

MITEL

5201 | IP Phone

USER GUIDE

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

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ABOUT YOUR PHONE

The 5201 IP Phone has five fixed-function keys (**HOLD**, **MESSAGE**, **TRANS/CONF**, **▲**, **▼**) and a Message indicator.



NN0124

1. Handset
2. Speaker
3. Volume Control
4. Message Waiting Indicator
5. Designation Card
6. Function Keys
7. Keypad

Telephone status indicators

Line Status	Indicator Meaning
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your phone	Flashing rapidly
On hold at another phone	Flashing slow on/fast off

Designation Card

Use the designation card to write frequently called numbers of feature access codes.

Note: Your designation card should show "Trans/Conf" at the bottom right of the card. If it does not, get the correct designation card from your administrator.

To remove the designation card cover

- Press the tab at the top of the cover downwards, and lift the cover.

To replace the designation card cover

- Insert the the cover in the slots right above the function keys, then press the tab at the top of the cover into place.

About Feature Access Codes

Use of some features requires dialing access codes. The codes are flexible and may be different than those in this guide. Ask your Administrator for a list of codes you should use.

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

CUSTOMIZING YOUR PHONE

Ringer Control

To adjust the Ringer Volume while the phone is ringing:

- Press  or .

To adjust the ringer pitch:

1. Lift the handset.
2. Dial **27**.
3. Dial **33**.
4. Press  or .
5. Hang up.

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press  or .

MAKING AND ANSWERING CALLS

Make a Call

1. Lift the handset.
2. Dial the number.

Answer a Call

- Lift the handset.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Dial ***30**.

CALL HANDLING

Hold

To place a call on Hold:

- Press **HOLD**.

To retrieve a call from Hold:

- Press **HOLD**.

To retrieve a call that has been placed on Hold at another extension:

1. Lift the handset.
2. Dial ***23**.
3. Dial the number of the extension that placed the call on Hold.

Hold and Page

The Hold and Page feature allows you to put a call on hold and page without having to use a feature key or code.

To place a call on hold and page:

1. Press the red **HOLD** key twice.
2. Make the page.

To place a call on hold and not page:

1. Press the red **HOLD** key.
2. Press any key except for the red **HOLD** key. The call is on hold.

Transfer

To Transfer an active call:

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. Do one of the following:
 - To complete the Transfer, hang up.
 - To announce the Transfer, wait for an answer, consult, and hang up.
 - To cancel the Transfer, press **TRANS/CONF**.

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **TRANS/CONF**.

To leave a Conference:

- Hang up.

Swap

To call another party when you are in an established two-party call:

1. Press **TRANS/CONF**.
2. Dial the number.

To alternate between the two parties:

- Press **TRANS/CONF**.

Call Forward

To program and activate Call Forward:

1. Lift the handset.
2. Do one of the following:
 - To redirect internal calls, dial ***04**.
 - To redirect external calls, dial ***05**.
 - To redirect both internal and external calls, dial ***03**.
3. Do one of the following:
 - To redirect all calls, press **1**.
 - To redirect calls when your telephone is busy, press **2**.
 - To redirect calls when you don't answer, press **3**.
 - To redirect calls when your telephone is busy or when you don't answer, press **4**.
4. Dial the destination number.
5. Hang up.

To cancel Call Forward:

1. Lift the handset.
2. Do one of the following:
 - To cancel the redirect of internal calls, dial ***04**.
 - To cancel the redirect of external calls, dial ***05**.
 - To cancel the redirect of both internal and external calls, dial ***03**.
3. Hang up.

Call Forward - I'm Here

To forward calls from a remote extension to your current location:

1. Lift the handset.
2. Dial ***06**.
3. Dial the number of the remote extension.
4. Hang up.

To cancel Call Forward - I'm Here from the extension that set the remote forwarding:

1. Lift the handset.
2. Dial ***07**.
3. Dial the extension of the remote extension.
4. Hang up.

To cancel Call Forward - I'm Here from the extension that was forwarding:

1. Lift the handset.
2. Dial ***03**.
3. Hang up.

Messaging - Callback

To leave a Callback Message on a telephone when you hear busy or ringback tone:

- Press **MESSAGE**.

To respond to a Message Waiting condition on your telephone:

1. Lift the handset.
2. Press **MESSAGE**.

A call is placed to the message sender (voice mail system or extension user) that left the oldest message.

If the extension is busy or the user does not answer, you can send the user a Callback message by pressing the **MESSAGE** key again. This cancels the Callback message on your extension.

USING ADVANCED FEATURES

Account Codes

To enter an Account Code at the start of a call:

1. Lift the handset.
2. Dial ***01**.
3. Dial the Account Code digits followed by **#** if required.
Whether the # is required depends on system programming. If you omit it and do not hear dial tone shortly after entering the last digit in the account code, press #. Wait for dial tone, and then proceed to the next step.
4. Dial the telephone number.

Callback

To request a Callback when you reach a busy extension:

1. Dial **7**.
2. Hang up.

To request a Callback when the extension does not answer:

1. Hang up.
2. Lift the handset.
3. Dial ***43**.
4. Dial the number of the unanswered extension.
5. Hang up.

To answer a Callback:

- Lift the handset.

Call Park

To park a call:

1. Press **TRANS/CONF**.
2. Dial ***33**.
3. Hang up.

To retrieve a parked call from your phone:

- Lift the handset.

To retrieve a call parked by another extension:

1. Lift the handset.
2. Dial ***23**.
3. Dial the number of the extension that parked the call.

Call Pickup

To answer a call that is ringing at another extension in your Pickup Group:

1. Lift the handset.
2. Dial ***08**.

To answer a call that is ringing at a extension not in your Pickup Group:

1. Lift the handset.
2. Dial ***09**.
3. Dial the number of the ringing extension.

Call Park - Destination Phone

Call Park - Destination Phone allows you to park an answered call on another phone. If a parked call is not retrieved after a specified length of time, a reminder occurs.

To park an active call on another phone:

1. Press **TRANS/CONF** to get dial tone.
2. Dial ***62**, and then dial the extension of the destination phone.
If the call is parked successfully, dial tone, busy tone or a page occurs. If the call is not parked, reorder tone occurs.

To retrieve a call parked on another phone:

- Dial ***22**.

Campon

To campon to a busy extension:

- Wait for the 10-second time-out period to expire.

Do Not Disturb

To activate Do Not Disturb:

1. Lift the handset.
2. Dial ***10**.
3. Dial **1**.
4. Hang up.

To deactivate Do Not Disturb:

1. Lift the handset.
2. Dial ***10**.
3. Dial **2**.
4. Hang up.

Override (Intrude)

To use Override when you encounter busy tone:

- Dial **8**.

Paging - PA

To use Paging:

1. Lift the handset.
2. Do one of the following:
 - To page the default zone, dial ***12**.
 - To page a specific zone, dial ***13** followed by the zone number (0-9).
3. Make the announcement.

Paging - Direct

To page an extension that has Whisper Announce or Off-Hook Voice Announce enabled:

1. Lift the handset.
2. Dial ***48**.
3. Dial the extension number.
4. Page the called party.

Paging - All Set

To page all telephones simultaneously through their speakers:

1. Lift the handset.
2. Dial ***48**.
3. Press *****.
4. Page the called party.

Paging - Group

To page all extensions in a paging group simultaneously through their speakers:

1. Lift the handset.
2. Dial ***48**.
3. Press **#**.

Reminder

To set or modify a timed reminder:

1. Lift the handset.
2. Dial ***32**.
3. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.
You hear dial tone if the time is valid; reorder tone if it is invalid.

To cancel a timed reminder:

1. Lift the handset.
2. Dial ***32**.
3. Hang up.

To acknowledge the reminder (indicated by five rings).

- Lift the handset.

Reminder - Multiple

To set multiple reminders (up to three):

1. Lift the handset.
2. Dial ***32**.
3. Dial # followed by the number of the timer (#1, #2, or #3). To repeat the timer daily, dial *.
4. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.
You hear dial tone if the time is valid; reorder tone if it is invalid.
5. Repeat for each additional timer.

To cancel the Timer 1 reminder:

1. Lift the handset.
2. Dial ***32** followed by 9999.
3. Replace the handset.

The reminder is cancelled.

To cancel multiple reminders:

1. Lift the handset.
2. Dial ***32**.
3. Dial # followed by the timer number (#1, #2, or #3).
4. Dial 9999.
5. Replace the handset.

To acknowledge the reminder (indicated by five rings).

- Lift the handset.

Speed Call-Personal

To dial a personal Speed Call number:

1. Lift the handset.
2. Dial ***52**.
3. Enter an index number between **1** and **5**.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial ***51**.
3. Enter an index number between **1** and **5**.
4. Enter "9" or other digit(s) used to access an outside line (if required) followed by enter the telephone number.
Press **HOLD** between digits to create a one-second pause during dialing - press **HOLD** more than once to lengthen the pause).
5. Hang up.
6. Hang up.

Phonebook

To access the Phonebook:

1. Dial ***65**.
2. Using the keypad, enter the name or extension of the person you wish to call.

Note: Only extensions that have a voice mailbox can be dialed using Phonebook.

Call Monitoring

This feature allows you to monitor another extension user's phone conversation, either with or without the user's knowledge.

If your system is programmed to notify users that they are being monitored, they hear a beep when monitoring begins. Users that have a display telephone also see your name and extension number in the display for the duration of the call.

When monitoring a call, you can listen to the conversation but you can't speak to either party, and they can't hear you. However, you can join the conversation by forming a three-party conference

A few conditions:

- The system may be programmed to disallow monitoring of any or all extensions.
- A user can only be monitored from one extension at a time. If you try to monitor someone who is already being monitored, you receive busy tone and BUSY appears in your display.
- If the user puts the caller on hold, transfers the call, or ends the call, you are disconnected and your monitoring session ends. Note that the system can be programmed to allow monitoring to continue while the call is on hold.
- While you are monitoring, you can't make or receive calls. Anyone who calls your telephone while you are monitoring receives busy tone. The caller can leave a callback, but is unable to camp on or override your monitoring session. If you want to place an outgoing call, you must first cancel your monitoring session.

To monitor a a call:

1. Lift the handset.
2. Dial ***45** followed by the number of the extension you wish to monitor.
If the user is not on the phone, you hear busy tone.
3. Press **Trans/Conf** to form a three-party conference with the user and the other party.

-OR-

Hang up to end the monitoring session.

NOTE: If you wish to continue monitoring after exiting the conference, you must set up the monitor again.

Door Opener

Door Opener allows you to operate a third-party door opener. For example, when someone requires entry into a third-party building, a designated extension (or extensions) rings and on answering, the extension user can dial a feature access code to open the door.

To use Door Opener:

- Dial ***66**.

FEATURE ACCESS CODES

Tone Demonstration	27
Last Number Redial	*30
Call Hold Retrieve (Remote)	*23
Call Forwarding - Internal Only	*04
Call Forwarding - External Only	*05
Call Forwarding - All Calls	*03
Call Forwarding - I'm Here	*06
Call Forwarding - Cancel I'm Here	*07
Account Code Access	*01
Callback Busy <single digit only>	7
Callback - No Answer	*43
Call Park	*33
Dial Call Pickup	*08
Directed Call Pickup	*09
Call Park Remote	*62
Call Hold Retrieve (Local)	*22
Do Not Disturb	*10
Executive Busy Override <single digit only>	8
Paging Access To Default Zone(s)	*12
Paging Access To Specific Zones	*13
Direct Paging	*48
Automatic Wakeup/Reminder	*32
Retrieve Personal Speed Call	*52
Store Personal Speed Call	*51
Phonebook	*65
Silent Monitoring	*45
Open Door	*66



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