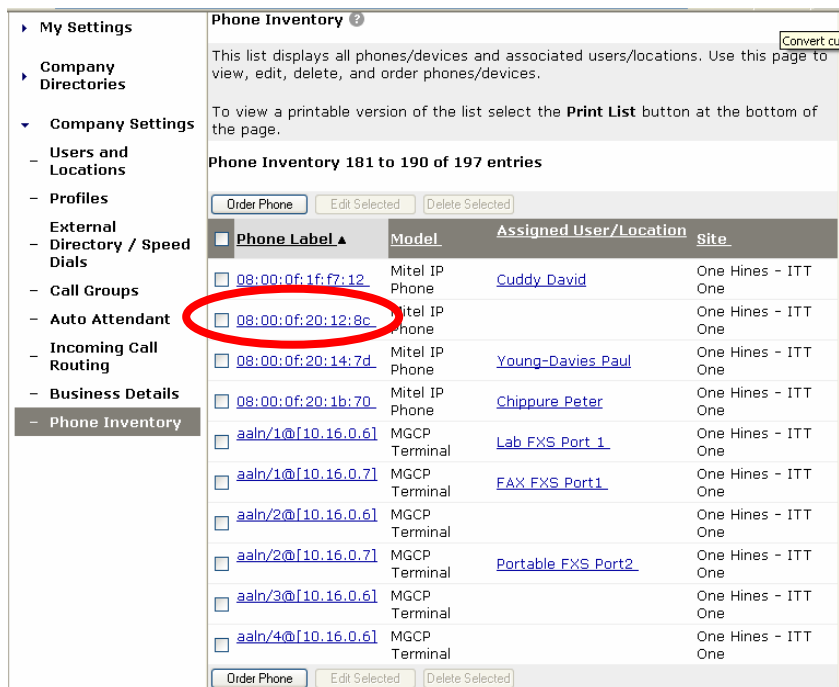


Figure 3: Phone Inventory page

Find the MAC Address of your phone. This should be shown on a sticker at the back of the phone and be of the form "08:00:0f:xx:xx:xx". On the web administration interface, click on your phone's MAC Address. This will open the Phone Inventory Details page as shown on the following screen:

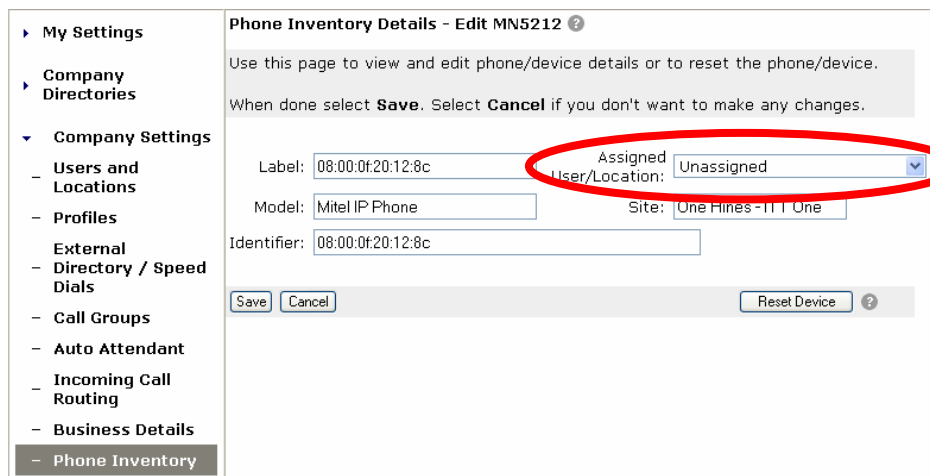


Figure 4: Phone Inventory Details page

Select your user or location from the pull-down list for "Assigned User/Location". Click on the Save button. Your user is now associated with (logged in to) the telephone.

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.
- If you are not logged into a phone, all calls to your extension go directly to your selected call coverage.

Using your phone

Note that the tenant administrator needs to log you in before you can begin to use your phone. See Connecting and activating your phone on page 5.

Making a phone call

To make a phone call, follow these steps:

1. Lift the handset. You can also select a Line Appearance Memory Key or press the **Speaker** key to select the next available Line Appearance.
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.



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When you finish dialing the call is placed.



Calling: Robin Jones

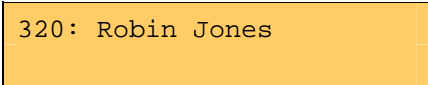
If you place an internal call, the LCD screen displays the extension and name of the connected party once the call is answered. If you place an external call, the LCD screen displays the name of the connected party, or if the name is unknown, the phone number.

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

Answering a phone call

When an incoming call is received on a phone, the following occurs:

- 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

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  key.

Ending a call

To end a call that is in progress, replace the handset or, press the  key.

Answering a second phone call

When a second phone call comes in to the 5212 set, a different Line Appearance Key will flash and the phone will ring once. To answer the call, press the flashing Line Appearance key. This will automatically place the original call on hold. You can retrieve the original call by pressing the original Line Appearance key again.

Using your web browser

Logging in as telephone user

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

1. Open your web browser (Internet Explorer 6.0 or higher)
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:



Figure 5: User web administration interface 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 5212 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.

The following list shows 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** - Do NOT use this feature (Not supported for the 5212 phone model).
- **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** - Do NOT use this feature (Not supported for the 5212 phone model).
- **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.

Printing your phone label

You can print a label for the phone that displays the current settings of your memory keys on your 5212 set.

1. Log in to the web administration interface.
2. Select **My Phone** in the left menu.
3. Select the **Print Key Labels** button near the bottom of the page.
4. Follow the instructions on the 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.