







MITEL

3600 Hosted Key System

Mitel 5224 IP Phone



Fixed Function Key Legend


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

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.


 | it's about **YOU**

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Make a call

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


Make a call using Redial

1. Press the  function key (or the **REDIAL** softkey), then:
2. Choose the number by scrolling through the list with the **Arrow** keys.
3. Press the **Dial** softkey.


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 **Arrow** keys to find the name.
5. Press the **DIAL** softkey.

Mute a call

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


Place a call on Hold

While on a call press the  function key.

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 to your network LAN jack and the other to the phone port marked by the  symbol on your 5224 IP phone.

Retrieve a call from Hold



Press the flashing **Line Appearance** memory key.

Transfer a call

1. Press the  function key (or the **TRANS** softkey).
2. Dial the number.
3. Press the  function key (or the **TRANSFER** softkey) and hang up.
- or -
Announce the call, press the  function key (or the **TRANSFER** softkey) and hang up.

Make a three way call

While on a call:

1. Press the  function key twice (or the **CONF** softkey once).
2. Dial the second number.
3. Announce the call.
4. Press the  function key once (or the **CONF** softkey) to join the parties.

Retrieve a message

1. Press the  function key.
2. Follow the voice instructions.

- 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.
- Connect the phone power pack into a power outlet. If your network provides Power Over Ethernet, the power pack is not necessary.
- Wait for the phone to display the following (this may take 30 seconds or more):

Logged Out
ACTIVATE

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

Extension:
QUIT

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

PIN:
ENTER:
QUIT

- Enter your PIN

- Press the **ENTER** key. 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:

- Open your web browser (Internet Explorer 6.0 or higher or Mozilla Firefox 1.5.0.4 or higher).
- Enter the URL for telephone users (provided by your administrator). The Login screen appears.
- 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:

- Log in to the web administration interface.
- Select **My Phone** in the left-hand menu.
- 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 *.
- Select the memory key that you want to program.
- Enter the information in the fields displayed in the **Program Memory Details** window.
- Select **Save** to save your changes or **Close Window** to cancel your changes.
- 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:

- Log in to the web administration interface
- Select **My Settings** in the left menu.
- From the menu appearing in the main frame, select **View and edit call coverage options**.
- The main frame will display the call coverage options. Follow the on-screen instructions.
- 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:

- Log in to the web administration interface.
- Select **Personal Details** in the left menu.
- Select the **Record** button on the **Personal Details** page.
- A Record Prompt pop-up window is displayed. Follow the instructions.