

MITEL NETWORKS

# 5201 | IP Phone

USER GUIDE

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



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# ABOUT THE 5201 IP PHONE

The Mitel Networks 5201 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 4.0 and later software.

The 5201 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**.



NN0047

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

## Telephone Status Indicators

### Situation:

Line is idle  
Line is ringing  
Message waiting/Voicemail

### The message waiting indicator is:

Off  
Flashing rapidly  
Flashing slowly

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

### Adjusting the ringer and handset volume

*To adjust the Ringer Volume while the set is ringing:*

- Press the Volume control button.

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

- Press the Volume control button.

# USING YOUR PHONE

## Making and Answering Calls

*To make a call:*

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

*To answer a call:*

- Lift the handset.

## Account Codes

An account code is a series of digits that you assign to your incoming or outgoing calls, usually for billing or accounting purposes. The code identifies the account in the call records that your system generates.

Account codes must be between three and twenty digits long and in the range 000-999999999999999999.

Code "000" is reserved for call privacy; using it stops the complete telephone number from appearing in the call records.

*To assign an account code to an outgoing call:*

1. Dial **665**.
2. Dial the required Account Code.
3. Access a line and dial the external number.

## Alarm Calls

You can set up an alarm (wake-up or reminder) call to ring at your extension at a specified time. You must answer a ringing alarm call before you can continue with any other operation at your extension.

When you receive an alarm call, your extension rings for up to 60 seconds (default) or until you answer the call. If you do not answer the call within this time period, your extension rings again every 2 minutes (default); this process is repeated up to a maximum of ten times or until you answer your alarm call.

**Note:** An alarm call is not repeated on successive days, which means that you must set up the alarm call daily.

*To set up an Alarm Call from your extension:*

1. Dial **668**.
2. Dial the time using the 24-hour clock.  
*You hear dial tone indicating that the alarm is set.*

*To cancel an Alarm Call:*

- Dial **669**

## Call Forwarding

Incoming internal and external calls presented at your extension can be forwarded in the following ways:

- Call Forward All - forwards all your calls to another destination (extension or extension group) without first ringing your extension.
- Call Forward No Answer - forwards your calls to another destination when you don't answer your phone.
- Call Forward Busy - forwards your calls to another destination when you are on another call.
- Follow Me and Follow Me (I'm Here) - forwards your calls to another extension where you wish to take your calls. See *Follow Me* and *Follow Me (I'm Here)* for more information.
- Remote Call Forwarding - forwards all your incoming calls to an external destination; for example, a cellular phone or you home number. For more information, see *Remote Call Forwarding* elsewhere in this guide,
- Split Call Forwarding - forwards your incoming internal calls and external calls to different destinations.

*To program and activate Call Forward:*

1. Dial one of the following:
  - **611** - Call Forward Always to an Extension
  - **618** - Call Forward Always to an Extension Group
  - **620** - Call Forward No Answer/Busy to an Extension
  - **619** - Call Forward No Answer/Busy to an Extension Group
  - **621** - Split Call Forward Always to an Extension - Internal Calls
  - **622** - Split Call Forward No Answer/Busy to an Extension - Internal Calls
  - **629** - Split Call Forward Always to an Extension Group - Internal Calls
  - **627** - Split Call Forward No Answer/Busy to an Extension Group - Internal Calls
  - **631** - Split Call Forward Always to an Extension - External Calls
  - **638** - Split Call Forward Always to an Extension Group - External Calls
  - **632** - Split Call Forward No Answer/Busy to an Extension - External Calls
  - **639** - Split Call Forward No Answer/Busy to an Extension Group - External Calls
2. Dial the destination extension or extension group number.
3. Hang up.

*To cancel Call Forward:*

Dial one of the following codes:

- 617** - cancel all forwarding
- 612** - cancel internal call forwarding
- 630** - cancel external call forwarding

## Call Park Pick-up

This feature allows you to pick-up an external call held on a specific line by another extension. An extension user broadcasts a message informing you that you have a call waiting to be answered and on which line the call is held.

**Note:** Your Administrator can set up the system so that a single-digit can be used to pick-up the call instead of using the three-digit access code.

*On receiving a broadcast message of a call waiting to be answered on a specific line for you:*

1. Dial **660**.
2. Dial the line number, using the two-digit format, for example, 01.  
*You are now connected to the caller.*

## Call Transfer

This feature allows you to move a call from your extension to another.

*To Transfer an active call:*

1. Press **HOLD**.
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.

**Note:** If the call is unanswered, it returns to your extension.

## Calling Line Identification Blocking

For each external call, you can control whether or not your phone number displays on the called party's phone.

*To block Calling Line Identification from displaying on the called party's phone:*

- Dial **676**.
- Press a line key or dial the out access code.
- Dial the external number.

## Directed Call Pick-up

This feature allows you to answer a call ringing at any extension in the system. If there is more than one call ringing, an external call will always be answered before an internal or reverted call.

*To answer a call that is ringing at another extension:*

- Either dial **677**, followed by the ringing extension's number.  
- OR -
- Dial the single-digit Directed Call Pick-up access code determined by your Administrator, followed by the ringing extension's number.

## Do Not Disturb

This feature disables your ringer. Extension users calling you hear busy tone, and a message similar to the following is displayed on their LCD (if they have one): EXT xxxx DND.

*To activate Do Not Disturb:*

- Dial **607**.  
*When you lift your handset you hear interrupted dial tone indicating that the feature is active.*

*To deactivate Do Not Disturb:*

- Dial **607**.

## DTMF (Dual Tone Multi-Frequency) Tone Dialing

If your system has loop disconnect signaling, you can still access services that require the use of dual tone multi-frequency tones, such as banking and voicemail systems.

Your Administrator can advise on the type of signaling in use on the system.

*To activate DTMF tones:*

1. Access a line.
2. Dial the external number to access the service you require.  
*You hear ringing tone and an indication of the system answering.*  
Press \*.  
*The signaling from your extension is now multi-frequency; all digits now dialed are received and acted upon by the called system.*
3. When the call is finished, replace you handset.  
*The signaling is now reset to its original setting.*

## Emergency 9-1-1 Calls

You can contact 911 emergency services from any extension in the system that has access to an outside line.

### OPERATION

1. Access a line by dialing the out access digit.  
*You hear external dial tone.*
2. Dial 911.

## Extension Paging

This feature allows you to turn on the loudspeaker at another extension, or at a number of extensions, and broadcast a message to these extension users. You can use Extension paging to page

1. another extension user;
2. all extension users in an extension group;
3. all extension users on the system.

*To page an extension or extension group:*

1. Lift the handset.
2. Dial **644**.
3. Do one of the following:
  - Dial \* to page all extensions.
  - Dial a specific extension or extension group number.
4. Make the announcement.

## External Call Waiting Tone

This feature enables or disables Call Waiting tone on your extension. When enabled, a short burst of tone is generated when an external call arrives at your extension and your extension is busy.

When Call Waiting tone is heard, you can leave the incoming call unanswered until you have finished the current call, or place the current call on hold and answer the new call.

*To enable Call Waiting tone:*

1. Dial **687**.
2. Press 1.
3. Replace your handset.

*To disable Call Waiting tone:*

1. Dial **687**.
2. Press 0.
3. Replace your handset.

## Follow Me

This feature allows you to temporarily forward your calls to another extension before leaving to work at another desk; your calls follow you to the other desk. If you always forward your calls to the same extension, you can program a **FOLLOW ME** key with this extension number. Alternatively, you can program the **FOLLOW ME** key without specifying a destination number, which means that you must dial an extension number each time you want to forward your calls.

If you do not dial a target extension number when setting up this feature, the feature is enabled but is not fully active, this means that another extension can "pull" calls from your extension at a later time by using the Follow Me (I'm Here) feature.

*To enable your calls to follow you to another extension:*

1. From your extension, **641**.
2. Dial the extension number where you wish to forward your calls.  
*When you lift your handset, you hear interrupted dial tone indicating that your calls are being forwarded.*

*To enable, but not activate, Follow Me from your usual extension:*

- Dial **641**.  
*Your calls are not forwarded until another extension invokes the Follow Me (I'm Here) feature.*

## Follow Me (I'm Here)

This feature enables you to "pull" calls from your usual extension to the extension at which you are currently working. You can use this feature to ensure that your calls continue to follow you when you are working at various desks within your office.

**Note:** A Follow Me (I'm Here) request is not allowed if the "pulled-from" extension does not have the Follow Me feature enabled or active.

*To enable Follow Me from your usual extension:*

- Dial **641**.

*To activate from a remote extension:*

1. Dial **642**.
2. Dial your extension number.  
*Your calls are forwarded to the new extension. When you move to another extension repeat the above steps and your calls will follow you.*

*To cancel from the remote extension:*

1. Dial **640**.
2. Dial your extension number.  
*Your calls are forwarded to the new extension. When you move to another extension repeat the above steps and your calls will follow you.*

*To cancel from your usual extension:*

- Dial **640**.

## Group Call Pick-up

A pick-up group is a group of extensions which, when one extension rings, other extension users in the group can pick up the call. If there is more than one call ringing, an external call will always be answered before an internal or reverted call.

**Note:** Your Administrator can set up the system so that a single-digit can be used to pick up the call instead of using the three-digit access code. Contact your Administrator for a list of single-digit access codes.

*To answer a call that is ringing at another extension in your pick-up group:*

1. Lift your handset.
2. Dial the single-digit access code, 8 (system default), or **666**  
*You are connected to the caller of the ringing extension.*

## Intrude

This feature allows you to enter an established call and speak to the parties involved; your entry is announced by a warning tone that all parties can hear.

The availability of this feature depends on the "Intrude Priority" assigned to your extension. Check with your Administrator.

You cannot intrude on an extension which has:

- SUPER intrude priority;
- a higher intrude priority than allocated at your own extension;
- a Three-Party Conference call in progress;
- Do Not Disturb activated.

**Note:** A single-digit access code is required to use Intrude. Ask your Administrator for the code.

### Intruding on an Established Conversation

*You attempt to call extension "A", but "A" is in conversation with party "B" and you hear busy tone:*

- Dial the single-digit Intrude code.  
*Parties "A" and "B" hear a short warning tone before you are connected. During the intrusion all parties hear a warning tone.*

### Speaking privately to Party "A" or Party "B"

*After intruding into a conversation:*

1. Dial the single-digit Intrude code again.  
*You are reconnected to Party A only.*
2. Dial the code again to reconnect to Party B only.

**Note:** You cannot dial the Intrude access code to reconnect to the two parties after the call has been "split"; however, if you wish to talk to both parties again, you must set up a three-party conference. Refer to *Three-Party Conference* for more information on this feature.

### Withdrawing from an intrusion

*To exit, leaving Parties "A" and "B" in private conversation:*

- Replace your handset.

## Key Click Control

This feature enables you to silence the tone (click) you hear when you press a key on the keypad.

*To enable or disable key clicks:*

- While your extension is idle, dial 163 followed 1 to enable or 0 to disable the clicks.

## Last Number Redial

*To redial the last number that you manually dialed:*

1. Lift your handset.
2. Press **REDIAL**.

## Loudspeaker Paging

This feature allows you to make an announcement via the loudspeaker system.

**Note:** Contact your Administrator to check that your extension has the correct permissions to make an announcement.

*To make an announcement via the loudspeaker system:*

1. Lift your handset and dial the Loudspeaker Paging extension number.
2. Make the announcement.

## Message Waiting

When you call another extension that doesn't answer or is busy, you can leave a message waiting indication to alert the user to return your call. The called extension user is informed of the message waiting by their Message Indicator flashing and their LCD (if they have one) displaying MESSAGE WAITING.

You can also leave a message waiting indication at another extension directly, that is, without dialing the extension number. If you have left a message waiting indication at another user's extension and wish to cancel it, you can do so.

### Leaving a Message Waiting Indication

**Note:** You cannot leave a message waiting indicator at an extension which already has a message waiting from another extension user; you hear reorder tone.

*To leave a message waiting indication:*

- While listening to ringing or busy tone, press **MESSAGE**.

*To leave a message waiting indication at an extension without calling the extension:*

1. Lift your handset and dial **673**.
2. Enter the extension number of the target extension.

### Responding to a Message Waiting Indication

*If your extension's Message Indicator is flashing:*

1. Press **MESSAGE** or dial **643**.  
*If the message waiting indication is from another extension user, the originating extension of the message waiting indicator is called. If you have a message waiting indication from the Voicemail system, the Voicemail extension is called.*
2. Dial the code again to reconnect to Party B only.

**Note:** If you have two message waiting indications at your extension, that is, one to call the Voicemail system and the other from an extension user, the Voicemail system is always called first.

### Canceling a Message Waiting Indication

**Note:** A message waiting indication can only be canceled from your extension.

*To cancel a Message Waiting indication:*

1. Lift your handset.
2. Dial **628**.
3. Dial the extension number of the called extension.

## Night Service Pick-up

The Night Service feature allows an Administrator to direct incoming external calls outside of normal working hours to one or more extensions. There are two Night Service groups available, and an extension can be included in either or both groups. When either of the Night Service modes is active, the Night Service Pick-up feature allows you to pick up external call that is ringing at another extension in your Night Service Pick-up group.

**Note:** Your Administrator can set up the system so that a single-digit can be used to pick-up the call instead of using the three-digit access code. Contact your Administrator for a list of single-digit access codes.

*To answer a call that is ringing at another extension in your Night Service Pick-up group:*

- Dial the Call Pick-up single-digit access code (system default, 8) or dial **696**  
*You are connected to the caller of the ringing extension.*

## PIN (Personal Identification Number) Codes

Your Administrator can assign you a PIN (Personal Identification Number) which locks your extension so that it cannot be used to make external calls. You can also use your PIN code at another extension to access features or make external calls that would not normally be available from this extension.

**Note:** You can still make internal calls and dial emergency numbers from a locked extension.

*To lock or unlock your extension:*

1. Lift your handset.
2. Dial **678**.
3. Dial your PIN code.
4. Replace your handset.

*To make an external call from another user's locked extension:*

1. Lift your handset.
2. Dial **678**.
3. Dial your PIN code.
4. Access a line and dial the required external number.
5. At the end of the call, replace your handset.  
*This extension remains unlocked for 60 seconds (default) allowing you to make further calls if required, after this time the extension returns to its locked state.*

## Remote Call Forward

This feature allows you to forward your incoming calls to an external destination, for example, a cellular phone or your home number.

### Notes:

- This feature is not available at all extensions, please contact your Administrator if you require this feature.
- Invoking Remote Call Forward cancels any active internal call forwarding, and vice versa.
- You cannot forward your calls to an external destination if you are forwarding to an internal extension, or vice versa.

*To forward all your calls to an external destination:*

1. Dial **688**.
2. Dial the external number (including the line access number) you wish to forward your calls to.  
*When you lift your handset, you hear interrupted dial tone indicating that you are forwarding your calls.*

*To forward your calls to the destination you dialed when you last used Remote Call Forward:*

1. Dial **688**.
2. Press # to complete the digit sequence.  
*Pressing **HOLD** during the sequence inserts a pause for dial tone.*

*To cancel Remote Call Forwarding:*

- Dial **617**.

## System Hold

With System Hold any extension user can pick up the held call if they have a **DSS/BLF** key programmed for the holding extension.

*To place a call on System Hold:*

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

*To retrieve a call from System Hold:*

1. Lift the handset.
2. Press **HOLD** to retrieve the call.

## System Speed Call Numbers

Mitel Networks 3100 ICP provides a speed-dialing memory which can contain up to 1000 external numbers. An Administrator stores each number and assigns it a four-digit code that you can dial to call the stored number. System Speed Call numbers can only be set up and changed by an Administrator.

**Note:** Contact your Administrator for a list of System Speed Call numbers.

*To dial an external call using a System Speed Call number:*

1. Lift the handset.
2. Dial the required System Speed Call code.

## Three-Party Conference

This feature allows you to set up a conference call consisting of yourself and two extension users or another extension user and an external call.

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

1. Press **HOLD**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Dial 3 or another digit as determined by the System Administrator.

*To leave a Conference:*

- Hang up.



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