

MITEL NETWORKS

5001 | IP Phone

USER GUIDE

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## 5001 IP Phone

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### Mitel Networks™ 5001 IP User Guide

#### Notice

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## About The 5001 IP Phone

### About Your Set

The Mitel Networks 5001 IP Phone is a digital telephone that connects directly to a 10/100BaseT Ethernet network. It is supported by the Mitel Networks 3100 Integrated Communications Platform (ICP) Release 3.0 and later software.

 **Note:** The 5001 IP phone is not suitable for direct connection to ANY public telephone network. Connect the phone to a LAN that is attached to a Mitel-manufactured ICP system only.

The Mitel Networks 5001 IP phone has three fixed-function keys along with a Volume Up/Down key and a standard numeric keypad. The fixed-function keys are MESSAGE, HOLD and REDIAL.



### Related Topics

[Important Safety Instructions And Precautions](#)

[Supplying Power To The Phone](#)

[Notices](#)

[Initializing And Registering The Phone](#)

## Important Safety Instructions And Precautions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of a leak.

## 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. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

## Supplying Power To The Phone

The phone may be powered from any of the following sources:

- A Mitel Networks 3100 Integrated Communications Platform (ICP).
- A Mitel-supplied DC power adapter (part numbers 50002070 [North America], 50002080 [UK], and 50002090 [Europe]).
- A power source meeting the requirements of IEEE 802.3af for Power Over LAN, as well as CAN/CSA C22.2 No. 60950-2000 3rd. Ed., UL 60950 3rd. Ed., and/or EN60950:2000 3rd. Ed. for Safety.
- Any other Mitel-recommended power source.

## Notices

These notices may appear on the product and in the technical documentation.

DANGER	Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
WARNING	Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
CAUTION	Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.

## Symbols

This symbol may appear on the product.



The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.

## Initializing And Registering The Phone

IP phone initialization occurs automatically when the set is connected to the network.


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**CAUTION: During the initialization process, the phone may download crucial "boot" data from the TFTP server on the network. This will be indicated by the light indicator (LED) flashing. DO NOT POWER DOWN OR TURN OFF THE PHONE DURING THIS PROCESS! If the phone is powered down at this point, "boot" data is likely to be corrupted and the phone will not boot up properly when powered on.**

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All IP sets are required to complete PIN registration. This registration results in a MAC address being assigned in the MAC Address Assignment form. The 5001 IP phone will register with the 3100 ICP automatically.

Once the phone is registered, it can be moved from one location to another with the directory number and attributes retained. The phone will automatically boot and re-register with the 3100 ICP whenever it is moved.

 **Note:** Initializing and registering the 5001 IP phone is a procedure that should only be carried out either by a trained technician or your System Administrator. Please consult with your System Administrator before performing any procedures that may have an adverse effect on the performance of the phone.

## Using The 5001 IP Phone

### About Using The 5001 IP Phone

The 5001 IP Phone is a single-port telephone designed for use with a Mitel Networks 3100 Integrated Communications Platform (ICP) integrated with your organization's network.

### Related Topics

Telephone Status Indicators

Adjusting Volume Levels

Mounting The Phone On The Wall

About Call Handling

### Telephone Status Indicators



<b>Situation:</b>	<b>The message indicator (LED) is:</b>
Line is idle	Off
Line is ringing	Flashing rapidly
Message waiting/Voicemail	Flashing slowly



## Adjusting Volume Levels



### Ringer Control

To adjust the Ringer Volume while the set is ringing:

- Press  to increase the volume.
- Press  to decrease the volume.

### Handset Receiver Volume Control

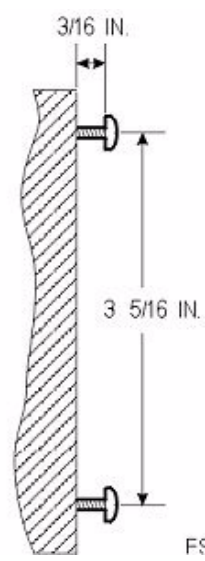

To adjust the Handset Receiver Volume when you are using the handset:

- Press  to increase the volume.
- Press  to decrease the volume.

## Mounting The Phone On The Wall

### Mounting On The Wall Using Screws (UK/Europe)


The 5001 IP phone can be mounted directly on a wall using mounting screws:

<ol style="list-style-type: none"> <li>1. Select a location away from electrical cables, pipes or other items behind the mounting location that could cause a hazard when inserting screws in the wall.</li> </ol>	
<div style="border: 1px solid red; padding: 5px;">  <p><b>CAUTION: Make sure the wall material is capable of supporting the weight of the unit. For additional security, it is recommended that you mount the phone on a plywood backboard. Mitel Networks is not responsible for units damaged as a result of improper wall mounting.</b></p> </div>	
<ol style="list-style-type: none"> <li>2. Insert two mounting screws 3 5/16 inches (8.4 cm) apart as illustrated to the right. Allow about 3/16 of an inch (0.5 cm) between the wall and screw heads for mounting the phone.</li> </ol>	
<ol style="list-style-type: none"> <li>3. Use #10 screws 1 to 1.5 inches (2.5 to 4 cm) in length for mounting screws and anchoring devices suitable for the wall material on which the unit will be mounted.</li> </ol>	
<ol style="list-style-type: none"> <li>4. Align the mounting slots on the back of the phone with the heads of the screws and push until the unit is firmly seated</li> </ol>	

### Mounting On The Wall Using A Bracket (North America)

The 5001 IP phone can be mounted directly on a wall using a standard telephone wall mount bracket available from your telephone equipment dealer.

Simply align the mounting slots on the back of the phone with the posts on the bracket and push until the unit is firmly seated.

 **Note:** While mounting screws or a standard wall mount bracket may be used to mount the phone on the wall, standard telephone jacks are not used as the phone is connected directly to the LAN.

## Call Handling

### About Call Handling

The designation card on the front of your telephone should look like the following:



### Related Topics

Making And Answering Calls

Hold

Message

Redial

Transferring And Conferencing

Call Forwarding

### Making And Answering Calls

To make a call:

- Lift the handset.
- Dial the number.

To answer a call:

- Lift the handset.

### Hold

To place a call on Hold:


- Press **HOLD** and replace the handset in the cradle.

To retrieve a call from Hold:

- Lift the handset.
- Press the **HOLD** button to retrieve the call.


## Message

If the message indicator is flashing slowly while the phone is not ringing, this indicates that you have a message or voicemail.

 **Note:** For voicemail to work properly with the 5001 IP phone, **Call Forward** must be activated on the set.

To activate **Call Forward** on the phone:

1. Lift the handset.
2. Dial 605 (the feature access code for **Call Forward**) 232 (the extension group for voicemail).  
*When you are finished, you will hear an interrupted dial tone.*
3. Hang up to complete the procedure.

 **Note:** Once **Call Forward** has been activated, you will hear an interrupted dial tone for a moment every time you make a call. Refer to ICP technical documentation for further information.


To deactivate **Call Forward** on the phone:

1. Lift the handset. You should hear an interrupted dial tone to indicate Call Forward is active.
2. Dial 605 - 232 again.
3. Hang up to complete the procedure.

The response to a message indication changes depending on whether the caller wants you to call back or if they have left a voice message.

To respond to a message indication:


- Lift the handset.
- Press **MESSAGE**.
- If the caller has left a voice message, the phone will automatically call the voicemail system.  
OR
- If the caller has activated your message indicator instead of leaving a voice message, the phone will automatically call their number.

 **Note:** To activate the message indicator on another phone, simply press the **MESSAGE** key instead of leaving a voice message.

## Redial

To redial the last number you called:

- Lift the handset.
- Press **REDIAL** twice.

 **Note:** The redial feature can only be used for external numbers and cannot be used to redial internal extensions.

## Transferring And Conferencing


When on a network connected to a 3100 ICP, the 5001 IP phone can still transfer and conference calls even without a function key programmed for those features.

To transfer a call:

- Press HOLD.
- Dial the number of the third party.
- Do one of the following:
  - To complete the Transfer, hang up.
  - To announce the Transfer, wait for an answer, consult, and hang up.

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

- Press HOLD.
- Dial the number of the next party.
- Wait for an answer.
- Dial '3'.

 **Note:** To make conference calls in this manner, the '3' digit must be programmed for three-party conferencing by the System Administrator.

To leave a conference:

- Hang up.

### Call Forwarding

The 5001 IP phone can forward calls even without a function key programmed for those features. Call Forwarding allows you to forward all your calls to another extension or an extension group without ringing at your extension first.

 **Note:** This is the Call Forward All feature.

To forward your calls:

1. Dial the Call Forward All feature access code, 616.
2. Dial an extension number. When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.

To cancel forwarding:


1. Dial the Cancel Call Forward feature access code, 617.

For more information on feature access codes, consult your System Administrator.

### Features Accessible By Code

The 3100 ICP also provides additional features that may be accessed using numeric feature codes.

The feature access codes shown in the table below indicate the leading digit as "6", for example, **6xx**, which is the system default. However, if the numbering plan is modified, an alternative leading digit may be used.

 **Note:** Check with your Administrator to ensure that these feature access codes are correct for your system.

To use a feature access code, simply pick up the handset and dial the code numbers.

Feature Name	Code	Description
Account Codes	665	An account code can be assigned to an incoming or outgoing call for tracking purposes.
Alarm Calls	668	Allows an extension user to setup an alarm (wake-up or reminder) call to ring at their extension at a specified time.
Alarm Call Cancel	669	Cancels an alarm call.
Call Park Pick-up	660	This feature allows an extension user to pick-up an external call held on a specific line by another extension user by dialling the Call Park Pick-up feature access code followed by the line number.
Call Forward All to Extension	616	This feature allows an extension user to forward all their calls to another extension without first ringing at their extension.
Call Forward All to Extension Group	607	This feature allows an extension user to forward all their calls to an extension group without first ringing at their extension.
Call Forward No Answer or Busy to Extension	620	This feature allows an extension user to forward their calls to a nominated extension when the called party is busy on another call or unable to answer the call.
Call Forward No Answer or Busy to Extension Group	605	This feature allows an extension user to forward their calls to an extension group when the called party is busy on another call or unable to answer the call.
Cancel Call Forward	617	Turns off any Call Forwarding features that are currently active.
Cancel Message Waiting	628	This feature allows an extension user to cancel a message waiting indication that they have left at another extension.
Directed Call Pick-up	677	This feature allows an extension user to pick up a call which is ringing at another extension that is not in their pick-up group.
Directed Message Waiting	673	This feature allows an extension user to leave a message waiting indication at another extension directly, that is, the extension user does not need to call the extension number.
Do Not Disturb (DND)	619	This feature disables an extension's Ringer. Extension users calling an extension with Do Not Disturb hear busy tone, and a message similar to the following is displayed on their LCD: <b>EXT xxxx DND</b> . External calls that are usually presented at an extension under a personal key continue to be presented; the associated key flashes with ringing cadence, however, the extension does not ring.
Extension Paging	613	This feature allows an extension user to turn on the loudspeaker at another extension, or at a number of extensions, and broadcast a message to these extension users. The types of broadcast messages that can be made are: to another extension user; to all extension users in an extension group; to all extension users on the system.
External Call Waiting	687	This feature enables or disables Call Waiting tone at an extension. When enabled, a short burst of tone is generated when an external call arrives at an extension when the extension is busy. When Call Waiting tone is heard, the extension user can leave the incoming call unanswered until the current call is finished, or place the current call on hold and answer the new call.

<b>Feature Name</b>	<b>Code</b>	<b>Description</b>
Follow Me	622	This feature allows an extension user to temporarily divert their calls to another extension before leaving their original extension to work at another desk; calls follow the extension user to the new destination.
Follow Me (I'm Here)	626	This feature enables an extension user to "pull" calls from their usual extension to the extension that they are currently working at. This feature ensures that calls continue to follow an extension user when working at various desks within the office.
Group Call Pick-Up	666	This feature allows an extension user to pick up an incoming call which is ringing at another extension in their pick-up group.
Last Number Redial	600	This feature enables an extension user to redial the last external number dialled from the extension.
Message Waiting	643	This feature allows an extension user to leave a message waiting indication at another extension. The called extension user is informed of the message waiting indication by their Message Indicator flashing and by their LCD displaying <b>MESSAGE WAITING</b> .
Night Service Pick-Up	633	When Night Service is active, this feature allows an extension user to pick up an incoming external call which is ringing at another extension in the user's Night Service Pick-up group.
PIN (Personal Identification Number) Codes	634	An Administrator can assign a PIN (Personal Identification Number) code to an extension user which, when invoked, prevents unauthorised users from making external calls from the user's extension, that is, it locks the extension. The PIN code can also be used at another extension to access features or make external calls which would not normally be available at the extension.
Recall on Lines	602	Allows an extension user who is in conversation with a called party at a remote site to make an enquiry call to another party on the remote site through the same line.
Remote Call Forward	688	This feature allows an extension user to forward incoming calls to an external destination, for example, a mobile phone or home number.

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