MITEL NETWORKS

5201 | IP Phone

USER GUIDE

MITEL | it's about YOU

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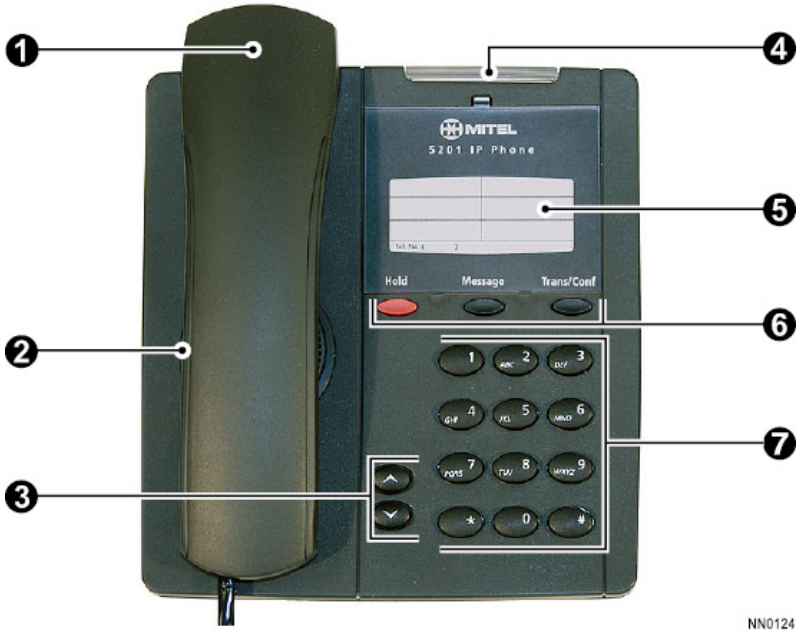
ABOUT THE 5201 IP PHONE

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 3300 Integrated Communications Platform (ICP) Release 3.1 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 **TRANS/CONF.**



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

Telephone Status Indicators

Situation:	The message waiting indicator is:
Line is idle	Off
Line is ringing	Flashing rapidly
Message waiting/Voice mail	Flashing slowly

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.

For Users on Resilient 3300 ICP Systems

If during a call, you hear two beeps repeated every 20 seconds it means that your phone is switching to a secondary 3300 ICP system. The call continues but the keys and features on your phone stop working. The keys and most features begin working again after you hang up. Normal operation resumes when your phone switches back to the primary system.

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.

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.

CUSTOMIZING YOUR PHONE

Adjusting the ringer volume

To adjust the Ringer Volume while the set is ringing:

- Press the Volume control button.

Adjusting the handset receiver volume

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

- Press the Volume control button.

Making and answering calls

To make a call:

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

To answer a call:

- Lift the handset.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Dial ***01**.

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift handset.
2. Dial ****79**.

To Redial a saved number:

1. Lift handset.
2. Dial ***6***.

Hold

To place a call on Hold:

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

To retrieve a call from Hold:

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

Messaging

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

Note: For voice mail to work properly with the 5201 IP Phone, Call Forward must be activated. See *Call Forward* later in this guide for more information.

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:

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

Callback

To leave a callback message at another extension:

- While listening to ringing or busy tone, press the **MESSAGE** key.
  The called extension user is informed of the message waiting indication by their Message Indicator flashing and, if they have a display, "MESSAGE WAITING" on their display.

Callback - Cancel Individual

To cancel a Callback:

1. Lift the handset.
2. Dial ***1#**.
3. Dial the number of the called extension.
4. Hang up.

Callback - Cancel All

To cancel all Callbacks:

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

Call 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 retrieve the call, press **TRANS/CONF** and dial ***1**.

Conference Calls

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.

To split a Conference and speak privately with the original party:

1. Press **TRANS/CONF.**
2. Dial ***41**.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. "Always" redirects all incoming calls regardless of the state of your telephone. "Busy" redirects internal calls when your telephone is busy, and "No Answer" redirects calls after several rings if you don't answer.

For Busy and No Answer Call Forward, you can select the destination according to the whether the incoming call is internal or external, or use the same number for all calls.

Note: You can also forward your calls to your voice mailbox (if available) by programming the number of your voice mail system (**555**).

To program and activate Call Forward:

1. Lift the handset.
2. Do one of the following:
   - To program Call Forward Always, dial ***1***
   - To program Call Forward Busy, All Calls, dial ****70**
   - To program Call Forward Busy, Internal Calls, dial **63**
   - To program Call Forward Busy, External Calls, dial **62**
   - To program Call Forward No Answer, All Calls, dial ****71**
   - To program Call Forward No Answer, Internal Calls, dial **65**
   - To program Call Forward No Answer, External Calls, dial **66**
3. Dial the destination number.
4. Hang up.

To cancel Call Forward settings:

1. Lift the handset.
2. Do one of the following:
   - To cancel Call Forward Busy (internal and/or external), dial ****72**.
   - To cancel Call Forward no Answer (internal and/or external), dial ****74**.
   - To cancel all Call Forward settings, dial **##8**
3. Hang up.

To cancel all Call Forward types:

1. Lift the handset.
2. Dial **##8**.
3. Hang up.

Call Forward - Remote

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

1. Lift the handset.
2. Dial ****8**.
3. Dial the extension of the remote extension.
4. Hang up.

To cancel Call Forward - Remote from the extension that set the remote forwarding:

1. Lift the handset.
2. Dial ****77**.
3. Dial the extension of the remote extension.
4. Hang up.

To cancel Call Forward - Remote from the extension that was forwarded:

1. Lift the handset.
2. Dial **#8**.
3. Hang up.

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial **64**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial ****73**.
3. Hang up.

Call Forward - Override

To override Call Forward and ring an extension:

1. Lift the handset.
2. Dial ***1***.
3. Dial the extension number.

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the Console ID and the Hold Slot number.

Call Pickup

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

1. Lift the handset.
2. Dial ***6**.

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

1. Lift the handset.
2. Dial ****6**.
3. Dial the number of the ringing extension.

Camp-on

To Camp-on to a busy extension:

- Dial **3**.
  -OR-
  Wait 10 seconds.

To retrieve a call when you hear Camp-on tone:

- Press **TRANS/CONF**, then dial ***3**.
  The current call is put on hold. You are connected to the waiting call.

Do Not Disturb

To activate Do Not Disturb:

1. Lift the handset.
2. Dial ***5**.
3. Hang up.

To deactivate Do Not Disturb:

1. Lift the handset.
2. Dial **#5**.
3. Hang up.

To activate Do Not Disturb from a remote extension:

1. Lift the handset.
2. Dial ****5**.
3. Dial the number of the extension to which Do Not Disturb is to apply.
4. Hang up.

To deactivate Do Not Disturb from a remote extension:

1. Lift the handset.
2. Dial **##5**.
3. Dial the number of the extension with Do Not Disturb activated.
4. Hang up.

Override

To use Override when you encounter busy or DND tone:

- Dial **2**.

Paging

To use Paging:

1. Lift the handset.
2. Dial ****9**.
3. Dial the Paging zone number (if required).
4. Make the announcement.

Direct Paging

Direct Paging allows you to page a party through their telephone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call.

To page a party:

1. Lift the handset.
2. Dial ***37**.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

To answer a Direct Page (indicated by a single burst of tone):

- Lift handset.

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