

MITEL

3300 | IP Communications Platform

MITEL 5340 IP Phone  
Float Key Addendum

 MITEL | it's about **YOU**

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**Mitel 5340 IP Phone – Float Key Addendum**  
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## ABOUT FLOAT KEYS AND YOUR PHONE

The Mitel 5340 IP Phone with float key functionality is a full-feature, dual port, dual mode enterprise-class lower-volume financial trading device that provides voice communication over an IP network. It features a large graphics display (160 x 320) and self-labeling keys. The 5340 IP Phone offers 48 programmable multi-function keys for one-touch feature access, including three float keys. Float Key functionality is licensed through the Integrated Office Assistant (IOA) Application (which includes the Integrated Office Companion application and the Float Key license), and provides the following additional features:

- Display unanswered ringing lines on designated keys that may otherwise be on hidden page displays.
- Provide a ringing line queue – due to the number of ringing lines at any one time, you are able to view the queue of unanswered “floated” lines, and answer them as quickly as possible.
- Support for Hotdesking, and resilient configurations.



**Note:** Hotdesking of multiple users into a float key enabled 5340 IP Phone is not supported.

- The single directory number within the 3300 to which the Float Key functionality is bound may be either a Registration or mobile Directory Number.
- Programmed float keys for any 5340 stored within the 3300 are resilient and operational in the absence of the IOA Application (e.g. PC is turned off or laptop undocked).

This addendum is intended for end users who need to know how to program and use the Float Key functionality.

This addendum describes

- the licensing requirements for activating the float key capability on your 5340 IP Phone
- setting up the float keys
- using the float keys to answer and handle calls.













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**Figure 1**  
**The 5340 IP Phone**

### Elements of Your Phone

Feature	Function
1) Display	Provides a large, high-resolution viewing area that assists you in selecting and using phone features.
2) Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.

## Elements of Your Phone

Feature	Function
3) Volume, Speaker and Mute Controls	<p>Provide the following audio control capability:</p> <ul style="list-style-type: none"> <li>•  (UP) and  (DOWN) provide volume control for the ringer, handset, and handsfree speakers.</li> <li>•  (SPEAKER) enables and disables Handsfree mode.</li> <li>•  (MUTE) enables Mute, which allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call.</li> </ul>
4) Fixed Function Keys	<p>Give you access to the following phone functions:</p> <ul style="list-style-type: none"> <li>•  (SETTINGS) : provides access to menus for your phone's additional features.</li> <li>•  (CANCEL) : ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level.</li> <li>•  (REDIAL) : calls the last number dialed.</li> <li>•  (HOLD) : places the current call on hold.</li> <li>•  (TRANS/CONF) : initiates a call transfer or establishes a three-party conference call.</li> <li>•  (MESSAGE) : provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox. Note : The Ring/Message indicator also flashes when messages are waiting.</li> </ul>
5) Keypad	Use to dial.
6) Navigation Page Keys	Use to display additional pages of information. The 5330 has two page navigation keys: Back and Next. The 5340 has three page navigation keys: Back, Next, and Home.

## Elements of Your Phone

<b>Feature</b>	<b>Function</b>
7) Programmable Feature Keys and Softkeys.	Provides 24 (on the 5330) and 48 (on the 5340) self-labeling keys that can be programmed as speed call keys, fixed function keys, hard keys, applications, or line appearance keys, according to your communication needs On your home page, the bottom right feature key is always your Prime Line key on a 5340 IP Phone; and the bottom left feature key is always your Prime Line key on the 5330 IP Phone. The top three keys are softkeys.
8) Handsfree Speaker	Provides sound for Handsfree calls and background music.
9) Handset	Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.
10) Float Keys	On the upper right side of the display, the top three keys are Float keys. Up to three concurrent incoming calls appear on Float keys with associated labels. The display for these is presented in reverse video (white on black background).

## Ring/Message indicators

<b>When indicator is</b>	<b>it means that</b>
Flashing rapidly	Your phone is ringing
Flashing slowly	A message or callback message is waiting at your phone
On	Your phone is ringing another phone
Off	Your phone is idle, or you are on a call


## LICENSING REQUIREMENTS

You will need to obtain the Integrated Office Assistant (IOA) Application to license the Float Key functionality on the 5340 IP Phone. The IOA Application is a PC-based desktop programming tool that allows you to easily install the Float Key license on your phone using your PC. The following are additional requirements:

- Constant access to internet or PC, is not required.
- During the license activation the IOA Application has to communicate with the associated 5340 phone.
- The IOA Application will know that the license has been consumed and will not permit it to be used with another phone. Once the license is locked to a Directory Number it cannot be re-allocated.

## SETTING UP THE 5340 FLOAT KEY LICENSE

Use this procedure to connect your phone to the PC, and license your phone to use Float Keys. This procedure is normally required only once. When your PC and phone have successfully associated the first time, your settings are saved and reused for each subsequent connection.

1. Press **Settings** or , then select **PC Connectivity**.

The phone's IP Address appears on the display:

IP Address for PC: AAA.BBB.CCC.DDD

2. Record the IP address, if desired, or repeat Step 1 when you need to view the IP address.
3. While still in the PC Connectivity window, select **Enable**.
4. Select **Edit password** and enter the password that will be used to set up the association with the IOA application. You can also choose to use the default password. Record this password as you will need it to configure the IOA application.
5. Download the IOA application and follow the instructions to install it on your desktop PC.
6. To launch the IOA Application, click the Windows Start menu and navigate to the location where the application was saved.
7. In the IOA Application, do the following:
  - a. Select PC Connectivity from the menu on the left.
  - b. Enter the IP Address field you recorded in Step 2 above.
  - c. Enter the password you selected in Step 4 above, or use the default password.
8. Click **Connect**.

The IOA Application connects with the 5340 IP phone.



**Notes:**

- The IOA Application is started every time you log in or your PC is restarted.
  - If your IOA Application is not connecting to your phone (for example, if your programmed feature Keys are disabled or you receive an error message upon start-up), contact your administrator.
9. Once the IOA Application is connected to your phone, a pop-up will appear asking you to install the Float Key license on the phone to which your PC and the IOA Application are connected.  
Click **Yes**.
10. Program those directory numbers that will use floating keys. See page 12



**Note:** Float Key licenses are on a per-directory number basis only. Multiple licenses will be required for implementing float keys on more than one 5340 IP Phone. Float keys for the DN associated with that 5340 are enabled through the 3300 in-perpetuity.

## USING YOUR FLOAT KEYS

Once licensing in place, you can program the Float Keys using the Settings application on the 5340 phone.

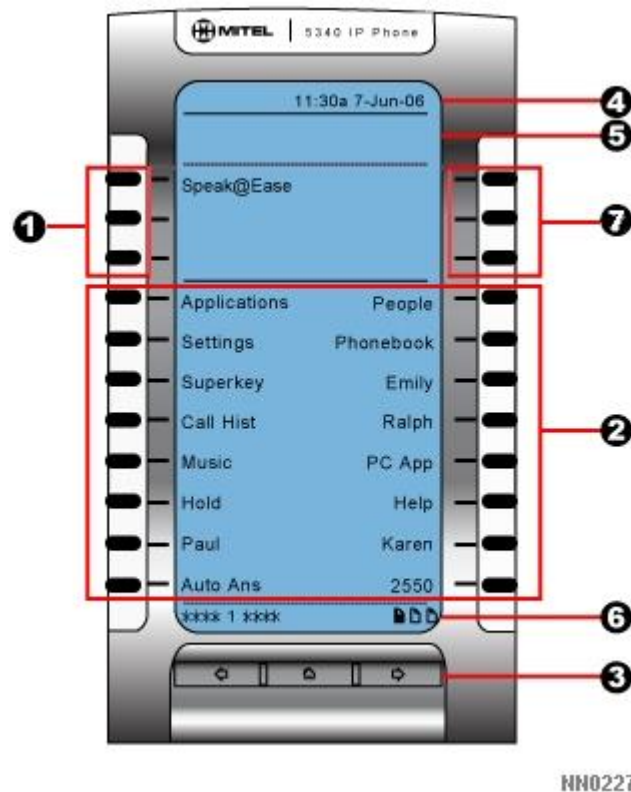
You are able to program the Float Keys essentially as a mirror of any of the lines programmed on the 48 programmable keys. The Float Keys reflect the state of those lines including indicators and labels, and allows you to access those lines without having to navigate to the pages where those keys may be displayed. Any answered floating line remains floating for the duration of the call, regardless of the manner in which it was answered.

You can set up more than three lines to float. As lines ring, they get placed into a queue which will display the first three in the float key area. If there are more than three lines configured to float, as Float Key positions are freed up, the next lines in the queue get displayed.

### Getting Started with Your Phone

The 5340 IP Phone default phone window and keys are shown and described below (see Figure 2). The Phone window provides access to programmable keys and the main phone interface.

When you receive your phone, you need to program features and applications. An **Applications** key is programmed and appears on the upper left side of the display (see figure below).







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**Figure 2**  
**5340 and 5330 IP Phone Window**

### 5340 and 5330 IP Phone Default Window and Keys

Feature	Function
1) Softkeys	Allow you to access specific call control features, which are context sensitive. Non-programmable feature keys, which are specific to the application or state of the set. The 5330 provides three softkeys and the 5340 provides six softkeys.
2) Programmable Keys	Launch specific call control features. Use the <i>Settings</i> application or the PC Companion application to program these keys. The 5340 provides 16 programmable keys per page (a maximum of 47 programmable keys plus 1 prime line key). The 5330 provides 8 per page (a maximum of 23 programmable keys plus 1 prime line key).
3) Navigation Page Keys	Display additional pages of information. The 5330 has two page navigation keys: Back and Next, while the 5340 has three page navigation keys: Back, Next, and Home.
4) Status Line	Displays time, date, and icons indicating feature states as follows: <ul style="list-style-type: none"> <li>• <b>Message Waiting</b> (✉) - Indicates new voice mail.</li> </ul>


## 5340 and 5330 IP Phone Default Window and Keys

- **Headset** () - Indicates that the phone is in headset mode.
  - **DND** () - Indicates DND (Do not disturb) mode.
  - **Logged in as** () - Indicates that a hot desk user is logged in.
  - **Conference Unit** () - Indicates that the Conference Unit is connected and turned on.
- 5) **Information Area** Provides prompts in most phone applications. Content changes based on the application.
- 6) **Footer** Shows context and summary information based on information in the Programmable Keys area, such as Page Indicators, numbers of items, and so forth.
- 7) **Float Keys** Display the queue of ringing calls. Up to three concurrent incoming calls appear on Float keys with associated labels.

## PROGRAMMING FLOAT KEYS

### Program Float Keys Using the Settings Application

To program a Float Key:

1. Press **Settings** or .
2. Press **Programmable Keys**.
3. Press one of the line keys that you want to appear on a Float Key. Use the **Page Navigator** keys to move through the list of programmed lines if necessary. The Float Configuration display appears.
4. Press a key corresponding to your desired float configuration (see Figure 3):
  - **Float Immediate** – configure the unanswered incoming call on the designated line to appear at the Float Key immediately
  - **Float after. . .** – configure unanswered incoming calls to display on a Float Key after a delay of up to 60 seconds
  - **Do Not Float** – configure unanswered incoming calls to never displayed on a Float Key (this is the default setting)
5. Press **Save**.

6. Repeat steps 3 – 5 for every line key that you want to appear on the float keys.
7. Press **Close**.



**Figure 3**  
**5340 Float Key Configuration Window**


## CALL HANDLING

You can make a call using one of the following methods:

- Dial a number from the *People* application (for the 5340 IP Phone only).
- Press the programmed key associated with the party you want to call.
- Dial the number using the dialpad.
- Use **Phone Book**.

### Answer a call

Do one of the following:

- Select the programmable line key or **Float Key** for the ringing line that is flashing.
- Lift the handset or press  (**SPEAKER**). Pressing the Speaker key will only answer the prime line, if it is ringing.

## Handsfree Operation

To use Handsfree operation to answer calls:




**Note:** The handset must be on-hook (leaving the handset in its unlifted position) for handsfree operation.

- Press the flashing line key or **Float Key**.
- Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

## Hold

To place a call on Hold:

- Press  (**HOLD**).
- Press the key that you have programmed as Hold. The indicator flashes on the line that has the held call.

To retrieve a call from Hold, do one of the following:

- Lift the handset and press the flashing line key or **Float Key**.
- Press the flashing indicator.
- Use the Add Held feature to conference into the held call.

To retrieve a call from Hold at another phone, do one of the following:

- Press the flashing line key.
- Dial the appropriate feature access code and the number of the station that placed the call on Hold.

## USING OTHER FEATURES

### Callback

The Callback feature allows you to be notified when a busy phone becomes free or when a phone has been used after a no-answer condition was encountered.

To request a Callback when you reach a busy or unanswered station:

- Press Call Me Back.
- Hang up.

When the party is available, your phone starts ringing, and the display shows the Callback ringing indicator.

To answer a Callback:

- When you see the Callback ringing indicator, lift the handset, or press the **Float Key** (flashing with the calling party's name label).

## Headset Operation

To enable Headset Operation:

- Press the **Headset** feature key.


To answer a call (when Auto Answer is disabled):

- Press the flashing line key or **Float Key**


To answer call (when Call Notification – Display Call Info is enabled)

- Select **Close** and then select the prime line.


To hang up:

- Press  (**CANCEL**).

To mute your headset microphone:

- Press the  (**MUTE**) key. The light turns ON.

To turn mute off and return to the conversation:

- Press the  (**MUTE**) key. The light turns OFF.

