Mitel

5330e IP Phone

NN0220

Mitel 5330e IP Phone

❶ Display
❷ Ring/Message Indicator
❸ Volume, Speaker, and Mute Controls
❹ Fixed-Function Keys
❺ Key Pad
❻ Page Navigation Keys
❼ Personal Keys
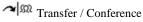❽ Speaker
❾ Handset

Fixed-Function Keys

🔊 Speaker
🔇 Mute
⌨ Applications
⊗ Cancel
¹²³↩ Redial
☎ Hold
↱|♒ Transfer / Conference
✉ Message

 Mitel®

Make a Call

❾ Lift the handset, or

❸ Press 🔊 .

❺ Dial the number, or

❼ Press a **Speed Call** key, or

❹ Press ¹²³🔙 , or

❺ Dial the prefix for external calls (e.g. 9) and the number.

Answer a Call

❾ Lift the handset, or

❸ Press 🔊 , and begin speaking.

End a Call

❹ Press ⊗ , or

❷ Press **Hang-Up**, or

❾ Replace the handset.

Place a Call on Hold

❹ Press 📞 . The line key flashes.

❾ Replace the handset if necessary.

Retrieve a Call from Hold

❾ Lift the handset, or

❸ Press 🔊 .

❼ Press the flashing line key.

Adjust Volume Levels

Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.

❸ Press ⌃ repeatedly to raise the volume, or ⌄ repeatedly to lower the volume.

❸ Press 🎤 to mute the microphone. See the *5330 IP Phone User Guide* for details

Transfer a Call

❹ Press ⤳|𝄢

❺ Dial the number.

❾ Hang up, or announce the transfer and then hang up.

Conference a Call

❹ Press ⤳|𝄢.

❺ Dial the number. Wait for an answer.

❹ Press ⤳|𝄢.

Program a Speed Call

❹ Press **Applications** OR 📞.
Press **Settings**.
Press **Programmable Keys**.
Press the key you wish to program
Press **Speed Call.**
Press **Edit Info** and enter the appropriate letters, or use the keypad.
Press **Edit Number** and enter the phone number for the Speed Call. Include the 9 for external numbers.
Press **OK**, and then press **Save**.
Press **Close**, and then press **Close** again.

Program a Feature Key

❹ Press **Applications** OR 📞.
Press **Settings**.
Press **Programmable Keys**.
Press the key you wish to program

❻ Press ⬜⟩ to scroll through all feature choices.
Select the desired Feature. Or press **View Applications** to select an application.
Press **Save**.
Press **Close**, and then press **Close** again.

Retrieve a Message

❾ Lift the handset

❺ Press ✉ . It flashes when a message is waiting.
Follow the voice mail prompts to retrieve your message.

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Phonebook

❼ Press **Phonebook**.

❺ Enter the first few letters of the person's last name (for the letter c press the 2 key three times).

❼ Press **Lookup.**

❼ If more than one match is found, press **Next.**

❼ Press **Call** to be connected or **Retry** to try again.

ACD

To Log In

❼ Press the **Hot Desk** key.
   Press the **LogIn** key.
   Enter your **Agent ID**.
   Press **OK**.
   Enter your **PIN** (Same as your Agent ID.
   Press **OK**.

To Log Out

❼ Press the **Superkey**.
   Press the **Log Out** key.

Mitel Wireless Headset

To Answer an Incoming Call:

1. From Cradle – Lift headset and put it on, the call will automatically answer after a 2 second delay.

2. Already on Head – Press the silver portion of the headset to answer

To End a Call:

Press the silver portion of the headset.

Auto Log-out

If a call is presented to you and you do not answer it, you will be logged out and will be required to log in again. The caller is requeued as the oldest call in the path (first to be answered). It is a good idea to continually check your screen to ensure you are still logged in.

The system will **NOT** log out the last agent in an agent group. In this instance, the caller will **NOT** be requeued when the "ACD 2000 Logout Agent No Answer" timer expires. Instead, the caller continues to hear ringback tone, recordings, music, or silence until the agent answers or the caller hangs up.

Make Busy

The Make Busy Feature Key will activate and deactivate the Make Busy feature. This feature allows you to take a short break from the phone, without being logged out. Your management will need to advise how and when you would use this feature. While in Make Busy, you will not receive ACD calls, however, other types of calls will still ring to the set.

1. Press the **Make Busy** key, the key will light.

2. MAKE BUSY appears on the display, which means you will not receive any ACD calls.

3. To turn it off and resume taking ACD calls, press the **Make Busy** key so that the light goes out.

MAKE BUSY disappears from the display and you are now ready to take ACD calls.

Work Timer

The work timer is a programmable time period that provides a 'wrap up' time following an ACD call for the agent to complete the necessary computer and/or paper work. The work timer places the agent in a temporary make busy state. During the work timer, no ACD calls will be presented to the agent, however, other types of calls will still ring to the set.

The work timer is automatic to the agent but can be cancelled before the timer expires by pressing the Cancel Timer softkey.

Queue Status

Agents may access the queue status by pressing this key. It shows the number of active agents, number of calls waiting in the queue, length of time the longest call has been waiting.