
Mitel® 5000 Communications Platform

Phone User Guide Supplement

For Version 5.0 Software

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Introduction

This user guide supplement was created for the Mitel 5000 Communications Platform (CP) version 5.0 software release. This supplement specifies the affected 5000 CP phone user guides, and it provides information on and instructions for the 5000 CP v5.0 new features and changes. See the following sections for details:

- [Affected User Guides](#) below
- Terminology Changes on [page 3](#)
- Using Meet-Me Conferencing on [page 4](#)
- Using Hot Desking on [page 6](#)
- Using E-Mail Synchronization on [page 7](#)
- Using New Dynamic Extension Express Features on [page 8](#)
- Using the New Configuration Assistant Feature on [page 10](#)
- Using 53xx IP Phone Embedded Applications on [page 11](#)

Affected User Guides

This document provides supplemental information and instructions for the following existing Mitel 5000 CP phone user guides:

- 5212/5224 IP Phone User Guide, part number 550.8122
- 5304 IP Phone User Guide, part number 550.8034
- 5312/5324 IP Phone User Guide, part number 550.8035
- 5320/5330/5340 IP Phone User Guide, part number 550.8123
- 5360 IP Phone User Guide, part number 550.8124
- 8500 Telephone User Guide, part number 550.8114
- 8520 User Guide, part number 550.8112
- 8528 Telephone User Guide, part number 550.8032
- 8560/8660 Phone User Guide part number 550.8113
- 8568 Telephone User Guide, part number 550.8033
- 8600 User Guide, part number 550.8115
- 8620/8622 IP Phone User Guide, part number 550.8119
- 8662 IP Phone User Guide, part number 550.8117
- Single-Line Phone User Guide, part number 550.8107
- Executive Display/IP Phone Plus User Guide, part number 550.8108
- Standard Display/Basic Digital User Guide, part number 550.8109
- Professional Display Phone User Guide, part number 560.8002
- Associate Display/Basic Digital User Guide, part number 560.8003

Terminology Changes

To accommodate changes in technology and/or marketing, the following terminology changes have been implemented in the v5.0 release:

- The embedded Basic Voice Mail (BVM) application has been renamed as Unified Voice Messaging (UVM).
- The basic “unified messaging” capability of UVM has been enhanced and renamed as E-Mail Synchronization.
- The traditional conferencing feature that has always been available on the 5000 CP has been renamed as Ad Hoc Conferencing to differentiate it from the new Meet-Me Conferencing feature introduced in this release.
- Numeric passwords (such as voice mailbox passwords and station passwords) are now referred to as passcodes.

Using Meet-Me Conferencing

The Meet-Me Conferencing feature allows up to eight internal and/or external callers to dial into a conference instead of being manually added by an internal user, as is the case when using the system's traditional "ad hoc" conferencing method. (See your existing phone user guide for details on using the traditional Ad Hoc Conferencing method.)

Note that unlike an Ad Hoc Conference, a Meet-Me Conference can consist entirely of outside parties; an internal system user does not have to be present. Also note that the traditional Ad Hoc Conferencing feature is still available for use even when Meet-Conferencing is licensed and enabled. Both conferencing types are available for use as needed.

Many existing system features that work with the traditional Ad Hoc Conferencing method (such as Record-A-Call, transferring a conference, placing a conference on hold, etc.) also work with the new Meet-Me Conferencing method.

Conference Assistant

Conference Assistant is a new voice-guided application that allows you to join a Meet-Me Conference by dialing the extension number assigned to the Conference Assistant and then entering the proper access code. If you enter an invalid access code, the Conference Assistant prompts you to try again. The Conference Assistant also lets you know if there are no conferencing circuits available or if the conference is already at capacity.

Access Codes

If Meet-Me Conferencing is enabled for your system, you have the ability to initiate or join a Meet-Me Conference by dialing the Conference Assistant and entering a valid access code. Access codes are typically generated to match each user's extension number, so that each user has their own personal access code for establishing Meet-Me Conferences.

In addition to the personal access code that may match your extension, you can also use the updated Configuration Assistant application to create conferences with unique system-generated access codes. (See "Using the New Configuration Assistant Feature" on [page 10](#) for details.)

Setting Up a Meet-Me Conference

You can set up a Meet-Me Conference using either your personal access code or a system-generated access code. (See the previous section for more information on access codes.)

To set up a Meet-Me Conference using a personal access code:

1. Tell all intended conference participants to call the Conference Assistant at an agreed-upon time and use your extension number as the access code to join the conference.
2. Follow the instructions for "Joining a Meet-Me Conference" on [page 5](#).

To set up a Meet-Me Conference using a system-generated access code:

1. Generate a Meet-Me Conference access code through the Configuration Assistant application (see [page 10](#)).
2. Tell all intended conference participants to call the Conference Assistant at an agreed-upon time and use the system-generated number as the access code to join the conference.
3. Follow the instructions for "Joining a Meet-Me Conference" on [page 5](#).

Joining a Meet-Me Conference

You can join a conference with up to seven internal and/or external parties (for a total of eight parties, including yourself).

To join a Meet-Me Conference:

1. Dial (or ask to be transferred to) the Conference Assistant extension number. (See your administrator if you do not know the extension number.) You hear: "Welcome to the Conference Assistant. Enter an access code, and then press Pound (#). To cancel, press Star (*)."
2. Enter the appropriate access code for the Meet-Me Conference you wish to join (see "Access Codes" on [page 4](#)). Note the following:
 - If you enter an invalid access code, the Conference Assistant prompts you to try again.
 - If there are no conferencing resources available, or if the maximum number of allowed parties has already been reached, you hear: "All circuits are busy. Please try again later." Hang up and try again later.
3. Once connected, you can talk with other parties who join the conference. (Display phones show the name of the conference [if available], the total conference duration, and the number of parties connected to the conference.) Note the following:
 - If you are the first person in the conference, you hear: "You are the first person in this conference. Please stay on the line." You then hear music until another caller joins the conference or you hang up.
 - As other parties join or leave the conference, you hear a tone to signal the change.
 - If the conference contains only external callers, the Conference Assistant will prompt the participants to extend the conference after a period time. If no one presses a digit to extend the conference, the system terminates the conference.

Dropping Out of a Meet-Me Conference

You can leave a conference and still leave the other parties connected.

To exit a Meet-Me Conference:

Hang up. The other parties in the conference remain connected.

Putting a Meet-Me Conference on Hold

You can put a conference on hold at your phone (the other parties remain connected) and then later return to the conference.

To put a Meet-Me Conference on Hold:

During the conference, press the **Hold** button.

To return to the Meet-Me Conference:

Lift the handset or press the **Speaker** button, and then press the **Hold** button.

Transferring a Meet-Me Conference

You can remove yourself from a conference and transfer it to another party.

To transfer a Meet-Me Conference to another extension:

1. During the conference, press the **Transfer** button, and then dial the extension number.
2. Announce the conference (if desired), and then hang up. CONFERENCE TFR from <name> appears on the called party's display.

Using Hot Desking

The Hot Desking feature allows users to share phones or temporarily move to other phones and yet maintain their personal identity and preferred phone configuration settings.

If your administrator has set you up with a Hot Desk Profile, you can log on to any Hot Desk-enabled base phone using the Hot Desk feature code (default is 348), your assigned Hot Desk Profile extension number, and your assigned Hot Desk Profile station passcode. The system will then apply your phone profile – phone settings such as extension (intercom directory) number, class-of-service, language, programmable buttons, etc. – to the phone.

To log on to a Hot Desk-enabled base phone:

1. At a Hot Desk-enabled base phone, do one of the following:
 - Press the Hot Desk feature button (if one is programmed on the phone).
 - Press the LOGIN menu button (on six-line display phones).
 - Dial **348**.

Display phones show ENTER HOT DESK EXTENSION.

2. Dial your assigned Hot Desk extension number. Display phones show ENTER PASSCODE.
3. Dial your assigned Hot Desk passcode. Display phones show HOT DESK SESSION ACTIVATED for five seconds.

To log off of a Hot Desk session:

Do one of the following:

- Press the Hot Desk feature button (if one is programmed on the phone).
- Press the LOGOUT menu button (on six-line display phones).
- Dial **348**.

Display phones show HOT DESK SESSION TERMINATED for five seconds.

If you forget to log off and then attempt to log on elsewhere, the system automatically logs you off of the original phone so that you can log on to the new phone.

Using E-Mail Synchronization

If you have a Unified Voice Messaging (UVM) mailbox (previously called a Basic Voice Mail mailbox) and your system is enabled for E-Mail Synchronization, your administrator may give you the option to access, play, and manage your voice mail messages directly from your computer or Blackberry® mobile device e-mail client application. If so, each UVM voice mail message that you receive can also be delivered as an audio file attachment within an e-mail message sent to your account.

In addition to the basic Forward and Forward and Copy levels available prior to v5.0, UVM now provides two additional levels, as described below:

- **Forward Only:** This level, which was available on UVM prior to v5.0, delivers a voice message to your e-mail address each time you receive a new voice message in your voice mailbox. After the message is sent, the original message is deleted from your voice mailbox. This level **does not** provide integration between your e-mail client and voice mailbox.
- **Forward and Copy:** This level, which was available on UVM prior to v5.0, delivers a copy of a voice message to your e-mail address each time you receive a new voice message in your voice mailbox. The original message can still be retrieved from your voice mailbox. This level **does not** provide integration between your e-mail client and voice mailbox.
- **Enhanced Integration:** This level, which is new with v5.0, delivers new voice messages to both your e-mail address and your voice mailbox, and synchronizes those messages. For example, if you delete a voice message from your e-mail client, the message is also deleted in your voice mailbox. In addition, you receive a Welcome e-mail message and error notification e-mail messages if an error occurs. This level **does** provide integration between your e-mail client and voice mailbox.
- **BlackBerry Enhanced Integration:** This level, which is new with v5.0 and similar to the Enhanced Integration level, delivers new voice messages to both your BlackBerry e-mail address and your voice mailbox. This level **does** provide integration between your e-mail client and voice mailbox.

For details on using the E-Mail Synchronization feature now available on UVM, refer to the *UVM E-Mail Synchronization User Guide* (document part no. 835.3287).

Using New Dynamic Extension Express Features

The v5.0 software release includes a number of enhancements to the existing Dynamic Extension Express (DEE) feature, including:

- additional associated destinations
- message waiting indications on all internal associated destinations
- handoff push/pull from other associated destinations

The details of these enhancements are provided in the following sections. (For more information on the DEE feature itself, see the DEE section in the latest available user guide for your particular phone model.)

Additional Associated Destinations

The following new User associated destinations have been added:

- Desk Phone 2
- Mobile Phone 2
- Softphone 2
- Home IP Phone 2
- Home Phone 2

Each of these new User associated destinations can be used in any DEE routing step. Also, the maximum number of associated destinations in a single routing step has been increased to 10 to allow all 10 destinations to be placed in a single routing step. (Note that the restriction that Voice Mail must be in its own routing step still applies.)

Additional Message Waiting Indication Destinations

Prior to v5.0, message waiting indications (MWIs) were restricted to your main extension. With this release, all of your internal associated destinations will also receive MWIs when a voice mail message or a station message is left on your main extension. (Mitel 5610 Cordless Handsets and UC Express SIP Softphones can receive voice mail MWIs, but they cannot receive station MWIs.)

So, if your main extension receives a message waiting indication from voice mail or the system's station messaging feature, the MWI is propagated (as applicable) to your other internal associated destinations. If any of your internal associated destinations responds to the MWI, then the MWI is cleared on all of them. Note that if any destination other than your main extension receives an MWI, it will not propagate to the other internal destinations. The MWI has to originate on your main extension.

If enabled, the system can now send a text message to your mobile phone to indicate that your main system extension has received a new station message or voice mail message.

Here is an example of an e-mail message generated by a station message:

You have a message from <Username> at extension <Extension>.
Callback: <Auto Attendant Number>

Here is an example of an e-mail message generated by a voice mail message:

You have a new voice mail message for mailbox number <Mailbox Number>.
Callback: <Voice Mail Notification and Retrieval Number>

You can use the callback number to easily call back into the system and speak to the messaging party or retrieve your voice mail message. Check with your administrator if you would like to take advantage of this feature.

Handoff Push/Pull To/From Other Destinations

Prior to v5.0, you could only perform a DEE Handoff “push” or a Handoff “pull” from your DEE main extension (most likely your desk phone). With this release, you can perform a Handoff push or a Handoff pull from any of your internal associated destinations (unless that destination is a 5610 Cordless Handset or a UC Express SIP Softphone).

If your phone has a button programmed for the Handoff feature, then the button will light if there is a call available to pull.

Using the New Configuration Assistant Feature

For the v5.0 software release, the existing Configuration Assistant application (a voice guided configuration portal that provides easy-to-use, remote access to a variety of end-user phone configuration options) has been enhanced to include an option for managing Meet-Me Conferencing access codes. The details of this enhancement are provided in the following section.

Managing Meet-Me Conferencing Access Codes

NOTE

This feature is available only if Meet-Me Conferencing is enabled on your phone system. For details on using Configuration Assistant to perform other tasks besides managing Meet-Me Conferencing access codes, see the Configuration Assistant section in the latest available user guide for your particular phone model.

While using Configuration Assistant options, you can press the Star button (*) any time you wish to cancel the current operation and return to the main menu.

To create a new Meet-Me Conference access code:

1. Access Configuration Assistant as described in your existing phone user guide.
2. Follow the voice prompts to select the conference option, and then select the option to create a new conference access code. Configuration Assistant states your new access code.
3. Hang up, or press * to return to the main menu.

To delete an existing Meet-Me Conference access code:

1. Access Configuration Assistant as described in your existing phone user guide.
2. Follow the voice prompts to select the conference option, and then select the option to delete an existing conference access code. Configuration Assistant prompts you for the access code you wish to delete.
3. Enter the access code, and then press #. If you enter an access code that does not exist, Configuration Assistant prompts you to enter another access code.
4. Hang up, or press * to return to the main menu.

To list all of your existing Meet-Me Conference access codes:

1. Access Configuration Assistant as described in your existing phone user guide.
2. Follow the voice prompts to select the conference option, and then select the option to list your conference access codes. Configuration Assistant first states the number of access code you have and then states all of your existing access codes.
3. Hang up, or press * to return to the main menu.

To send yourself an e-mail message listing all of your existing conference access codes:

1. Access Configuration Assistant as described in your existing phone user guide.
2. Follow the voice prompts to select the conference option, and then select the option to e-mail yourself a list of your existing access codes. You should soon receive an e-mail message that lists all of your existing access codes, including the code number, code name, and when the code was last used.
3. Hang up, or press * to return to the main menu.

NOTE

If you do not have an e-mail address configured in the phone system database, then this option is not provided. Check with your administrator if you would like to take advantage of this feature.


Using 53xx IP Phone Embedded Applications

Certain Mitel 53xx IP phones provide embedded applications that simplify the use of your phone. Besides the Conference Unit Controller, Cordless Devices Controller, and Settings embedded applications available prior to v5.0, some Mitel 53xx IP phones may now have some additional embedded applications, including:

- Call History (5320, 5330, 5340, and 5360 IP phones only)
- People (5340 and 5360 IP phones only)
- HTML (5320, 5330, 5340, and 5360 IP phones only)
- Language (5320, 5330, 5340, and 5360 IP phones only)

See the following sections for more information on the embedded applications.

Accessing Embedded Applications

To open the Applications window, press the blue  (Applications) button on the phone. The Applications home window shows the current list of your phone's available applications. To open an application, touch the specific application name on the display.

Your phone may also be programmed with one or more buttons that provide access directly to an application without having to press the blue Applications button. And, if you have a 5360 IP Phone, you can also use the Gadget Sidebar on the home display to access certain applications.

Call History Application

You can use the Call History application to display a list of the calls that you have missed, made, and answered. The list shows your most recent 50 calls. After the 50-call limit has been reached, the oldest call record is replaced each time a new call is missed, made, or answered.

From this application, you can:


- display calls by type
- display call information (if available) for each call
- return missed calls by pressing a button
- delete or modify digits before saving or dialing a call
- delete calls

Viewing Call History


You can use the Call History application to filter the call records and display information on each call in the list.

5360 IP Phones

To view your call history:




1. Press the **Call History** icon () located on the Gadget Sidebar.
2. Press:
 - **Missed** to view your missed calls (if any).
 - **All** to view a list of all call records.
 - **Answered** to view your incoming calls.
 - **Made** to view your outgoing calls.
3. Use the navigation buttons at the bottom of the display to move to the previous or next page of call records. The total number of pages in the current list is shown at the bottom of the display.

Viewing Call History

4. Press the **Dial** icon () to the right of the call record to call the contact, or press on a call record to display the call details:
 - Name and number (if available)
 - Call type (for example, Missed)
 - Time and date of call
5. Do one of the following:
 - If necessary, use the keypad cursor left, cursor right, Delete, and Backspace keys to modify the number. Press **Dial** to call the number or press **To People** to save the contact details to the People application.
 - Use the navigation buttons at the bottom of the display to show details for another call record.
 - Press **Close** to return to the previous list.

5320/5330/5340 IP Phones

To view your call history:


1. From the idle display, press  (Applications), and then press **Call History**.
2. Press:
 - **Missed** to view your missed calls (if any).
 - **All** to view a list of all call records.
 - **Answered** to view your incoming calls.
 - **Made** to view your outgoing calls.
3. Use the navigation buttons at the bottom of the display to move to the previous, first, or next page of call records. The total number of calls in the current list is shown in the bottom left corner of the display. The bottom right corner shows the range of calls (for example 1 -7) that are currently displayed.
4. Press the button to the right of the call record to call the contact (5340 IP Phone only), or press the button to the left of the call record to display the call details:
 - Name and number (if available)
 - Call type (for example, Missed)
 - Time and date of call
5. Do one of the following:
 - If necessary, use the keypad, Delete Digit, and Backspace keys to modify the number. Press **Dial** to call the number, or press **To People** to save the contact details to the People application (5340 IP Phone only).
 - Press  or  at the bottom of the set to display details for another call.
 - Press **Close** to return to the previous list.

Deleting Call Records


You can delete individual call records or all calls of a certain type.

5360 IP Phones

To delete an individual call record:


1. Press the **Call History** icon () located on the Gadget Sidebar.
2. Press the button to the left of the call to display the call details
3. Press **Delete**.

To delete all calls by type:


1. Press the **Call History** icon () located on the Gadget Sidebar.
2. Press:
 - **Missed** to view your missed calls (if any).
 - **All** to view all calls.
 - **Answered** to view your incoming calls.
 - **Made** to view your outgoing calls.
3. Press **Delete List** to delete all calls from the currently displayed list.
4. You are prompted to confirm the delete. Press **Delete**.

5320/5330/5340 IP Phones

To delete an individual call record:







1. From the idle display, press  (Applications), and then press **Call History**.
2. Press the button to the left of the call to display the call details
3. Press **Delete Log Entry**.

To delete all calls by type:

1. From the idle display, press  (Applications), and then press **Call History**.
2. Press:
 - **Missed** to view your missed calls (if any).
 - **All** to view all calls.
 - **Answered** to view your incoming calls.
 - **Made** to view your outgoing calls.
3. Press **Delete List** to delete all calls from the currently displayed list.
4. You are prompted to confirm the delete. Press **Delete**.




Reviewing Call Record Icons

The Help application available on certain 53xx IP phones has an Icons section that explains the meaning of the various call record icons. The icons include:

-  New Missed Call (5360 only)
-  Missed Call
-  New Answered Call (5360 only)
-  Answered Call
-  New Made Call (5360 only)
-  Made Call




5360 IP Phones

To view the help about the call record icons:

1. Press the **Help** icon () located on the Gadget Sidebar.
2. Press **Icons**.
3. Press  or  to navigate to the list of Call History icons.

5320/5330/5340 IP Phones

To view the help about the call record icons:

1. From the idle display, press  (Applications), press **Help**, and then press **Key Icons**.
2. Press  or  to navigate to the list of Call History icons. Note that "New" call records are any records that have been generated since the last time you accessed the Call History application.

People Application


You can use the People application on Mitel 5340 and 5360 IP phones to add, delete, and edit contact names and numbers. You can also dial anyone on your contact list from the People application. The People window displays up to eight contacts per page, ordered alphabetically by last name.

Adding Names to Your Contact List

You can add a name to your contact list by entering it directly using the People application or by copying a number using the To People from the Call History application.


5360 IP Phones

To add a name to your contact list using the People application:

1. Press the **Contact List** icon () located on the Gadget Sidebar.
2. Press **New**.
3. Enter the name using the on-screen keyboard to press the appropriate letters to spell the name of your contact.
4. Press **Edit Number** and using the on-screen numeric keyboard or the keypad, enter the number. If an outgoing prefix is required to access an external line, you may need to add the digit(s).
5. Press **Save**.
6. Press **Close**.

5340 IP Phones

To add a name to your contact list using the People application:


1. From the idle display, press  (Applications), and then press **People**.
2. Press **New**.
3. Enter the number. If an outgoing prefix is required to access an external line, you may need to add the digit(s).
4. Press **Save**.
5. Press the appropriate letters to spell the name of your contact.
6. Press **Save**.
7. Press **Close**.

Editing Your Contact List

If necessary, you can edit existing names and/or numbers in your People application contact list.


5360 IP Phones

To edit contact information using the People application:

1. Press the **Contact List** icon () located on the Gadget Sidebar.
2. Press the name you wish to edit. (If you wish to delete the name from your contact list, press **Delete**.)
3. Press **Edit...**
4. Using the on-screen keyboard, update the appropriate information for the name.
5. Press **Edit Number**, and using the on-screen numeric keypad, edit the number.
6. Press **Save**.
7. Press **Close**.

5340 IP Phones

To edit contact information using the People application:


1. From the idle display, press  (Applications), and then press **People**.
2. Press the name you wish to edit. (If you wish to delete the name from your contact list, press **Delete**.)
3. Press **Edit Name**.
4. Using the on-screen keyboard, update the appropriate information.
5. Press **Save**.
6. Press **Edit Number**.
7. Using the on-screen keyboard, update the appropriate information.
8. Press **Save**.
9. Press **Close**.

Dialing from Your Contact List

You can dial a phone number associated with a contact name in your People application list.


5360 IP Phones

To dial a contact from your People application list:

1. Press the **Contact List** icon () located on the Gadget Sidebar.
2. Use the navigation buttons to page through the contact list and select the desired name.
3. Dial the contact name using one of the following methods:
 - Select a contact name and press **Dial**.
 - Press the dial icon to the right of the contact's name in the main list. (The contact name does not need to be selected.)
4. Continue the call using the speakerphone, or lift the handset for privacy.

5340 IP Phones

To dial a contact from your People application list:

1. From the idle display, press  (Applications), and then press **People**.
2. Use the navigation buttons to page through the contact list and select the desired name.
3. Dial the contact name using one of the following methods:
 - Select a contact name and press **Dial**.
 - Press the button to the right of the contact's dial icon in the main list. (The contact name does not need to be selected.)
4. Continue the call using the speakerphone, or lift the handset for privacy.

HTML Applications

Besides the basic Screen Saver and Help applications available on certain phones prior to v5.0, Mitel 5320, 5330, 5340, and 5360 IP phone users may now have additional HTML applications available for customized use. If so, they will appear on the Applications menu on your phone (and the Gadget Sidebar on 5360 IP Phones).


Language Application

The Language application allows 5320, 5330, 5340, and 5360 IP phone users to select the language in which phone prompts and applications appear. Supported languages are American English, British English, Canadian French, and Mexican Spanish.

The system can support up to four languages at one time. The language choices appearing on your display are controlled by system programming.

5320/5330/5340/5360 IP Phones

To change the display/prompt language:

1. From the idle display, press  (Applications), and then press **Settings**.
2. Press **Languages**. The display shows the language options that are currently supported for your phone.
3. Select the desired language, and then press **Save**. The phone displays your chosen language.

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