

# Mitel 3600 Hosted Key System Release 3.0 Quick Reference Guide

## Mitel 5224 IP Phone



| Fixed Function Key Legend |   |  |  |
|---------------------------|---|--|--|
|                           | <b>Directory</b> key - displays company internal directory  |  | <b>Hold</b> key - puts current call on hold  |
|                           | <b>Cancel</b> key - cancels current action  |  | <b>Transfer and Conference</b> key - press once to start transfer, twice to start conference |
|                           | <b>Redial</b> key - displays list of recently dialed calls. This key can also be used to dial from a displayed list |  | <b>Message</b> key - Accesses your voicemail   |


|   |   |
|---|---|
| <p><b>Make a call</b></p> <p>1. Lift the Handset, or press a <b>Line Appearance</b> memory key, or press the  function key.</p> <p>2A. Dial the number from the keypad.<br/>- or -<br/>2B. Press a <b>speed dial</b> memory key.</p>  | <p><b>Place a call on Hold</b></p> <p>While on a call press the  function key.</p>  |
| <p><b>Make a call using Redial</b></p> <p>1. Press the  function key (or the <b>REDIAL</b> softkey), then:</p> <p>2. Choose the number by scrolling through the list with the <b>Arrow</b> keys.</p> <p>3. Press the <b>Dial</b> softkey.</p>   | <p><b>Retrieve a call from Hold</b></p> <p>Press the flashing <b>Line Appearance</b> memory key.</p> <p><b>Transfer a call</b></p> <p>While on a call:</p> <p>1. Press the  function key (or the <b>TRANS</b> softkey).</p> <p>2. Dial the number.</p> <p>3A. Press the  function key (or the <b>TRANSFER</b> softkey) and hang up.<br/>- or -<br/>3B. Announce the call, press the  function key (or the <b>TRANSFER</b> softkey) and hang up.</p> |
| <p><b>Make a call using the Directory</b></p> <p>1. Press the <b>MENU</b> softkey</p> <p>2. Press the <b>DIR</b> softkey.</p> <p>3. Enter the first letter of the name using the keypad.</p> <p>4. Use the <b>Arrow</b> keys to find the name.</p> <p>5. Press the <b>DIAL</b> softkey.</p> | <p><b>Make a three way call</b></p> <p>While on a call:</p> <p>1. Press the  function key twice (or the <b>CONF</b> softkey once).</p> <p>2. Dial the second number.</p> <p>3. Press the  function key once (or the <b>CONF</b> softkey) to join the parties.</p>   |
| <p><b>Mute a call</b></p> <p>While on a call press the  function key.</p>   | <p><b>Retrieve a message</b></p> <p>Press the  function key. Follow the voice instructions.</p>   |

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

## 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 5224 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. If your network provides Power Over Ethernet, the power pack is not necessary.
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:
QUIT
```

6. Enter your extension.

If you have login/logout privileges, the display will show:

```
PIN:
ENTER QUIT
```

7. Enter your PIN.

8. Press the **ENTER** softkey.

The display will show:

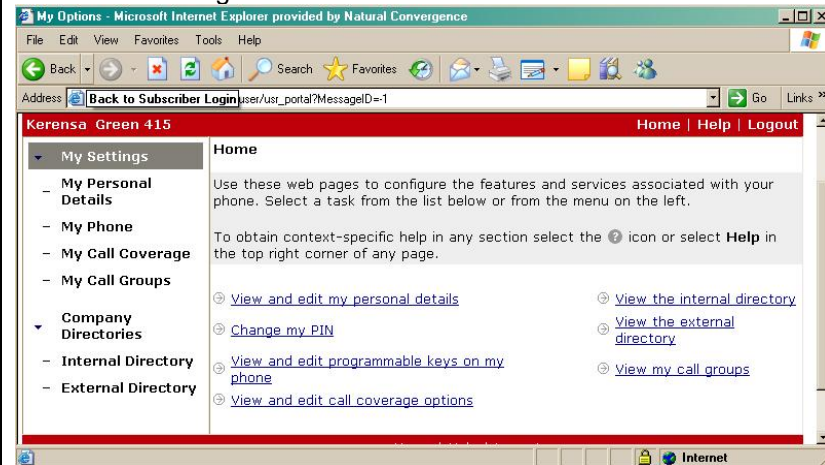
```
Extension: 314
REDIAL CALLS MENU
```

You have now successfully activated the phone, and can 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.
  4. Select **My Settings** on the left-hand frame to see the actions available.
- The following screen shot illustrates the user window:




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-hand frame. 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.
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.

## 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**.
4. The main frame will display the call coverage options. 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 Name Announcement** button on the **Personal Details** page.
4. A Record Prompt pop-up window is displayed. Follow the instructions.