Introduction to your Mitel 5330 IP Phone

The Mitel 5330 IP Phone provides the similar functionality as the Mitel 3000 Feature Phone. It can be connected directly to the Mitel 3000 system or installed at a remote location and connected to the system via the Internet. When connected remotely, it retains all the functionality and features of an extension directly connected to the system.

Extension Pairing

The IP Phone can be paired with another extension. For example, a user can have two paired extensions, one in the office and one at home. By entering a 3-digit code in either extension, the office extension can be transferred to the user’s home and the home extension transferred to the office. The extension number and all programmed features, including voicemail, are transferred, providing the user with all their normal telephony facilities at home.

Call Quality

When the IP Phone is installed at a remote location, it uses the Internet to connect to the Mitel 3000 system. The call quality depends on the amount of bandwidth available to the IP Phone via the Internet connection. If the IP Phone is sharing the Internet connection with PCs which are browsing or engaged in file transfers, the call quality may vary during this activity.

Introduction to Programming your Mitel 5330 IP Phone

There are three steps of programming before your Mitel 5330 IP Phone is active. Step 1. Program the Broadband Module. Step 2 Connecting the Mitel 5330 IP Phone. Step 3 Program the Mitel 5330 IP Phone.
1. Programming the Broadband Module.

Before attempting to program IP extensions it is important that the following are checked:

- If any of the IP extensions are located remotely ensure that the broadband service is connected to and working on the Broadband Module. The VoIP programming is not available unless an IP address is provided on the WAN interface. This address is shown on the status page. See the broadband module manual for more information.

- The broadband service provides a static IP address.

- If the IP extensions are located on the LAN only and no broadband service is supported then the VoIP interface must be changed to IP LAN. See the broadband module manual for more information.

WARNING Your service provider MUST provide a static IP address for IP phones to work remotely.

1. Connect to the Broadband Module programming Interface using the Wizard or Browser Click VoIP from the Setup panel in the main Broadband Module screen.
2. Click the link **Change your VoIP endpoint types here** ...

If the Endpoint screen is not shown it is because an IP address is not available to the WAN.
Ensure the broadband connection is available and working on the Broadband Module.

3. Choose a free endpoint and select IP Extension from it’s drop-down menu. **Note** that the extension number associated with the endpoint will be assigned to the Mitel 5330 IP Phone.
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4. Click Confirm Changes.

5. Enter the password (this must match the password programmed into the Mite 5330 IP Phone, in default this is “iptpasswd”)
The password is set at iptpasswd which matches the default password in the IP phones. This should not be changed.

The MAC address is printed on a label on the base of the IP Phone.
Click Next >

6. Click Confirm Changes

7. Click Restart
Restart the Broadband Module. Once the Broadband Module has restarted step 1 of the programming is now complete. The Mitel 5330 IP Phone will now connect to the Mitel 3000 system.
2. Changing the VOIP Interface.

Programming the IP Phone involves entering the ICP IP ADDRESS. This IP address will be provided by the Mitel system administrator. The WAN address is for users who will be accessing remotely and internally. The LAN address is used for local users when no external internet connection is available. If you want to use the LAN address, you must change the VOIP Interface to IPLAN.

1. Connect to the Broadband Module programming Interface using the Wizard or Browser
   Click VoIP from the Setup panel in the main Broadband Module screen.

2. Scroll down and Click the link Change Advanced VoIP Settings here ...

Your advanced VoIP settings are...

- The SIP User domain is ...
- The SIP Registrar Proxy Server is ...
- The SIP Registrar Server port is 5060.
- The SIP Registrar Server expiry time interval is 3600.
- The SIP Transport for SIP invite requests is UDP.

- The QoS settings are:
  - The RTP DSCP is 0.
  - The Signalling DSCP is 0.

- The Outbound Server is ...
- The Outbound Server port is 5060.
- The Outbound Server transport is UDP.

- The VoIP Interface is IPLAN.
- The VoIP Gateway Address is 0.0.0.0.
- Only accept calls to Registered Endpoint Numbers DISABLED.

Change Advanced VoIP settings here...
Change TFTP Server address settings for IP Phones software...
3A. From the VOIP Interface section select **IPWAN (default)** from the drop-down menu if used as a remote user.

3B. **ONLY** if the IP phone is used as stand alone of the PBX within the LAN, from the VOIP Interface section select **IPLAN** from the drop-down menu.

4. Enter the Public IP address of your DSL connection on the VoIP Gateway Address box.

Click Next >
4. Click Confirm Changes.

5. Click Restart
3. Connecting the Mitel 5330 IP Phone.

The IP Phone is supplied with a transformer and two Ethernet cables. Connect an Ethernet cable to the LAN/PWR connector on the back of the IP Phone and connect the other end of the cable to the PHONE connector on the Transformer.

Connect the other Ethernet cable to the LAN connector on the Transformer and connect the other end of the cable to an Ethernet port on the Broadband Module (IP Phone connected locally to the Mitel 3000) or broadband router (IP Phone installed at a remote location).

Connect the transformer to a power source.

A PC can be connected to the broadband router via the PC port on the back of the IP Phone if required.

The Mitel 5330 IP Phone can also be powered via a power over Ethernet LAN switch.
4. Programming the Mitel 5330 IP Phone.

When programming the phone the * key on the keypad under the number 7 should be selected for Yes the # key on the keypad under the number 9 should be selected for No.

5A. Programming the Mitel 5330 IP Phone for a WAN Connection or Remote User.

The Mitel 5330 IP phone needs to check with the Broadband Module if the SW used is the most recent SW available. For this the phone needs to be connected to the LAN port of your Broadband Module, then follow instructions below

Disconnect the power from the phone by removing the Ethernet cable from the PHONE connector on the Transformer.
Hold down keypad <= & => arrows on the Mitel 5330 IP Phone and reconnect the Ethernet cable to the Transformer.
Release keypad digits <= & => when the display on the IP Phone shows.

1. Configure Phone?
   * = Yes        # = No

Select * = Yes
2. Network Parameters?

Select * = Yes

4. View DHCP Values?

Select # = No

3. View Current Values?

Select # = No

5. View Static Values?
6. Modify Static Value?

8. Enter the IP Address provided by your system administrator. This is the public static IP address of the Broadband module (WAN/DSL Public IP Address).

7. At the Static NetworkParms screen arrow down until program ICP IP Address is displayed.

9. Arrow down until TFTP SVR IP Address. Enter the address 195.7.32.123.
10. Arrow to down TFTP PORT and enter 69 as the port value.

11. Arrow until Store Changes? is displayed
   Select * = Yes

12. Saving to the NVRAM. Do not Remove Power will then display.

13. Reboot Now? will display
   Do not remove the power and wait for the phone to reset.
   Select * = Yes
Your phone will then look for the TFTP site and upgrade your phone.

Your phone is now ready to be connected as a Remote User. Once you connect to your router at home or remote office, the display on your phone should appear as:

Important Note: If your BBM is connected to an external ADSL modem and the firewall is active the following ports should be open:
TCP ports 3998, 3999, 6800, 6801 and 6802. UDP ports 5060 to 6000.

Your phone is now ready for use.

If the following display appears, your phone software should be updated:
5B. Programming the Mitel 5330 IP Phone for a LAN address.

Programming involves entering the LAN IP Address this information is provided by your system administrator. Disconnect the power from the phone by removing the Ethernet cable from the PHONE connector on the Transformer. Hold down keypad <= & => arrows on the Mitel 5330 IP Phone and reconnect the Ethernet cable to the Transformer. Release keypad digits <= & => when the display on the IP Phone shows.

1. Follow the same steps as programming for the WAN until you reach step 6.

2. Enter the IPLAN address of the Broadband Module in the ICP IP Address.
3. Arrow down until Store Changes? is displayed

4. Saving to the NVRAM. Do not Remove Power will then display.

Select *=Yes

5. Reboot Now? will display

Select *=Yes

Do not remove the power and wait for the phone to reset.
This diagram illustrates the Mitel 5330 IP Phone which has 15 programmable keys.

1. Display
2. Ring/Message Indicator
3. Volume, Speaker, Mute Controls
4. Fixed Function Keys
5. Keypad
6. Navigation Page Keys
7. Programmable Feature Keys and Softkeys
8. Handsfree Speaker
9. Handset

Speaker
Mute
Settings
Cancel
Redial
Hold
Transfer/Conference
Message
6. Using the IP Phone

The IP Phone provides the similar functionality as the Mitel 3000 Feature Phone. It has a similar menu system with Program, Message, Directory, Mute and Hold buttons, as well as 15 programmable multi-function, self-labeling keys provided in 3 pages of 5 keys each. It also has fixed function keys, Voice Message indication light, speaker with volume control.
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Scrolling through the menu
Select <<< Previous to go back
Select >>> Next to go forward
Select the arrows at the bottom of the phone to change the screen.

Phone Setup
To select a different Display Contrast
Select the blue settings key.
Select ► Contrast.
Select ► The + key to make the phone display darker.
Select ► The - key to make the phone display lighter.
Select ► The save key.
Select ► The close key to return to the main display.

Answering and making calls
Answer a call that is ringing on the IP Phone using the handset
Pick up the handset or
Select ► Answer the call and/or pick up the handset.

Answer a call that is ringing on the IP Phone using hands-free
Select ► Answer the call.

Make an external call
Pick up the handset.
Press the Line Key or Key 9 and Key the number.

Make an internal call
Select ► Internal call.
Select ► Ext. no., or
Key the Extension number (20 - 161), and
Pick up handset, or press handsfree.

Transferring calls
Note: The following instructions assume you are on a call.

Transfer a call to an internal number
Select ► Internal transfer.
Select ► Ext. no. and when the call is answered.
Select ► Transfer.
Transfer an external call to an external number
   Select ➤ External transfer.
   Select an available Line and then Key the external number and when the call is answered
   Select ➤ Transfer.

Re-Directing Calls
Note: The following instructions assume that your Extension is ringing.

Re-Direct a call to another Extension
   Select ➤ Re-Direct the call.
   Select ➤ Ext. No. or dial the external number.

Forward Calls

Forward All Calls
   Select ➤ >>> Next.
   Select ➤ Forward.
   Select ➤ Forward All Calls.
   Select the required extension from the display or key the Extension number, or Key 9 and the target external number, (for incoming external calls only).

Cancel Forward All Calls
   On the main display screen.
   Select ➤ Cancel divert.

Forward calls when your Extension is busy
   Select ➤ >>> Next.
   Select ➤ Forward.
   Select ➤ Forward When Busy.
   Select the required extension from the display or key the Extension number, or Key 9 and the target external number, (for incoming external calls only).
Cancel Forward When Busy

Select ► >>> Next.
Select ► Forward When Busy.
Select ► Forward When Busy key.

The key will be illuminated to indicate that a forward is active. Once you have selected this key the forward is cancelled.

Forward calls when your Ext. does not answer (after four rings)

Select ► >>> Next.
Select ► Forward On No Answer.
Select the required extension from the display or key the Extension number, or
Key 9 and the target external number, (for incoming external calls only).

Cancel Forward On No Answer

Select ► >>> Next.
Select ► Forward When Busy.
Select ► Forward When Busy key.

The key will be illuminated to indicate that a forward is active. Once you have selected this key the forward is cancelled.

Forwarding Group calls

Forwarding all calls

Select ► >>> Next 3 times.
Select ► Group Forwarding.
Select the group you wish to forward.
Select ► Forward All Calls.
Select the required extension from the display or key the Extension number, or
Key 9 and the target external number, (for incoming external calls only).

Cancel Forward all calls

Select ► Cancel Group Forwarding.
Select the group you wish to un-forward.
Select ► Forward All Calls.

The key will be illuminated to indicate that a forward is active. Once you have selected this key the forward is cancelled.
Forward calls when your group is busy

Select ► >>> Next 3 times.
Select ► Group Forwarding.
Select the group which is to be forwarded
Select ► Forward when busy
Select the required extension from the display or key the Extension number, or
Key 9 and the target external number, (for incoming external calls only).

Cancel group divert on busy

Select ► >>> Next 3 times.
Select ► Group Forwarding.
Select the group you wish to un-forward.
Select ► Forward when busy.

The key will be illuminated to indicate that a forward is active. Once you have selected this key the forward is cancelled.

Forward calls when your group does not answer (after four rings)
Select ► >>> Next 3 times.
Select ► Group Forwarding.
Select the group you wish to forward.
Select ► Forward on no answer
Select the required extension from the display or key the Extension number, or
Key 9 and the target external number, (for incoming external calls only).

Cancel group Forward on no answer
Select ► >>> Next 3 times.
Select ► Group Forwarding.
Select the group you wish to un-forward.
Select ► Forward on no answer.

The key will be illuminated to indicate that a forward is active. Once you have selected this key the forward is cancelled.

Voice Mailbox
Note: Voicemail services require the Voicemail Module to be installed.

To Enter a personal greeting

Press the Message Key and
Select Voice Mailbox
Select Enter your extension or select Other to access the System Mail Voicebox (ext 0).
Select Enter Password followed by #.
Select Greeting.

Follow the instructions on the display or listen to the voice prompts.

Turn on your voicemail

Divert on “no answer” to the Voice Mailbox is automatically set when a voice mailbox is allocated to your extension.

You may also select the other Divert options as required.

Scroll down
Select Divert
Select Divert when busy or
Select Divert all calls
Select “Divert to voicemail”

Retrieve messages from your voice mailbox

Select New voice messages
Enter your Extension number. You will be prompted to
Enter your Voice Mailbox Password, followed by #.
Select Play.

Change your Voice Mailbox Password.

Press , then
Select Voice Mailbox and enter your Extension number.
Enter your existing password, (default is 1111), followed by #.
Scroll down
Select Change password and
Enter your new password (up to 8 digits long - e.g. 12341234).
Select Confirm
Personal speed dials

To Program your personal speed dial list – numbers and names
Press <<< Previous once, then

Select ▶ Directories.
Select ▶ Personal entries.
Enter index 01-30.
Enter the number.
Select ▶ Confirm.
When prompted enter a name.

Press 2 once for A, twice for B, three times for C;
Press 3 for D, twice for E, three times for F; and so on.

Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed.
On completion of the name.

Select ▶ Confirm.

Press Exit to finish programming or hang up.

To View/Dial a number from your personal speed dial list -
Press <<< Previous once, then

Select ▶ Directories.
Select ▶ Personal directory.
Select the desired location and the number will be dialled.

System speed dials

Any extension can program the 500 system speed dial numbers once the system password is entered by them.

To program the system speed dial list - numbers and names.
Press <<< Previous once, then

Select ▶ Directories.
Select ▶ System Entries.
Select ▶ Directories.
Enter the system password.
Enter index 01-500.
Enter the number, and then
Select ▶ Confirm.
Press 2 once for A, twice for B, three times for C; Press 3 for D, twice for E, three times for F; and so on.

Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name.

Select ► Confirm.

Then select the outgoing line group. Press Exit or hang up to finish programming.

To Dial/View a number from the System directory -
Press <<< Previous once, then

Select ► System Directory
Enter the first letter of the name.
Select the entry and the number is dialled.
NOTES: