

MITEL NETWORKS

## 5220 IP Phone



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**Note:** You can use the Desktop Tool to program Personal Keys on your 5220 IP Phone. For more information, refer to the 3100 ICP 5220 IP Phone user guide located at [www.mitel.com](http://www.mitel.com), or contact your Administrator.

### Making a Call

- 9 Lift the handset.
- 6 Dial the number,
- 7 or Press a Speed Call,
- 4 or Press **Shift** twice.

### Transferring a Call

- 4 Press **Trans/Conf**.
- 6 Dial the number.
- 9 Hang up, or Announce the transfer and hang up.

### Placing a Call on Hold

- 4 Press **Hold**.

### Conferencing Calls

- 4 Press **Trans/Conf**.
- 6 Dial the number. Wait for an answer.
- 4 Press **Trans/Conf**.

### Retrieving a Call from Hold

- 7 Press the flashing line key.

### Leaving a Message

- 1 If the message indicator is lit,
- 4 Press **Message**, or if a voice mail system answers, record a message.

### Programming a Speed Call

- 4 Press **Superkey**.
- 3 Press **Next** until "Personal Keys?" appears.
- 3 Press **Yes**.
- 7 Press a personal key.
- 3 Press **Change**.
- 3 Press **Yes**.
- 6 Dial the number,
- 3 Press **Save**.
- 4 Press **Superkey**.

### Retrieving a Message

- 4 Press **Message**.
- 3 If "Call Me Back" appears, press **Yes**.
- 3 Press **Call** to call the message sender, or Press **Erase** to erase the message.