

MITEL

# 3300 IP Communications Platform

IP-DECT Solution (Global)  
5602 Wireless Handset User Guide



## **NOTICE**

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

### **Trademarks**

Mitel is a trademark of Mitel Networks Corporation.

Other product names mentioned in this document may be trademarks of their respective companies and are hereby acknowledged.

## **5602 Wireless Handset**

User Guide

June 2008

®,™ Trademark of Mitel Networks Corporation

© Copyright 2008, Mitel Networks Corporation

All rights reserved

<b>About Your Phone</b> .....	<b>1</b>
Elements of Your Handset .....	1
Features and Functions .....	2
Contacting Emergency Services .....	2
Tips for your Comfort and Safety .....	2
Frequency Range .....	3
Exposure to Radio Frequency Signals .....	3
Environmental Requirements .....	3
Chemical Resistance .....	3
Icons and Text in the Display .....	3
Keys and Buttons .....	7
Volume button .....	7
Off hook, and YES key .....	7
On hook, NO, and On/Off key .....	8
C (Clear), and MUTE key .....	8
MENU Key .....	8
R/Message Key .....	8
Handsfree Key .....	8
Navigation Key .....	8
Enter Text and Numbers .....	9
<b>Customizing Your Phone</b> .....	<b>10</b>
Volume/Mute Control .....	10
Adjust the Volume During a Call .....	10
Mute the Microphone During a Call .....	10
Turn Loudspeaking Function On/Off .....	10
Turn the Ring Signal On/Off .....	10
Lock/Unlock the keypad .....	10
Change the Dialing Mode .....	10
Send a Dial Tone Pause .....	11
<b>Making and Answering Calls</b> .....	<b>12</b>
Make a Call .....	12
Receive/end a call .....	12
<b>Call Handling</b> .....	<b>13</b>
Hold .....	13
Transfer .....	13
Conference .....	13
Call Park .....	14
Call Forward .....	14

Call Pickup .....	15
Do Not Disturb .....	15
Paging .....	15
Music on Hold .....	15
Mobile Extension .....	15
<b>Menu Operation.....</b>	<b>17</b>
Navigate the Menu .....	17
Standby Menus .....	17
The Phonebook Tab .....	18
Message Tab .....	19
Call info Tab .....	19
Toolbox Tab .....	20
<b>Messaging.....</b>	<b>21</b>
Receive a Text Message .....	21
Read a Stored Text Message .....	21
Write and Send a Text message .....	21
Delete a Text Message .....	21
Reply to a Text Message .....	21
Confirm a Manual Acknowledge Request .....	22
Forward a Text Message to Another Telephone .....	22
Call the Sender of the Text Message .....	22
Call a telephone number included in a Text Message .....	22
Read the next Text Message .....	22
Voice Mail .....	23
Receive a Voice mail .....	23
Check the Voice Inbox .....	23
One Key Voice Mail Access .....	23
Phonebook .....	23
Add a New Entry .....	23
Edit Name/Number .....	23
Delete Name/Number .....	24
Calculator .....	24
Sound and Alert Settings .....	24
Adjust the Ringer Volume .....	24
Turn the Vibrator on/off .....	24
Set different Ring Signals for Internal Call, External Call and Call Back .....	25
Set Alarm Signal .....	25
Set different Message Alerts for Mail and Voice Messages .....	25
Set the Key Sound .....	25

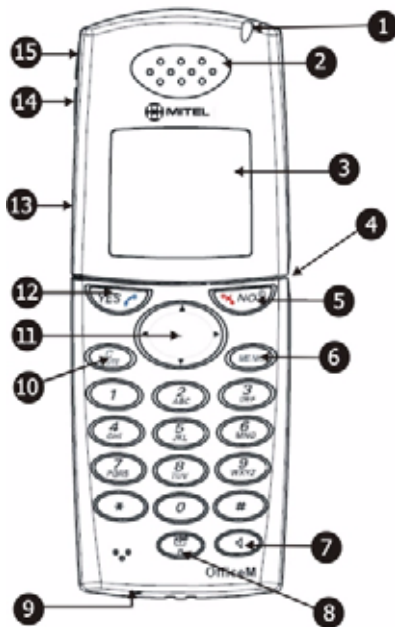
Display Settings .....	25
Backlight .....	25
Contrast .....	26
Enable/Disable Popup Info .....	26
Time & Date Settings .....	26
Set Time Format .....	26
Set Date Format .....	27
Phone Lock settings .....	27
Activate the Phone Lock .....	27
Deactivate the Phone Lock .....	27
Select Answering Mode .....	27
Change the Menu Language .....	28
In Charger Mode .....	28
Master Reset .....	28
<b>Registration .....</b>	<b>29</b>
Over Air Registration .....	29
<b>Operation Notice .....</b>	<b>31</b>
Accessibility and Voice Quality .....	31
<b>Maintenance .....</b>	<b>32</b>
Charge the Battery .....	32
Desktop Charger .....	32
Replace the Battery .....	33
Attach the Hinge-type Clip .....	33
Attach the Swivel-type Clip .....	34



## About Your Phone

The Mitel 5602 Cordless Handset is a feature-rich handset designed to operate in conjunction with a DECT base station and the 3300 ICP. It is ideal for users who need mobile voice and messaging functions.

### Elements of Your Handset



- 1 LED
- 2 Earpiece
- 3 Display
- 4 Headset Connector
- 5 On/Off, On hook, and NO Key
- 6 Menu Key
- 7 Handsfree Key
- 8 R / Message Key

- 9 Microphone
- 10 Mute / C Key
- 11 Navigation Key
- 12 YES Key
- 13 Loudspeaker (on back of handset)
- 14 Volume Down
- 15 Volume Up

To turn the phone **On** or **Off**, press and hold the **NO** key for 3 seconds.



**Note:** The handset may retain small magnetic objects around the mouth cap or ear cap region.

## Features and Functions

The 5602 Cordless Handset provides the following features and functions:

**Antenna:** The antenna is integrated inside the phone.

**Display:** The full graphic type display is 101 pixels wide and 80 pixels high. The display has white backlighting that can be switched on/off manually or automatically. Display contrast can also be changed. See “Display Settings” on page 25.

**Loudspeaker:** A separate loudspeaker on the back of the phone provides the speaker function.

**Microphone:** The microphone is on the bottom of the phone.

**Headset Connector:** The headset connector is used for:

- connecting headsets.
- connecting a data cable for downloading software and other data.

**Clip:** The belt clip on the back side of the cordless phone, can either be a hinge-type clip (standard) or a swivel-type clip. See “Attach the Hinge-type Clip” on page 33, or “Attach the Swivel-type Clip” on page 34. Use the clip to attach the phone to a belt or similar.

**Battery:** The battery is a rechargeable Li-Ion battery and is fully charged within four hours. See “Replace the Battery” on page 33. The battery is not intended to be charged outside the telephone or to be frequently exchanged.



**Note:** When a battery is connected to the 5602, a full charging cycle is always required. Failure to do so results in a very early low battery warning.

## Contacting Emergency Services

This handset, like any wireless phone, communicates using radio signals. As with any wireless phone, you may not be able to establish a connection under all conditions, therefore, you should not rely solely on a wireless telephone for essential, emergency communication. The key lock feature disables the handset keypad and prevents the accidental dialing of numbers that may result in nuisance calls. It also prevents accidental calls to emergency services numbers like 911, 999, or 112.

To disable the key lock feature, press the **\*** key and then press **YES**.

Currently, mobile IP phones do not support Enhanced 911 (E911) operation. If emergency services are required, it is necessary to keep the system administrator and location database up-to-date.

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

## Frequency Range

The handset is a radio transmitter and receiver. When it is on, it receives and sends out radio frequency (RF) energy. The handset operates on different frequency ranges depending on market and employs commonly used modulation techniques:

- EU: 1880 - 1900 MHz
- USA: 1920 - 1930 MHz
- LA: 1910 - 1930 MHz

## Exposure to Radio Frequency Signals

This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured when used at the ear is 0.067 W/kg. The telephone has also been tested when worn on the body using belt clip, maximum measured SAR value in this configuration is 0.04 W/kg.

## Environmental Requirements

- Only use the handset in temperatures between 0C to +40C (32F to 140F).
- Avoid exposing the handset for direct sunlight or close to other heat sources.
- Keep the handset away from excessive heat and moisture.
- Do not expose the handset to open flame.
- Keep the handset away from strong electromagnetic fields.

## Chemical Resistance

The alpha and numeric characters printed on the exterior of the handset have been tested and found resistant to chipping, fading or wearing off when the handset is treated with common cleaners and disinfectants or perspiration. The following chemicals have shown no harmful effect:

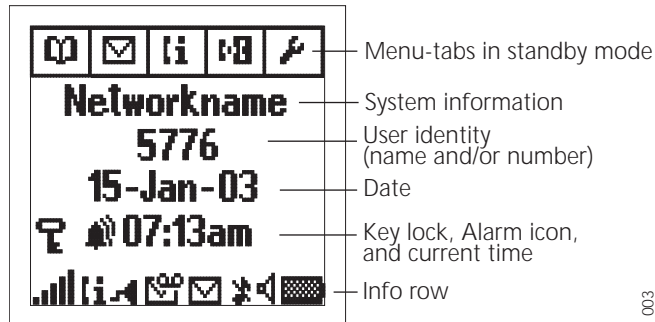
- 3% Hydrochloric Acid
- M-alcohol (70% Methylated Ethanol)
- 60% Chlorhexidin 0.5mg/ml

Acetone can be damaging to the plastic casing of the handset and should not be used.

## Icons and Text in the Display

All functions and settings available to the user are shown as icons and text in the display. For more information about menu navigation, see "Menu Operation" on page 17.

*In standby mode*



The top line displays the available menu tabs. In standby mode, the tabs are:

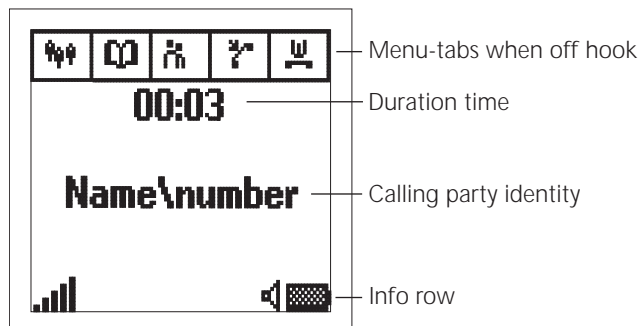
- Phonebook
- Message
- Call Info
- Call Service
- Toolbox

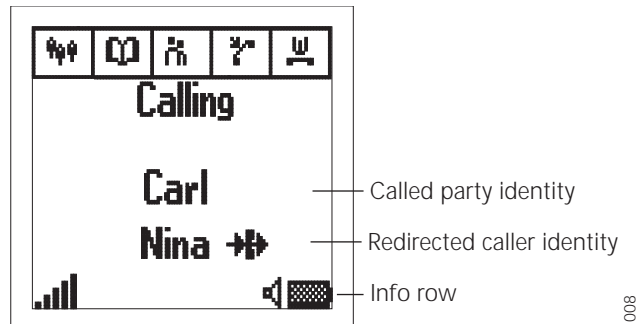
The next four lines are used for information such as the name of the system to which the cordless phone is connected, the user identity (if supported by the network), and the current date and time (if NTP settings are configured).

The bottom line (Info row) displays icons that give the user information such as signal strength, new messages, missed calls, and battery status. For more information see “Icons” on page 5.

*Off hook*

The following illustrations are examples of display information during a call.





The top line displays the available menu tabs. When the phone is Off hook, the tabs are:

- 3rd party
- Phonebook
- Ongoing Call
- User Busy
- Call Waiting













The Phonebook and Ongoing Call tabs are always available; the other tabs are system-dependent. For more information see “Menu tabs” on page 7.

The subsequent rows show information such as call duration time and the name and/or number of the incoming caller (if supported by the network). If redirected line information is available, the redirected caller identity followed by the “redirected call” icon are displayed.










The bottom line (info row) displays icons that give the user information as shown in the following chart:

*Icons*

Icon	Title	Description
	Signal Strength	- visible when the cordless phone is connected to a system. The number of bars shown in the display depends on the signal strength.
	RIng Signal Muted	- shown when the MUTE key is pressed and “Mute ringer?” is selected.
	Battery	- always shown in the display in standby mode. When the level is low it is time to charge the battery.
	Low Battery	- shown when the battery has 10% of its capacity left. The icon flashes when the battery capacity is less than, or equal to, 5%.
	Speaker	- shown when the loudspeaker is activated.
	New message	"- indicates that one or more ew text messages have arrived. The icon remains in the display until all new messages in the inbox are read.
	Voice message	- shown when a voice message is waiting.

Icon	Title	Description
	Confirm Message	- prompts you to accept or decline a received message.
	Old message	- indicates that a message has been read.
	Keys locked	- indicates a locked keypad.
	Headset	- indicates that a headset is connected to the phone.
	Microphone muted	- indicates a silenced microphone. This means that the other part in an ongoing call with you cannot hear you.
	Redirected call	- indicates that all voice calls and SMS messages are redirected when the phone is placed in the charger. The redirected caller identity is displayed beside the icon.
	Outgoing call	- added to all outgoing calls in the call list.
	Answered call	- added to all answered calls in the call list.
	Missed Call	"- added to all missed calls in the call list.
	Call info	- indicates that there are new missed calls in the call list. The icon remains in the display until the calls are checked and either called back or deleted.
	Data cable	- visible when a data cable is connected to the headset connector on the phone.
	Search phonebook	- visible when it is possible to press the ▲ key and search for a name/number in the phonebook.

## Menu Tabs

Menu tabs	Description
	The <b>Phonebook</b> menu contains all names/numbers in the personal and the company phonebook. It is also possible to access a central phonebook from this menu.
	The <b>Message</b> menu contains all message handling such as reading, writing, and sending messages.
	The <b>Call info</b> menu contains call lists and call time.
	The <b>Call service*</b> menu contains absent handling, and diversion of calls and messages to another phone.
	The <b>Toolbox</b> menu contains a calculator, alarm clock, and personal phone settings such as changing the ringer volume, selecting language, etc.
	The <b>3rd party*</b> menu contains all functions for calls where a third (or more) part is involved.
	The <b>Ongoing call</b> menu contains short-cuts to the message menu and to the call list, and possibility to change to DTMF signalling mode etc.
	In the <b>User busy*</b> menu a <i>call waiting</i> can be initiated if the called person is busy, or a <i>call back</i> when the called line no longer is busy. This can only be done on internal calls.
	In the <b>Call waiting*</b> menu information of the caller can be found if call waiting is initiated by another party (if this information is available). A call that is waiting can be picked up on another line while maintaining the first connection.

\* Not supported on Mitel systems.

## Keys and Buttons

Some keys have different functions depending on the state of the phone, or the length of time that you press a key.

**Short press** = Press and release the key in less than one second.

**Long press** = Press and hold down the key for longer than one second and then release.

### Volume button

The two buttons on the upper left side of the cordless phone (see “Elements of Your Handset” on page 1) are used for increasing/decreasing the earpiece and speaker volume.

### Off hook, and YES key



This key is used for connecting calls and as a confirmation key. A short press in standby mode opens the call list. Pressing the key for more than 2 seconds calls the Voice Activated Assistance (VAA) routine if this feature is available. Always press YES to confirm choices when in menu mode.

### On hook, NO, and On/Off key



This key is used to disconnect calls and to return to previous screens when working in menu mode. Press the key for more than three seconds to turn the phone on/off.

### C (Clear), and MUTE key



Press this key in standby mode to mute the ringer signal.  
Press this key during a call to mute the microphone.  
Press C (Clear) to erase characters entered by mistake.

### MENU Key



Press this key in standby mode to open the Phonebook menu.  
Press this key when off hook to open the “3rd party” menu.  
When you exit a menu using the MENU key, the last-used menu is stored. The next time the MENU key is pressed, the stored menu opens.

### R/Message Key



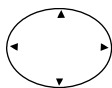
Press this key when the “voice message” icon is displayed to enter your messaging system and retrieve the voice message.  
**Note:** Use of this feature depends on the network.

### Handsfree Key



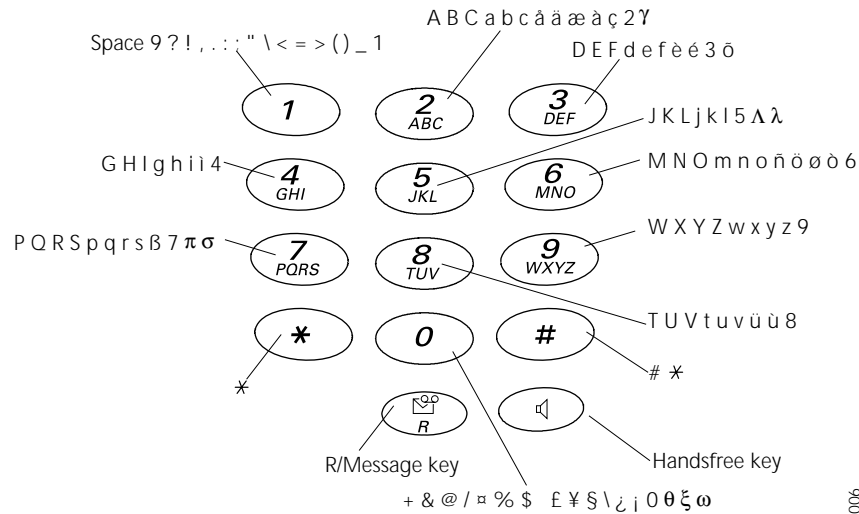
Press the Handsfree key to turn the loudspeaker on/off during a call. The key is also used for connecting an incoming or outgoing call in loudspeaking mode.

### Navigation Key



Use this key to navigate through menus and when working in text mode. When offhook and in standby mode, press the Right and Left navigation keys ( > and < ) to access menu tabs.)  
Press the Up and Down navigation keys ( ▲ and ▼ ) for moving through menu lists.

## Enter Text and Numbers



### In standby, and number input mode

- A short press on a key enters the digits “0” - “9” and the characters \* and #.
- To enter “+” in number input mode, long press key 0.
- To enter a pause in number input mode, long press the \* -key. The pause is displayed as a “-”.
- To delete a character, short press the **C** key.
- To delete all characters, long press the **C** key.

### In text input mode

- Press keys 0-9, \*, or #, to display the first available character on that specific key. The marked character is selected after a time-out, or when another key is pressed.
- To change to upper/lower case, press the \* -key before entering the character.
- To add space in the text, short press key 1.
- The first character entered in a message, or when adding/editing a name in the phone-book, will be an upper level character followed by lower level characters unless the \* key is pressed before entering the character.
- To delete a character, short press the **C** key.
- To delete all characters, long press the **C** key.

## Customizing Your Phone

### Volume/Mute Control

#### Adjust the Volume During a Call

- Press the "Volume up" button to increase the volume, and the "Volume down" button to decrease the volume. The phone stores the new volume level.

#### Mute the Microphone During a Call

- Press the Mute button to disconnect/connect the microphone. The Microphone muted icon (🔇) is displayed when the microphone is muted.

#### Turn Loudspeaking Function On/Off

- Press the "Handsfree key" to turn on/off the loudspeaker. This is possible either before dialing a number, or during an ongoing conversation.

#### Turn the Ring Signal On/Off

1. In stand-by mode press the **Mute** key. You are prompted to Mute/Unmute.
2. Press **YES** to toggle between ring signal on/off. The "Ring signal muted" icon indicates a silenced telephone.

### Lock/Unlock the keypad

To prevent accidentally pressing keys and making a call, the keys can be blocked by locking the keypad.

1. In the **Toolbox** menu, see "Toolbox Tab" on page 20, select **Locks** and then press **YES**.
2. Select **Key lock** and then press **YES**.
3. Set to **Automatic** to lock the keypad and confirm the choice by pressing **YES**. When a call is received the keys will automatically unlock and be locked again 30 seconds after the call is ended.

Unlock the keypad by pressing the **\*** key and then pressing **YES**.

### Change the Dialing Mode

If your system normally uses pulse dialing you can switch between long and short DTMF tones if required. For some services the standard tones sent by the cordless handset are too short. In this case the handset must be switched to "Long DTMF".

#### *Switch to long DTMF tones*

1. While calling, select the **Ongoing call** tab.



2. Select **Long DTMF** and then press **YES**.

*Switch to short DTMF tones*

1. While calling, select the **Ongoing call** tab.
2. Select **Short DTMF** and press **YES**.

**Send a Dial Tone Pause**

A long press on the \* -key adds a pause. It is displayed as “-”.

## Making and Answering Calls

### Make a Call

#### *Dial a number*

- Dial the call number and press **YES**. The name of the called party is displayed if connecting line information is available.

#### *Call a number from the call list (internal calls only)*

1. Press **YES** to open the call list.
2. Step with the Down navigation key and select one of the twenty last received, dialed or missed calls. If a number occurs more than once, the last time stamp together with the total number of occurrences, is shown. (**Note:** Time stamp is dependent upon Network Time Protocol setup. See your administrator for more information.)
3. Press **YES** to dial. The call list can also be accessed via the Call Info menu.



**Note:** Only internal numbers calls can be called from the call list. External numbers must be dialed.

#### *Quick call by a name in the phonebook*

1. Press and hold the key that contains the first character in the name. Use short presses on the same key to step between the characters, and use the Down navigation key to select the desired name. For example, to dial the name "Eva", press key 3 (DEF) twice; the first press shows all names starting with "D" and the second press shows all names starting with "E". Scroll with the Down navigation key to find the name.
2. Press **YES** to dial.

#### *Call by a name in the phonebook*

1. Enter Phonebook in the menu.
2. Select **Call** and then press **YES**.
3. Enter the first character(s) or the whole name (or scroll with the Down navigation key to find the name).
4. Press **YES** to dial.

### Receive/end a call

- When the signal sounds press **YES** to answer the call, or press the **Handsfree** key to answer the call in speaker mode. The name/number of the calling party is displayed if calling line information is available.
- Press **NO** to end the call. Call duration is shown in the display.

## Call Handling

Your system may be programmed to access "in call" features in one of two ways:

- using the handset buttons (device-based)
- using feature access codes programmed in the 3300 ICP (system-based)

Depending upon this programming, features may be accessed in different ways. Where necessary, instructions are provided for both device-based and system-based deployments.

### Hold

1. During a call, press the **R** key to put the call on hold.
2. Press the **R** key again to retrieve the call.

### Transfer

#### *System-based*

1. During the call, press the **R** key to put the call on hold.
2. Dial the number to which you want to transfer the call.
3. Press **NO** to transfer the call. (**Note:** Supervised transfer is not supported).

#### *Device-based*

1. During the call, press the **R** key to put the call on hold.
2. Dial the number to which you want to transfer the call.
3. Do one of the following:
  - to make a blind transfer, press **NO** to hang up and connect the other two parties
  - to make a supervised transfer, wait for an answer, announce the transfer, and then press **NO** to hang up and connect the other two parties.
  - to terminate the transfer and return to the held call, press the **R** key and then press **1**.

### Conference

#### *System-based*

To conference with another party during an active call:

1. Put the active call on hold. (Press the **R** key.)
2. Dial the number of the third party with whom you want to conference.
3. Press the **R** key to put the third party on hold.
4. Enter the feature access code for Conference Call.
5. Press the **R** key again to start the conferenced call.

*Device-based*

Conference is not supported in device-based mode.

## Call Park

*System-based*

The Call Park feature allows you to place a call in a special hold state. You can then retrieve the call from any extension in the system.

To park an active call:

1. Press the **R/Message** key to place the call on hold.
2. Dial the **Call Park** feature access code immediately followed by the directory number on which to park the call and then press **YES**.
3. Inform the called party of the waiting call.

To retrieve a parked call:

1. Press **YES** to go off hook.
2. Dial the **Call Park - Retrieve** feature access code immediately followed by the directory number on which the call is parked, and then press **YES**.

*Device-based*

Call Park is not supported in device-based mode.

## Call Forward

To set Call Forwarding:

1. Press **YES** to go offhook.
2. Enter the feature access code for the Call Forwarding mode you want to use, followed immediately by the extension number to which you want to forward. (For example, if \*62\* is your FAC for Call Fwd - Busy, and you want to forward calls to extension 1234, then press \*62\*1234.)
3. Press **YES**.

To cancel Call Forwarding:

1. Enter the feature access code for Call Forwarding - Cancel and then press **YES**.
2. When you hear a dial tone, press **NO** to hang up. Forwarding is cancelled.

## Call Pickup

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

1. Dial the feature access code for **Call Pickup-Dialed** and then press **YES**.
2. Answer the call.

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

1. Dial the feature access code for **Call Pickup-Directed**, followed by the number of the ringing extension, and then press **YES**.
2. Dial the number of the ringing extension.

## Do Not Disturb

To activate Do Not Disturb:

1. Dial the **Do Not Disturb** feature access code and then press **YES**.
2. When you hear a dial tone, press **NO** to hang up. Do Not Disturb is activated.

To deactivate Do Not Disturb:

1. Dial the **Do Not Disturb-Cancel** feature access code and then press **YES**.
2. When you hear a dial tone, press **NO** to hang up. Do Not Disturb is deactivated

## Paging

Direct Paging allows you to page another telephone over its built-in speaker. Group Paging pages two or more telephones at the same time. Incoming pages are not supported.

To initiate a direct page:

1. Dial the feature access code for **Direct Page**, followed by the extension number you want to page, and then press **YES**.
2. Wait for ringback and announce the page.

## Music on Hold

Music on Hold is supplied by the ICP. See your system administrator.

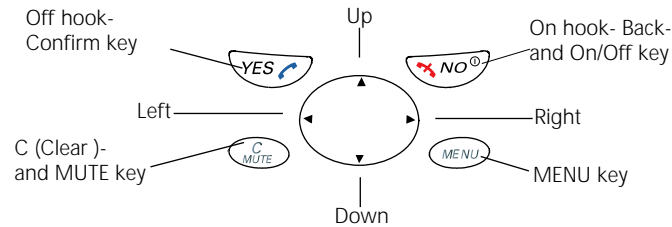
## Mobile Extension

Mitel Mobile Extension is a software solution that enables you to twin your desk phone with an external PSTN-connected phone (your cell phone, for example). Calls arriving at the desk phone ring the cell phone simultaneously, until one or the other is answered, or if unanswered, are forwarded to voice mail. You can use the 5602 wireless handset as a destination (twinned) device for your desk phone. For information about using your handset for Mobile Extension,

refer to the Mobile Extension documentation available at [www.mitel.com](http://www.mitel.com) or contact your Administrator.

## Menu Operation

### Navigate the Menu



005

#### Enter/Exit the menu

Enter Menu mode by pressing the **Menu** key or the Left or Right navigation keys. Use Left ◀ or Right ▶ to move between tabs. The selected tab is shown with inverted colors. On each tab, a heading is shown and the first alternative is highlighted. Use the Up ▲ or Down ▼ navigation keys to move through the list of alternatives. Press **YES** to select an alternative. Press **NO** to go back one step in the menu. Confirm your alternative/setting with a press on **YES**.

To exit Menu mode (and return to standby mode), press the **Menu** key, or press and hold the **NO** key for more than one second.

**Note:** When you exit by pressing the Menu key, the last used menu tab setting is saved. When you press the Menu key again the saved menu is opened.

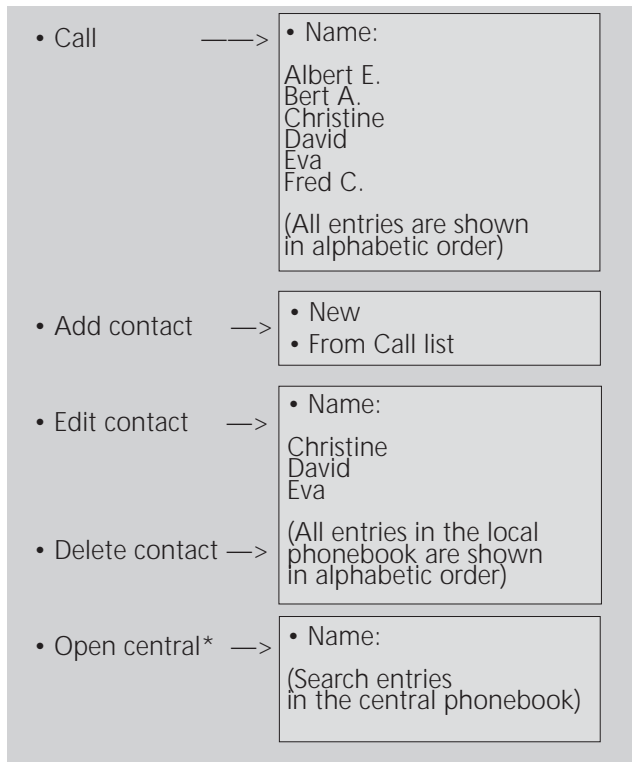
### Standby Menus

The following diagrams illustrate the menus for each tab.



**Note:** Some options are system-dependent and may not appear on your phone.

## The Phonebook Tab



The screenshot shows a menu with five items, each with a right-pointing arrow. The items and their corresponding content are:

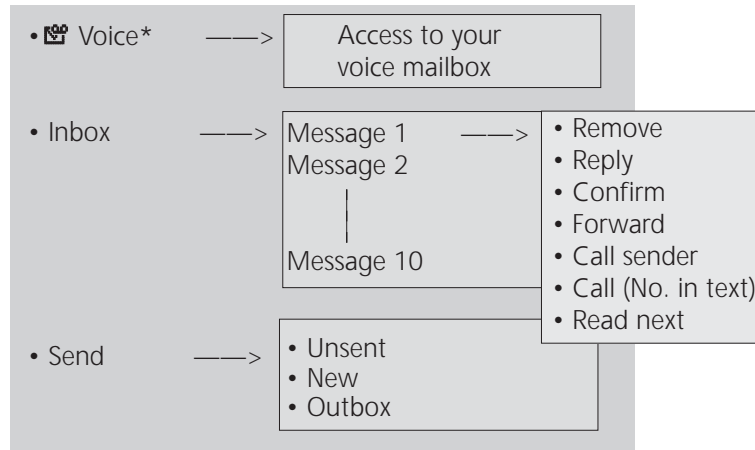
- Call** —>
  - Name:  
Albert E.  
Bert A.  
Christine  
David  
Eva  
Fred C.
  - (All entries are shown in alphabetic order)
- Add contact** —>
  - New
  - From Call list
- Edit contact** —>
  - Name:  
Christine  
David  
Eva
  - (All entries in the local phonebook are shown in alphabetic order)
- Delete contact** —>
  - (All entries in the local phonebook are shown in alphabetic order)
- Open central\*** —>
  - Name:  
(Search entries in the central phonebook)


010

\* System dependent



Message Tab 

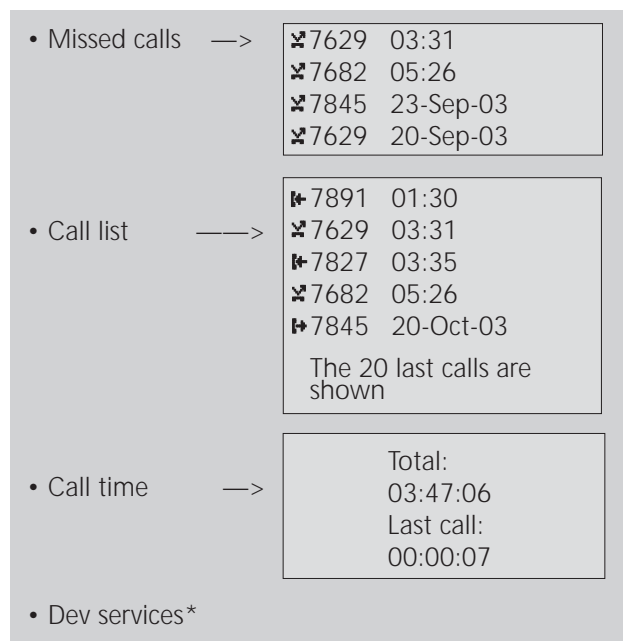











-  Voice\* —> Access to your voice mailbox
- Inbox —>
  - Message 1 —>
    - Remove
    - Reply
    - Confirm
    - Forward
    - Call sender
    - Call (No. in text)
    - Read next
  - Message 2
  - |
  - Message 10
- Send —>
  - Unsent
  - New
  - Outbox

\* System dependent

011

Call info Tab 



- Missed calls —>
  -  7629 03:31
  -  7682 05:26
  -  7845 23-Sep-03
  -  7629 20-Sep-03
- Call list —>
  -  7891 01:30
  -  7629 03:31
  -  7827 03:35
  -  7682 05:26
  -  7845 20-Oct-03
  - The 20 last calls are shown
- Call time —>
  - Total: 03:47:06
  - Last call: 00:00:07
- Dev services\*

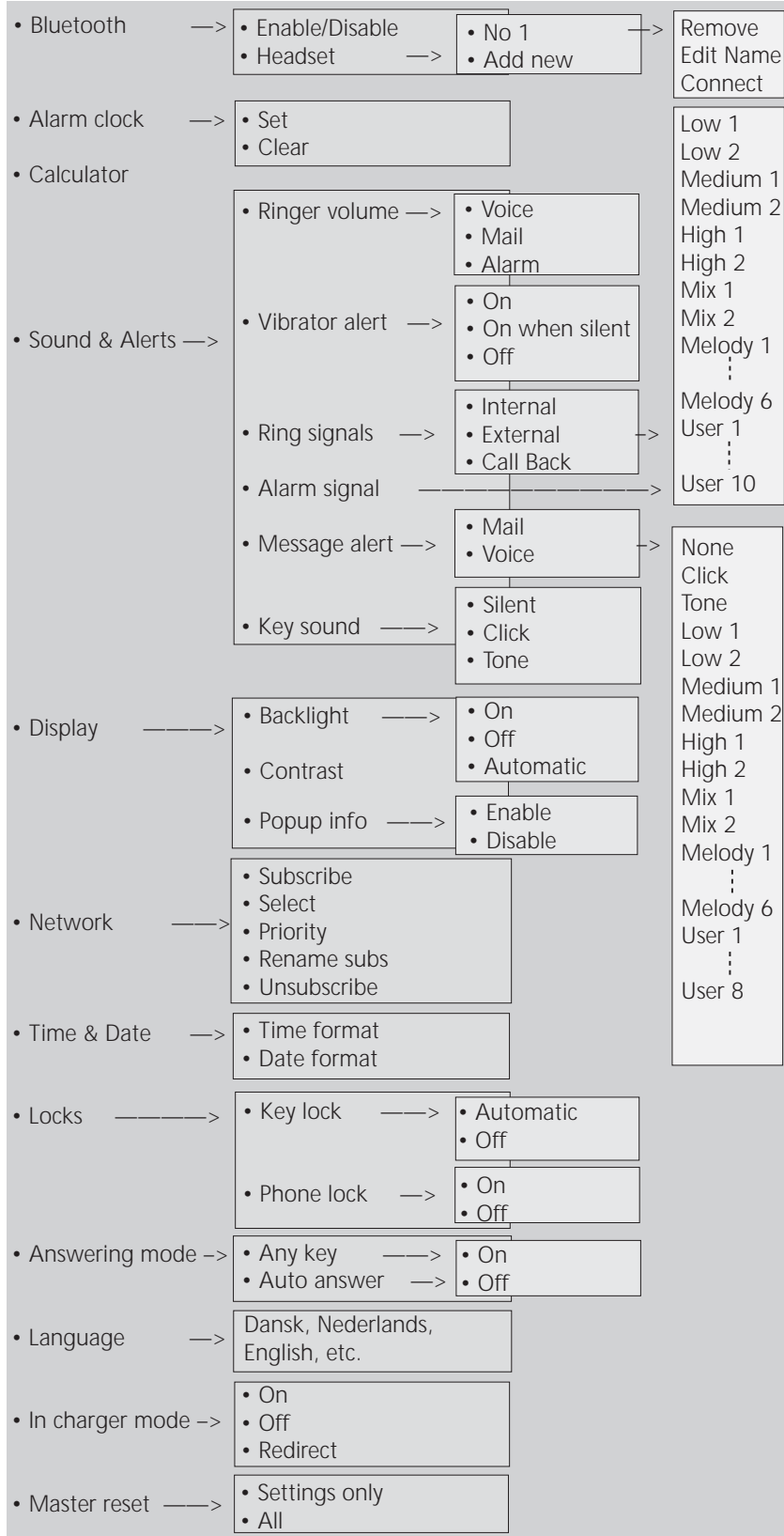
\* Not visible for the normal user

012



**Note:** Some options may not be available on your handset

Toolbox Tab 



## Messaging

### Receive a Text Message

When a text message is received, the LED flashes and the message alert signal sounds. If a message is received during a call, a beep notifies the user and the message is stored in the message list. The "New message" icon is shown in the display. The icon remains in the display until all new messages are opened.

### Read a Stored Text Message

1. In the **Message** menu, select **Inbox** and press **YES**.
2. Use the Down navigation key to find the message, and then press **YES** to view the message.

### Write and Send a Text message

1. In the **Message** menu, select **Send** and press **YES**.
2. Select **New** and press **YES**.
3. Type the message. Keys 0-9, \*, or # can be used. The "0" and "1" keys contain special characters, see "Enter Text and Numbers" on page 9 for more information.

**Note:** Some characters require more storage room and may cause the message to truncate before the 160 character maximum.

The first character entered will be an uppercase character followed by lowercase characters unless the \* -key is pressed before entering the character. When pressing a key, the first available character on that specific key is displayed (see "Enter Text and Numbers" on page 9). To type any of the other characters on that key, press the key until that character appears in the display. For example, to type the letter "E", press key "3" twice. "E" appears in the display and is selected after a timeout or when another key is pressed.

4. Press **YES** and then enter the number to call.
5. Press **YES** to send the message.

### Delete a Text Message

1. In the Message tab, select **Inbox** and press **YES**.
2. Select the message to delete.
3. Scroll with the Down navigation key to **Remove** and then press **YES**. The message is deleted.

### Reply to a Text Message

1. In the Message tab, select **Inbox** and press **YES**.
2. Select the message to which you want to reply.
3. Scroll with the Down navigation key to **Reply** and then press **YES**.
4. Write the reply and then press **YES** to send.

### Confirm a Manual Acknowledge Request

If you receive a message with manual acknowledgement, the message must be confirmed with the handset.

1. In the **Message** menu, select **Inbox** and press **YES**.
2. Select the message and press **YES** to open it. The message appears with the question "Confirm?".
3. Press **YES** to confirm.
4. Press **YES** again when the question "Confirm msg?" pops up.
5. Select **Accept** and press **YES**. (Or select **Decline** to decline the acknowledgement.)

### Forward a Text Message to Another Telephone

1. In the Message tab, select **Inbox** and then press **YES**.
2. Select the message you want to forward.
3. Scroll with the Down navigation key to **Forward** and then press **YES**.
4. Write additional text if required and then press **YES** to forward the message.

### Call the Sender of the Text Message

1. In the Message tab, select **Inbox** and then press **YES**.
2. Select the message from the appropriate sender.
3. Scroll with the Down navigation key to **Call sender** and press **YES**.
4. Press **YES** twice to call the sender.

### Call a telephone number included in a Text Message

If the sender has included a telephone number in the message it is possible to call the number without dialing it.

1. In the Message tab, select **Inbox** and then press **YES**.
2. Scroll with the Down navigation key to **Call (No. in text)** and press **YES**.
3. Press **YES** twice to call the number in the message.


### Read the next Text Message

After you have read a stored text message, you can read the next message in the list.

1. From the current message, press **YES**.
2. Scroll with the Down navigation key to **Read next** and then press **YES**.

## Voice Mail

### Receive a Voice mail

A new voice mail is indicated by the Voice mail icon  in the display. Information is stored in the **Voice** inbox, (see “Message Tab” on page 19).


### Check the Voice Inbox

- In the Message tab, select **Voice** and then press **YES**. The voice mail icon is displayed followed by the total number of new voice mails in the users mailbox.

### One Key Voice Mail Access

If the mailbox extension number is downloaded to the phone, press the **R** key in standby mode to call the mailbox.

## Phonebook

The 5602 Wireless Handset has a personal phonebook with 100 entries, to which names and numbers can be added, deleted, and edited by the user. In addition, a company phonebook with up to 1000 entries can be downloaded to the phone. The company phonebook name and numbers cannot be edited or deleted by users. Both phonebooks list names in alphabetical order. Both personal and company listings appear in the display with company names indicated by a “Keys locked”  icon.

It is also possible to access a central phonebook (see “The Phonebook Tab” on page 18). Enter the first few characters of a name or number and the messaging server returns a list of names and numbers that matches your search.

### Add a New Entry

1. On the **Phonebook** tab, select **Add contact** and then press **YES**.
2. Do one of the following:
  - Select **New** and then press **YES**. Enter the name, press **YES**, and enter the call number, (see “Enter Text and Numbers” on page 9).

OR

  - Select **From call list**, and then select the appropriate name.
3. Press **YES** to save the new entry.

### Edit Name/Number

1. On the **Phonebook** tab, select **Edit contact** and then press **YES**. The names in the phonebook are shown in alphabetical order.
2. To search the list, enter the first character(s) in the name, or step with ▼.
3. Use the **C** key to edit the name/number and then press **YES** to save the entry.

### Delete Name/Number

1. On the **Phonebook** tab, select **Delete contact** and press **YES**. The names in the phonebook are shown in alphabetical order. To search the list, enter the first character(s) in the name, or step with ▼.
2. Press **YES**. You are prompted to “Delete <name>?”.
3. Press **YES** to delete the entry.

### Calculator

The phone has a calculator that supports general arithmetic functions (addition, subtraction, multiplication and division).

1. On the **Toolbox** tab, (see “Toolbox Tab” on page 20), select **Calculator** and press **YES**.
2. Enter digit(s). To switch between “+”, “-”, “x”, and “/” press the # -key. Enter next digit(s) and then press **YES** to calculate.

### Sound and Alert Settings

#### Adjust the Ringer Volume

1. In the **Toolbox** menu, select **Sound & Alerts** and then press **YES**.
2. Select **Ringer volume**.
3. Select desired setting for **Voice**, **Mail**, or **Alarm clock**. Step with ► to increase the volume and with ◀ to decrease it.
4. Press **YES** to save the setting.



#### Turn the Vibrator on/off

1. In the **Toolbox** menu, select **Sound & Alerts** and then press **YES**.
2. Select **Vibrator alert**, press **YES**.
3. Select one of the following settings:
  - **On**: to enable vibrator alert
  - **On when silent**: to enable vibrator only when the ringer is muted
  - **Off**: to disable vibrator alert
4. Press **YES** to save the setting.

### Set different Ring Signals for Internal Call, External Call and Call Back

1. In the **Toolbox** menu, select **Sound & Alerts** and then press **YES**.
2. Select **Ring signals** and then press **YES**. You can set different signals for internal calls, external calls and call back. The cordless phone has 14 different ring signals. Ten additional ring signals can be downloaded to the phone.
3. Press ◀ and ▶ to scroll through the list and then press **YES** to select.
4. Press **YES** to save the setting.

### Set Alarm Signal

1. In the **Toolbox** menu, select **Sound & Alerts** and then press **YES**.
2. Select **Alarm signal** and then press **YES**. The cordless phone has 14 alarm signals. Ten additional signals can be downloaded to the phone.
3. Press ◀ and ▶ to scroll through the list and then press **YES** to select.
4. Press **YES** to save the setting.

### Set different Message Alerts for Mail and Voice Messages

1. In the **Toolbox** menu, select **Sound & Alerts** and then press **YES**.
2. Select **Message alert** and then press **YES**. Different message alerts for the two types of messages can be selected. The cordless phone has 14 different message alerts by default. Ten additional message alerts can be downloaded to the phone.
3. Press ◀ and ▶ to scroll through the list and then press **YES** to select.
4. Press **YES** to save the setting.

### Set the Key Sound

This feature provides a sound tone each time a key is pressed.

1. In the **Toolbox** menu, select **Sound & Alerts** and then press **YES**.
2. Select **Key sound** and then press **YES**.
3. Select the sound to associate with key presses: Silent, Click, or Tone.
4. Press **YES** to save the setting.

## Display Settings

### Backlight

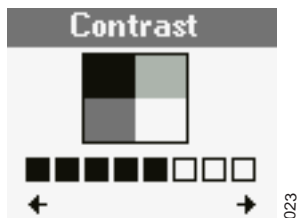
1. In the **Toolbox** menu, select **Display** and then press **YES**.
2. Select **Backlight** and then press **YES**.
3. Select one of the following settings:
  - **On**: to turn backlight on
  - **Off**: to turn backlight off

- **Automatic:** to turn backlight on automatically for example, when a key is pressed or when an incoming call is received. The backlight turns off approximately five seconds after the phone has been used.

4. Press **YES** to save the setting.

### Contrast

1. In the **Toolbox** menu, select **Display** and then press **YES**.
2. Select **Contrast** and then press **YES**.



3. Step with **▶** to increase the contrast, and with **◀** to decrease it and then press **YES** to save the setting.

### Enable/Disable Popup Info

The system will send information in a popup window when working in menu mode during a call. For example, if searching for a call number in the phonebook during a call and the other part ends the call, the text "Hung up" will popup in a separate window.

1. In the **Toolbox** menu, select **Display** and then press **YES**.
2. Select **Popup info** and then press **YES**.
3. Select **Enable** or **Disable**.
4. Press **YES** to save the setting.

## Time & Date Settings

### Set Time Format

Network Time Protocol settings must be configured before time and date settings can be displayed by the handset. See your administrator for more information.

1. In the **Toolbox** menu, select **Time & Date** and then press **YES**.
2. Select **Time format** and then press **YES**.
3. Select **12 hour** or **24 hour** time format.
4. Press **YES** to save the setting.



## Set Date Format

1. In the **Toolbox** menu, select **Time & Date** and then press **YES**.
2. Select **Date format** and then press **YES**.
3. Select a date format. (Choices are: DD-MMM-YY, MM/DD/YY, DD-MM-YY, or YYMMDD.)
4. Press **YES** to save the setting.

## Phone Lock settings

### Activate the Phone Lock

You can activate the Phone Lock feature to protect the phone from unauthorized use. When this feature is activated, you need to enter a PIN code at power on. The default phone lock code (0000) can be changed to any four digit personalized code.

1. In the **Toolbox** menu, select **Locks** and then press **YES**.
2. Select **Phone lock**, press **YES**.
3. Select **On** and then press **YES**.
4. Enter the old PIN code and press **YES**.
5. Enter the new PIN code and press **YES**.
6. Enter the new PIN code again and press **YES** to save the setting.

**If you forget your PIN code, it can be removed by your distributor.**

### Deactivate the Phone Lock

1. In the **Toolbox** menu, select **Locks** and then press **YES**.
2. Select **Phone lock**, press **YES**.
3. Select **Off**.
4. Enter the PIN code and then press **YES**.



**Note:** To activate the Keypad lock see “Lock/Unlock the keypad” on page 10.

## Select Answering Mode

The phone can be set to automatically answer a call, or to answer a call by pressing any key.



**Note:** Automatic answer mode is only relevant when a headset is connected.

1. In the **Toolbox** menu, select **Answering mode** and then press **YES**.
2. Select **Any key** to allow call answering by key press or select **Auto answer** to automatically answer calls.
3. Select **On**.
4. Press **YES** to save the setting.

## Change the Menu Language

1. In the **Toolbox** menu, select **Language** and then press **YES**.
2. Select a language from the list: **Dansk** (Danish), **Nederlands** (Dutch), **English**, **Soumi** (Finish), **Français** (French), **Deutsch** (German), **Italiano** (Italian), **Norska** (Norwegian), **Português** (Portuguese), **Español** (Spanish), and **Svenska** (Swedish). These are the default languages. One additional language can be downloaded to the phone.
3. Press **YES** to save the setting.

## In Charger Mode

### *Redirect Calls and Messages when placed in Charger*

Calls can be redirected to another extension when the cordless phone is placed in the charger. This function is automatically cancelled when the phone is removed from the charger.

1. In the **Toolbox** menu, select **In charger mode** and then press **YES**.
2. Select **Redirect** and press **YES** to save the setting.

### *Detach from system while charging*

When the cordless phone is placed in the charger, the phone can be detached from the system but still be switched on and charging.

1. In the **Toolbox** menu, select **In charger mode** and then press **YES**.
2. Select **Off** and then press **YES** to save the setting.

## Master Reset

The phone settings can be reset to default. You can reset user settings only (such as ringer volume and vibrator alert) or you can reset all settings, including user settings, SMS messages, voice call list and all personal phone book entries.

1. In the **Toolbox** menu, select **Master reset** and then press **YES**.
2. Select one of the following settings:
  - **Settings only**: to reset User settings only
  - **All**: to reset all settings
3. If the phone lock is activated, enter the PIN code at the prompt.
4. Press **YES**.

# Registration

## Over Air Registration

The 5602 wireless handset can subscribe up to eight different base station systems. To subscribe a new system, you need to know the “Park:” (Portable Access Right Key code) and “Ac:” (Authentication code) related to the system to which you want to log on. Contact your system administrator for more information.

---

**Caution: The master LDAP server must be running when you register a new handset. Do not register a new handset when the master LDAP server is down even if you have a standby LDAP server. Handsets that are registered to a standby LDAP server must be re-registered with the master LDAP server when it comes back into service.**

---

1. In the **Toolbox** menu, select **Network** and press **YES**.
2. Select **Subscribe** and then press **YES**.
3. Enter the **Park:** code, press **YES**.
4. Enter the **Ac:** code and then press **YES**.
5. Enter the new system name and then press **YES**.
6. If the new system is to be protected, select **Yes**. You can switch between the Yes and No settings using the Left and Right navigation keys.
7. Press **YES** to save the setting.
8. Press **YES** again.
9. If the handset is new to the network, do the following:
  - dial the number assigned to the handset
  - when you receive a busy signal, press **NO** to hang up
10. To complete registration, you must go offhook and then back onhook. Press **YES**, select **Offhook**, and then press **YES**. Press **NO** to go back onhook.

### Select Base Station

1. In the **Toolbox** menu, select **Network** and press **YES**.
2. Press **Select** and then press **YES**.
3. Select a specific system from the list or select **Automatic** to let the phone select a system according to the priority list. See “Priority for the Base Systems” on page 30.
4. Press **YES**.
5. At the “Connect to XXX” prompt, press **YES** again. You are prompted to wait while the phone selects the network.

### *Priority for the Base Systems*

The default order of priority is the order of entered subscriptions. This means that the first subscribed base station system has the highest priority. This list can be edited.

1. In the **Toolbox** menu, select **Network** and press **YES**.
2. Select **Priority** and then press **YES**.
3. Edit the priority list as required.
4. Press **YES** to save the setting.

### *Unsubscribe a Base Station*

1. In the **Toolbox** menu, select **Network** and press **YES**.
2. Select **Unsubscribe** and then press **YES**.
3. Select the system you want to delete and press **YES**. A confirmation screen appears.
4. Press **YES** to confirm delete.



**Note:** It is not possible to delete a protected subscription.

## Operation Notice

### Accessibility and Voice Quality

The base network is not always available. If you cannot get in contact with your system, contact your system administrator. For best voice quality, avoid positioning near computer, radio or similar equipment.

#### *Operating Area*

You can only use your wireless handset in the area that is covered by your system. Outside of this area you lose contact with the system. The signal strength icon disappears and “No network” is displayed.


#### *Out of Range*

When you leave the system's coverage area a short beep sounds and the text “No System” appears in the display.

When re-entering the coverage area it may take a couple of minutes before the phone automatically registers into the system.

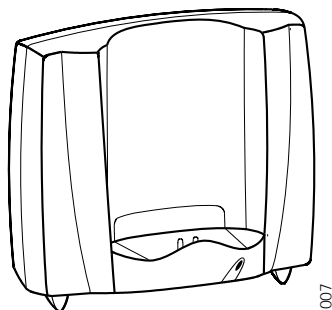
## Maintenance

### Charge the Battery

Place the telephone in the desktop charger. When the green LED on the charger is on or flashing, the battery is being charged. An animated battery icon is also shown in the handset display indicating charging by starting with its current charge and ending with the full charge. A filled Battery icon  indicates a fully charged battery.

Use only the recommended desktop charger for charging. Always charge the battery for at least one hour after connecting it to the handset. Do not charge the battery outside the handset.

### Desktop Charger



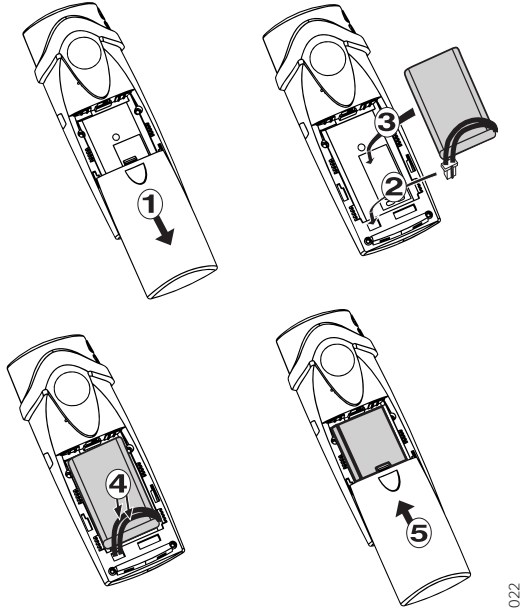
The desktop charger is used for both charging and for storing your phone. The charger is delivered with a plug-in power supply and is connected into an ordinary wall socket.



**Note:** Only use the charger within the temperature range of 5 - 40 ° C.

### Replace the Battery

If the standby time for the cordless handset becomes too low, the battery should be replaced. Please contact your system administrator or your supplier for information about new batteries. Insert the battery as described in the illustration below.



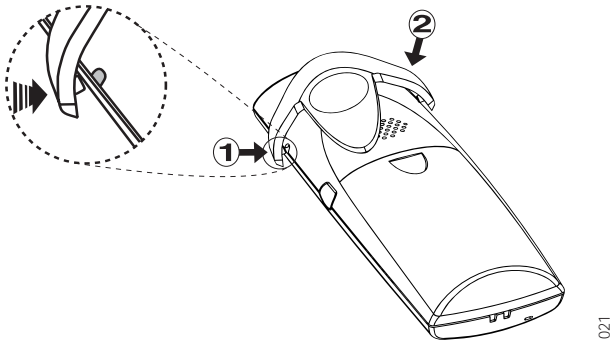
**Note:** After replacing the battery, the “Battery” icon may show an empty battery even though it is fully charged. Charge the battery for at least one hour to get the correct reading.



**Note:** Do not disconnect the battery unless it needs to be replaced.

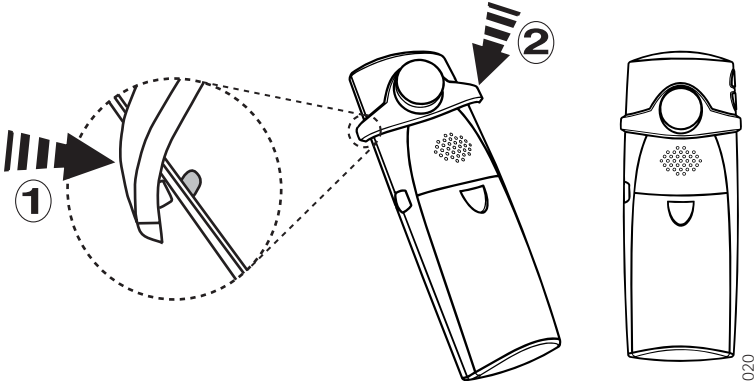
### Attach the Hinge-type Clip

Attach the hinge clip as described in the illustration below.

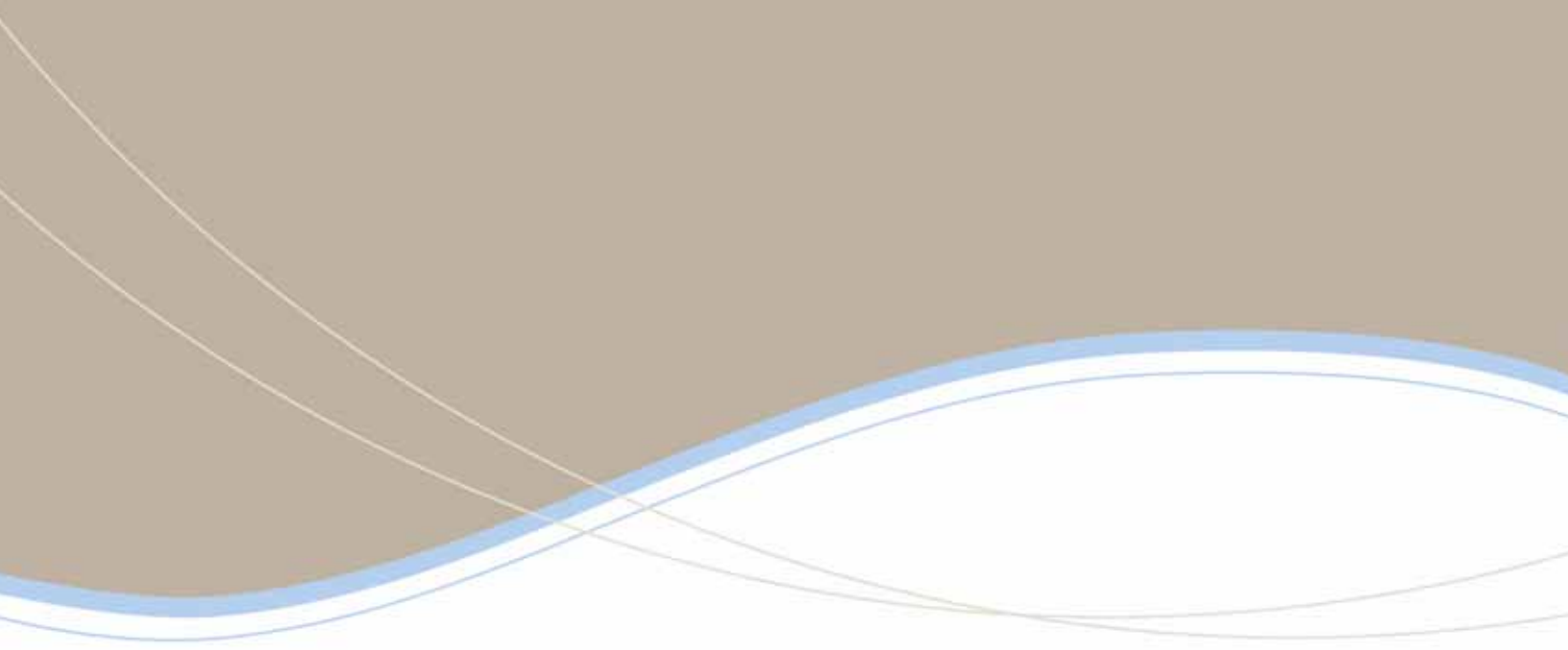


### Attach the Swivel-type Clip

Attach the swivel clip as described in the illustration below.







---

<b>Global Headquarters</b>	<b>U.S.</b>	<b>EMEA</b>	<b>CALA</b>	<b>Asia Pacific</b>
Tel: +1(613) 592-2122 Fax: +1(613) 592-4784	Tel: +1(480) 961-9000 Fax: +1(480) 961-1370	Tel: +44(0)1291-430000 Fax: +44(0)1291-430400	Tel: +1(613) 592-2122 Fax: +1(613) 592-7825	Tel: +852 2508 9780 Fax: +852 2508 9232

[www.mitel.com](http://www.mitel.com)

For more information on our worldwide office locations, visit our website at [www.mitel.com/offices](http://www.mitel.com/offices)

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.



M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2008, Mitel Networks Corporation. All Rights Reserved.