

MITEL

5304

IP Phone User Guide





## 5304 IP Phone Quick Reference Guide

This guide provides information for frequently used features. For more information about these and other features, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system.

### Programmable Buttons

The 5304 IP phone has nine programmable buttons. When you first receive your phone, the buttons are pre-programmed as indicated in the table below. You may be able to reprogram the buttons for quick access to features or frequently called phone numbers.

Button 1 is located just below the external speaker, and button 9 is located just above the volume buttons.

Button	Action
1	<b>Special:</b> Activates features while on a call or off-hook.
2	<b>DND:</b> Enables/disables the DND feature for your phone. When enabled, internal calling parties see your selected DND message.
3	<b>Forward:</b> Forwards all incoming calls to a specified destination.
4	<b>Message:</b> Connects to your voice mailbox. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.
5	<b>Redial:</b> Calls the last <i>external</i> number dialed. You cannot redial internal numbers.
6	<b>Transfer:</b> Transfers the current call. Also functions as a forward space when entering dialpad characters.
7	<b>Hold:</b> Places the current call on hold. Also functions as a backspace button.
8	<b>Intercom (IC):</b> Provides a call line for internal (intercom) calls.
9	<b>Call:</b> Provides a call line for external calls.
▲ Up ▼ Down	<b>Volume:</b> Provide volume control for the ringer, handset and speaker. Also provides the ability to scroll through display options.

### Commonly Used Feature Codes

Most of the feature codes work when your IP phone is idle or “on hook.” If you are on an active call or if you are off-hook, you may need to press the **Special** button before you enter the feature code to activate the feature.

Feature	Code
ACD Agent – Log In/Out	328
Background Music – On/Off	313
Call Forward – All Calls	355
Call Logging	333
Conference	5
Default Station	394
Directory	307
Display Time And Date	300
Do-Not-Disturb – On/Off	372
Hold – Individual	336
Hold – System	335
Message – Cancel Left Message	366
Message – Delete Message	368
Message – Leave Message	367
Message – View Messages Menu	365
Microphone Mute – On/Off	314
Page Receive – On/Off	325
Personal Call Routing On/Off	364
Personal Call Routing – Handoff	388
Program Buttons	397
Program Station Password	392
Programmable Buttons – Default	395
Queue (Callback) Request	6
Record-A-Call	385
Reverse Transfer (Call Pick-Up)	4
Ring Tone Selection	398
Station Speed Dial	382
Station Speed Dial – Programming	383
Switch Keymap	399
System Forward – On/Off	354
System Speed Dial	381
View Button Assignments	396

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## Answering Calls

Lift the handset to answer a call.

## Placing Emergency Calls

Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

## Placing Internal (Intercom) Calls

Lift the handset and dial the extension number. If you enter incorrect digits, you can press the **Hold** button to move the cursor backward, deleting the last digit entered.

## Placing External Calls

Lift the handset, press the unlit **Call** button, and then dial the number.

## Redialing External Numbers

Lift the handset and press the **Redial** button. The system automatically selects a line and dials the number.

## Transferring Calls to Other Extensions

1. While on the call, press the **Transfer** button, and then enter the extension number.
2. Do one of the following:
  - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing **IC** or **Call** button to return to the caller.
  - Hang up to transfer the call and disconnect the call from your IP phone.

## Forwarding Calls

1. Press the **Forward** button, and then enter the feature code, if applicable. ENTER FORWARD DEST appears.
2. Do one of the following:
  - Enter the extension number.
  - Dial the Outgoing Call access code (**8** is the default code), and then dial the telephone number.

## Placing Conference Calls

1. While on the first call, press the **Special** button and then dial **5** to place the call on hold. CALL NEXT PARTY TO CNF appears.
2. Place a call to the next conference party. For external calls, dial the Outgoing Call access code (**8** is the default code), and then dial the number.
3. After the party answers, announce the conference, and then press **Special – 5** to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press **Special – 5** again to start the conference. CNF IN PROGRESS appears.

## Viewing Messages

With the handset on-hook, press the **Message** button. Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press the **Message** button to scroll through the messages.

## Responding to Messages

When the desired message is displayed, lift the handset, and then press **#** to respond. (If your handset is off-hook and you press the **Message** button, you automatically place a call to the party who left the message or the message center.)

## Using Do-Not-Disturb

1. With the handset on-hook, press the **DND** button, and then do one of the following:
  - Press **▲** (Up) or **▼** (Down) to scroll through the messages.
  - Enter the two-digit number for the DND message.
2. After selecting the message, enter the additional text for the DND description, if applicable.
3. Lift and replace the handset.

## Placing a Page Announcement

1. Lift the handset, and dial **7**.
2. Enter the page-zone number (**0** to **9**).
3. After the tone, make your announcement, and then hang up.

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## Notice

This guide is released by Mitel Networks Corporation and provides information necessary to use the 5304 IP phone. The guide contents, which reflect current Mitel standards, are subject to revision or change without notice.

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware, software, or system administrator assistance.

**For sales, service, or technical support, contact your local authorized provider:**

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Enter provider information above.

If you do not know the contact information for your local provider, use the “Partners” link at the top of the [Mitel home page](#) ([www.mitel.com](http://www.mitel.com)) to find a location near you.

If you have any questions or comments regarding this user guide or other technical documentation, contact the Technical Publications Department (USA) at:

[tech\\_pubs@mitel.com](mailto:tech_pubs@mitel.com)

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## Important Safety Instructions and Precautions

Remember the following safety guidelines when using the IP phone.

### Programming Emergency Numbers

Make sure to do the following when programming emergency numbers and/or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform tests during off-peak hours such as early morning or late evenings.

### Safety Notices

The following notices may appear on the product or in the technical documentation.

Notice	Description
 <b>CAUTION</b>	Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.
 <b>WARNING</b>	Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
 <b>DANGER</b>	Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
	The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.

### Maintenance and Repair

There are no user serviceable parts inside the IP phone. For repairs, return the IP phone to an authorized Mitel provider.

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**NOTE**

Changes or modifications not expressly approved by Mitel may void the user's right to operate the equipment.

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## Power Requirements

### CAUTION

**IP Phone Damage Hazard.** To avoid damaging the IP phone, make sure the IP phone is connected to the proper power supply before powering on. Contact your system administrator for more information.

The IP phone requires *any* one of the following power supplies:

- Mitel 48-volt DC Ethernet power adaptor 100-240 volt AC 50-60Hz (ES) -part number 50005301
- An industry-standard IEEE 802.3af Power over Ethernet (PoE) power supply unit

If your IP phone uses a centralized PoE power supply unit, do **not** use the 48-volt DC Ethernet power adaptor. If necessary, contact your system administrator for assistance before connecting your IP phone to the centralized power source.

Make sure the IP phone is plugged into an uninterruptible power supply (UPS). If your IP phone is plugged into the UPS and the power fails, it should remain powered on for about 10 minutes. If the IP phone is not plugged into a UPS and the power fails, the current call is dropped and you will not be able to use the IP phone until the power is restored.

## Software Updates

### CAUTION

**IP Phone Damage Hazard.** Do not use your IP phone or disconnect it from the power supply while it is updating software.

The IP phone may require occasional software updates when new versions are available. The IP phone is configured to download the updates automatically. Contact your system administrator for more information.

## Product Disposal Instructions



This symbol indicates that the product is classified as electrical or electronic equipment and should not be disposed of with other commercial or household waste at the end of its working life. For appropriate disposal and recycling instructions, contact your local Mitel provider.

*The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) was established by the European Union to minimize negative impact on the environment, control hazardous substances, and curtail landfill expansion by using the best available recovery and recycling techniques.*

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## IP Phone Usage

This equipment is not for connection to the telephone network or public coin phone service. It is only for use when connected to Mitel systems.

### **WARNING**

When using your IP phone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
- Avoid using an IP phone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the IP phone to report a gas leak in the vicinity of a leak.
- Do not connect directly to the Public Switched Telephone Network (PSTN). Any connection of this IP phone to an off premise application, an out of plant application, any other exposed plant application, or to any equipment other than the intended application may result in a safety hazard, and/or defective operation, and/or equipment damage. "Exposed plant" means where any portion of the circuit is subject to accidental contact with electric lighting or power conductors operating at a voltage exceeding 300 volts between conductors or is subject to lightning strikes.
- The socket outlet, if used, shall be located near the equipment and shall be easily located by the user.
- Use only Mitel approved power adaptors. See "Power Requirements" on [page iii](#).
- The handset supplied with the IP phone is not certified for use with any other phone. Use of the handset with any other phone may have the potential to cause hearing loss in the event of a lightning strike on the outside plant wiring.

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## Notice to Canadian Customers

The Class B digital apparatus complies with Canadian ICES-003.

## Notice to U.S. Customers

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Notice to European Customers



We, Mitel Networks LTD.  
Of, Mitel Castlegate Business Park  
Portskewett  
Caldicot  
NP26 5YR  
UK

Declare that for the hereinafter mentioned product the presumption of conformity with the applicable essential requirements of DIRECTIVE 1999/5/EC OF THE EUROPEAN PARLIAMENT (RTTE DIRECTIVE) AND OF THE COUNCIL is given.

Mitel IP Phone: 5304

Any unauthorized modification of the product voids this Declaration.

For a copy of the original signed Declaration of Conformity (in full conformance with EN45014), please contact the Regulatory Approvals Manager at the above address.



# Contents

<b>Getting Started</b>	<b>1</b>
<b>Welcome</b>	<b>1</b>
<b>About Your IP Phone</b>	<b>1</b>
5304 Features	2
IP Phone Feature Descriptions	3
<b>IP Phone Signals</b>	<b>5</b>
<b>Comfort and Safety Tips</b>	<b>5</b>
<b>Headset Instructions</b>	<b>6</b>
<b>Personalizing Your IP Phone</b>	<b>7</b>
<b>Installing Designation Cards</b>	<b>7</b>
<b>Changing Volume Levels</b>	<b>7</b>
<b>Changing the Ring Tone</b>	<b>8</b>
<b>Listening to Background Music</b>	<b>8</b>
<b>Changing the Language</b>	<b>8</b>
<b>Adjusting the Display Contrast</b>	<b>9</b>
<b>Using Programmable Buttons</b>	<b>9</b>
Default Access Codes	10
Default Feature Codes	10
<b>Viewing Button Assignments</b>	<b>13</b>
<b>Resetting Programmable Buttons</b>	<b>13</b>
<b>Resetting the IP Phone to the Default Settings</b>	<b>13</b>
<b>Switching Keymaps</b>	<b>13</b>
<b>Answering and Placing Calls</b>	<b>15</b>
<b>Answering Calls</b>	<b>15</b>
Enabling and Disabling Automatic Call Access	15
Answering Waiting Calls	15
Redirecting Calls	15
<b>Using Automatic Trunk Answer</b>	<b>16</b>
<b>Placing Calls</b>	<b>16</b>
Placing Emergency Calls	16
Placing Internal Calls	17
Placing External Calls	18
Redialing a Number	18

## Contents

---

<b>Using Speed Dial</b> .....	<b>18</b>
Using System Speed Dial .....	18
Using Station Speed Dial .....	19
<b>Using the Directory</b> .....	<b>22</b>
<b>Using Account Codes</b> .....	<b>23</b>
<b>Call Features</b> .....	<b>25</b>
<b>Using Ring Intercom Always</b> .....	<b>25</b>
<b>Using Mute</b> .....	<b>25</b>
<b>Placing Calls On Hold</b> .....	<b>26</b>
<b>Entering a Hookflash</b> .....	<b>26</b>
<b>Transferring Calls</b> .....	<b>27</b>
<b>Using Reverse Transfer</b> .....	<b>27</b>
<b>Viewing Your System Information</b> .....	<b>28</b>
<b>Viewing Caller ID Information</b> .....	<b>28</b>
<b>Forwarding Calls</b> .....	<b>29</b>
Manual Call Forwarding .....	29
System Forwarding .....	29
<b>Using Personal Call Routing</b> .....	<b>30</b>
<b>Placing Conference Calls</b> .....	<b>32</b>
Adding a Conference Party .....	32
Transferring a Conference .....	32
Dropping Out of a Conference .....	32
Ending a Conference and Placing all Parties on Hold .....	33
<b>Using Record-A-Call</b> .....	<b>33</b>
<b>Using Group Listen</b> .....	<b>34</b>
<b>Using Call Logging</b> .....	<b>34</b>
<b>Using Secondary Extension Buttons</b> .....	<b>35</b>
<b>Remote Programming</b> .....	<b>36</b>
Changing Your Remote Programming Password .....	36
Using Remote Programming to Change DND Settings .....	37
Using Remote Programming to Forward Calls .....	37
Using Remote Programming for Personal Call Routing .....	38

---

**Messages** **39**

---

**Leaving Messages at Other Extensions** ..... 39

**Viewing and Responding to Messages** ..... 40

    Canceling Messages Left at Other Extensions ..... 40

    Deleting Waiting Inter-Station Messages ..... 40

**Using Do-Not-Disturb (DND)** ..... 41

**Using Reminder Messages** ..... 42

**Paging Other System Users** ..... 43

**Hunt Groups** **45**

---

**ACD Hunt Group Features** ..... 45

    Logging in to ACD Hunt Groups ..... 45

    Logging out of ACD Hunt Groups ..... 46

    Stopping the ACD Hunt Group Wrap-up Timer ..... 46

**Other Hunt Group Agent Features** ..... 47

    Requesting Agent Help ..... 47

    Diverting Hunt Group Calls ..... 47

**Hunt Group Supervisor Features** ..... 48

    Accepting or Rejecting Agent Help Calls ..... 48

    Monitoring Calls ..... 48

    Using Barge-in ..... 48

    Stealing Hunt Group Calls ..... 48

**Troubleshooting** **49**

---

**Contact Information** ..... 49

**Error Messages** ..... 49

**Troubleshooting Tips** ..... 50

**Index** **53**

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# Getting Started

## Welcome

The instructions in this guide are for using the Mitel® 5304 Internet Protocol (IP) phone on the Mitel 5000 Communications Platform (CP). The [5304 IP Phone Quick Reference Guide](#) located at the beginning of this guide is an overview of frequently used features.

Your IP phone should be powered on and ready to use. If the display is blank, or if the display name, extension number, or time or date are incorrect, contact your system administrator for assistance.

Because a variety of voice mail products work with the Mitel 5000 system, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide*, part number 835.3205, or the *Mitel NuPoint Unified Messaging User Guide* on the [Mitel Web site](http://edocs.mitel.com) (<http://edocs.mitel.com>). Contact your system administrator for more information about your voice mail system.

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**NOTE**

Because many IP phone features can be programmed to perform various tasks, some features may work differently than the descriptions in this guide. Contact your system administrator for more information.

## About Your IP Phone

The Mitel 5304 IP phone is a compact, feature-rich phone that provides voice communication over an IP network. The 5304 has a back-lit liquid crystal display (LCD), display-assisted feature access, and a Ring/Message Indicator. In addition, for one-touch feature access, the 5304 has nine programmable buttons.

## 5304 Features

The 5304 is shown here. See “IP Phone Feature Descriptions” on [page 3](#) for more information about the IP phone features.



- |                                  |                          |
|----------------------------------|--------------------------|
| 1 – Liquid Crystal Display (LCD) | 5 – Programmable buttons |
| 2 – Ring/Message Indicator       | 6 – Volume buttons       |
| 3 – External speaker             | 7 – Dialpad buttons      |
| 4 – Handset                      | 8 – Hookswitch           |

## IP Phone Feature Descriptions

The following sections describe default configurations. Your IP phone may be programmed differently. Contact your system administrator for more information. See “5304 Features” on [page 2](#) for IP phone feature locations.

### Display

The display provides a two-line, 20-character viewing area for using features and identifying callers. When idle, the display shows your user extension, name, and the time and date.

### Ring/Message Indicator

The Ring/Message Indicator flashes or stays lit to indicate call, message, and feature activity. For more information about messaging features, see “Messages” on [page 39](#). Ring/Message Indicator signals are described in the following table.

Indicator Signals	Description
Rapidly flashing	You have an incoming call.
Slowly flashing	You have a waiting message or callback message.
On	You are on a call or using a feature.
Off	Your IP phone is idle.

### Speaker

The 5304 speaker provides incoming audio. You can use the speaker to listen to calls or background music. See “Viewing Button Assignments” on [page 13](#) for more information about background music.

The 5304 does not have an external microphone. Therefore, if you want to respond to a caller, you must use the handset.

### Handset and Hookswitch

The handset provided with this equipment is hearing aid compatible (HAC). One end of the handset cord plugs into the handset and the other end plugs into the handset jack on the phone. The hookswitch is located under the handset. When the handset is in the cradle, the hookswitch is engaged and the phone is “on hook.” When you lift the handset, the hookswitch is disengaged and the phone is “off hook.”

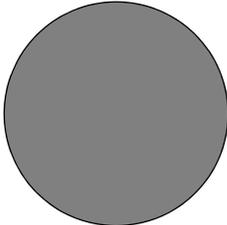
Most of the feature codes work when your IP phone is idle or “on hook.” Because the dialpad buttons are located under the handset, you may find it easier to lift the handset, press the hookswitch down, and then dial the feature code.

If you are on an active call or if you are off hook, you may need to press the **Special** button before you enter the feature code to activate the feature.

## Programmable Buttons

The 5304 has nine programmable buttons. When you first receive your phone, the buttons are pre-programmed as indicated in the table below.

You may be able to reprogram the buttons for quick access to features or frequently called phone numbers. See “Using Programmable Buttons” on [page 9](#) for instructions. After reprogramming the buttons, replace the phone’s original designation card with a new card that reflects the reprogrammed buttons. See “Installing Designation Cards” on [page 7](#).

Location	Button and Default Feature/Function																		
<div style="text-align: center;"> <p><b>Speaker</b></p>  </div> <div style="margin-top: 10px;"> <p><b>Designation Label</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 50%; height: 20px;"></td><td style="width: 50%; text-align: center;">1</td></tr> <tr><td style="height: 20px;"></td><td style="text-align: center;">2</td></tr> <tr><td style="height: 20px;"></td><td style="text-align: center;">3</td></tr> <tr><td style="height: 20px;"></td><td style="text-align: center;">4</td></tr> <tr><td style="height: 20px;"></td><td style="text-align: center;">5</td></tr> <tr><td style="height: 20px;"></td><td style="text-align: center;">6</td></tr> <tr><td style="height: 20px;"></td><td style="text-align: center;">7</td></tr> <tr><td style="height: 20px;"></td><td style="text-align: center;">8</td></tr> <tr><td style="height: 20px;"></td><td style="text-align: center;">9</td></tr> </table> </div> <div style="margin-top: 10px;"> <p><b>Volume</b></p>  </div>		1		2		3		4		5		6		7		8		9	<p><b>1 – Special:</b> Activates features while on a call or off-hook. The Special button does not cancel features. To cancel features, press the star button (*).</p>
		1																	
		2																	
		3																	
		4																	
		5																	
		6																	
		7																	
		8																	
	9																		
<p><b>2 – Do-Not-Disturb (DND):</b> Enables/disables the DND feature for your phone. When enabled, internal calling parties see your selected DND message. You can use DND to stop calls and pages to your extension. See “Using Do-Not-Disturb (DND)” on <a href="#">page 41</a>.</p>																			
<p><b>3 – Forward:</b> Forwards all incoming calls to a specified destination. See “Forwarding Calls” on <a href="#">page 29</a>.</p>																			
<p><b>4 – Message:</b> Connects to your voice mailbox. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters. See “Using the Dialpad Buttons to Enter Characters” on <a href="#">page 19</a>.</p>																			
<p><b>5 – Redial:</b> Calls the last <i>external</i> number dialed. You cannot redial internal numbers.</p>																			
<p><b>6 – Transfer:</b> Transfers the current call. Also functions as a forward space when entering dialpad characters. See “Using the Dialpad Buttons to Enter Characters” on <a href="#">page 19</a>.</p>																			
<p><b>7 – Hold:</b> Places the current call on hold. Also functions as a backspace button. See “Using the Dialpad Buttons to Enter Characters” on <a href="#">page 19</a>.</p>																			
<p><b>8 – Intercom:</b> Provides a call line for internal (intercom) calls. The Intercom button has a lamp, which flashes when an internal call is ringing in, and is lit continuously during an active call.</p>																			
<p><b>9 – Call:</b> Provides a call line for external calls. The Call button has a lamp which flashes when an external call is ringing in, and is lit continuously during an active call.</p>																			

## Volume Buttons

Directly below the programmable buttons, the 5304 has two volume buttons, ▲ (Up) and ▼ (Down), that provide volume control for the ringer, handset and speaker. Volume levels are automatically saved when you press the volume buttons.

In addition, these buttons allow you to scroll through display menus.

## Dialpad Buttons

Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.

## IP Phone Signals

The 5304 has several audio and visual signals to indicate feature activity. The following are a few helpful tips:

- Lit or blinking buttons indicate call or feature activity.
- All IP phone button lamps illuminate at the same time for a few seconds when the IP phone is reset or powered on.
- The following actions may cause an error tone:
  - Pressing an invalid button combination.
  - Selecting a restricted feature.
  - Dialing a restricted or invalid number.
  - Dialing too slowly between digits.
  - Waiting too long before performing the next step.To correct an error tone, hang up and try again.
- Many features “time-out” if you wait too long before performing the next step. If this happens, you must start over.

## Comfort and Safety Tips

Observe the following comfort and safety tips when using the IP phone:

- **Do not cradle the handset:** Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your neck and shoulder.
- **Adjust the display:** You can adjust the 5304 display to seven different positions to suit your viewing needs. To adjust the display, grasp the display on the side and gently raise or lower it into position.
- **Protect your hearing:** Because prolonged exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level. You can adjust the volume levels of the handset receiver or headset. See “Changing Volume Levels” on [page 7](#).

## Headset Instructions

Although the 5304 does not have a dedicated headset jack, you can still use a headset on the phone if your system administrator has reprogrammed one of your phone's buttons as a Speaker button. You must use a Speaker button to connect to and disconnect from calls while your phone is in headset mode. Contact your system administrator if you want to use a headset with the 5304 IP phone.

### NOTES

The headset must be hearing aid compatible (HAC).

If your headset has a power-saver mode, make sure the system administrator has enabled the "Headset Connect Tone" feature. If this is not enabled, you may miss the first few seconds of an incoming call.

#### To connect and activate the headset:

1. Remove the handset jack from the handset port located on the back of the phone.
2. Insert the headset jack into the handset port.
3. Dial **317** (Headset On/Off). HEADSET MODE ON appears.

#### To answer calls when using a headset:

While headset mode is enabled, press the **Speaker** button to connect to and disconnect from calls.

#### To disable Headset mode and activate the handset:

1. Remove the headset jack from the handset port located on the back of the phone.
2. Insert the handset jack into the handset port.
3. Lift the handset and press the hookswitch down.
4. Dial **317** (Headset On/Off). HEADSET MODE OFF appears.

---

# Personalizing Your IP Phone

This chapter describes features you can use to personalize your IP phone.

## Installing Designation Cards

If you program buttons on your 5304 (see [page 9](#)), you can install a new paper designation card with the revised button labels. A plastic cover holds the designation card in place. Designation cards are provided by your system administrator.

**To replace the default designation card:**

1. Remove the plastic cover over the original designation card.
2. Discard the original designation card.
3. Place the new designation card next to the buttons on the phone.
4. Replace the plastic cover on the new designation card.

## Changing Volume Levels

You can change the following volume levels:

- Ringer (alerting tone)
- Handset
- Headset
- Background music
- External speaker

---

**NOTE**

Turning the external speaker volume down to the lowest levels may prevent you from hearing the feature “warning tones” that notify you when errors occur (for example, when you enter an incorrect feature code).

You must be using the feature to change the volume level. For example, if you want to change handset volume level, you must be using the handset. However, you can adjust the ringer (alerting tone) volume level when the IP phone is idle.

**To change a volume level:**

While using the feature, press ▲ (Up) to increase the volume or press ▼ (Down) to decrease the volume. The volume level is automatically saved.

## Changing the Ring Tone

You can select one of nine different ring tones.

**To change the ring tone:**

1. Lift the handset and press the hookswitch down.
2. Dial **398**.
3. Do one of the following to listen to and select a ring tone:
  - Press **▲** (Up) or **▼** (Down).
  - Press **1** to **9**.
4. To save the ring tone, press **#**.

If you do not want to use a ring tone, you can turn the phone ringer off.

**To turn the ringer off:**

1. Lift the handset and press the hookswitch down.
2. Dial **398**.
3. Press **0** to turn the ringer off.
4. To save the setting, press **#**.

## Listening to Background Music

If your system is equipped with a music source, you can listen to background music or system audio (for example, organizational conference calls) through the external speaker.

**To turn on or turn off background music:**

Lift the handset and dial **313** (on/off). BACKGROUND MUSIC ON (or OFF) appears.

## Changing the Language

Your system administrator can select two of the following languages as the primary and secondary languages to display text.<sup>1</sup>

- American English
- British English
- Spanish

For example, if your system administrator programmed your IP phone with American English as the primary language, American English is used for display text. You can change the language by selecting the secondary language. Contact your system administrator for more information.

**To change the language:**

Lift the handset, and dial **301** to select either the primary or secondary language. The display shows text in the selected language.

---

1. This feature may or may not be enabled for your system.

## Adjusting the Display Contrast

You can adjust the display contrast setting.

### To adjust the Contrast setting:

1. Lift the handset, and press the hookswitch down.
2. Dial **303**.
3. Do one of the following to adjust the contrast:
  - Press ▲ (Up) or ▼ (Down) to adjust the contrast.
  - Press a number on the dialpad (1 = lightest, 10 = darkest) that corresponds to your desired contrast level.
4. To save the setting, press #.

## Using Programmable Buttons

For quick access, you can assign feature codes, extensions, speed-dial numbers, trunks, or other resources to your programmable buttons. You can then press the programmed buttons to activate features or place calls. See “Default Access Codes” on [page 10](#) and “Default Feature Codes” on [page 10](#) for code lists.

### To program a button:

1. With the handset on-hook, dial **397**.
2. Press the button that you want to program. If the button is:
  - *not programmed*, UNDEFINED KEY appears.
  - *programmed*, the feature or extension programmed for the button appears.
  - *not programmable*, NON-PROGRAMMABLE KEY appears.
3. Enter the feature code, extension number, or speed-dial code (**0 to 9**) to be assigned to the button.

#### NOTE

Before assigning a speed-dial number to a programmable button, the number must be stored with either a Station or System speed-dial code. See “Using Speed Dial” on [page 18](#).

After you program a button, you can:

- Press the button to place a call to the assigned extension.
- Press the button and then hang up to transfer a call to the assigned extension. If the call is transferred to voice mail you hear repeating double tones.
- Visually monitor the call activity of the assigned extension if the button you assign has a lamp.

The following table describes the lamp signals and the indicated call activity:

Lamp Signals	Description
Continuously Lit	The extension is busy or off-hook.
Slowly flashing	The extension is in Do-Not-Disturb (DND).
Quickly flashing	The extension has a call ringing in.
Continuously flashing	The extension is causing a “Station Off-Hook” system alarm.

## Default Access Codes

The following are default system access codes. If your system uses different codes, record the codes in the “New Code” column for reference.

### Outside Line Access Codes

Code Type	Code	New Code
Emergency Call	911 (999/112 Europe)	
Outgoing Call (Default)	8	
Select Line Group 1 to 208	92001 to 92208	
Automatic Route Selection	92000	

### Extension Numbers

Code Type	Code	New Code
Attendant	0	
Phone Extensions	1000 to 1999	
Hunt Groups	2000 to 2299	

## Default Feature Codes

The following table lists default feature codes. If your system administrator changes any of the default codes, you can record the new codes in the “New Code” column for reference.

<b>NOTES</b>	<p>Most of the Mitel feature codes work when your IP phone is idle or “on hook.” Because the dialpad buttons are located under the handset, you may find it easier to lift the handset, press the hookswitch down, and then dial the feature code.</p> <p>If you are on an active call or if you are off-hook, you need to press the <b>Special</b> button before you enter the feature code to activate the feature.</p>
--------------	---

#### To delete the characters that you entered:

Press the **Hold** button to move the cursor to the left and delete the characters entered.

#### To cancel a feature:

Press \*.

Feature	Page	Code	New Code
Account Code – Follow Calls	23	391	
Account Code – Optional	23	390	
ACD Agent – Log In	45	326	
ACD Agent – Log In/Out	45	328	
ACD Agent – Log Out	45	327	
ACD Agent – Wrap-up Terminate	46	329	
Agent Help – Reject	47	376	
Agent Help – Request	47	375	

Feature	Page	Code	New Code
Answer Ringing Call	15	351	
Automatic Call Access – On/Off	15	361	
Automatic Trunk Call Access – On/Off	15	360	
Automatic Trunk Answer	15	350	
Background Music – On/Off	8	313	
Barge-in	48	386	
Call Forward – All Calls	29	355	
Call Forward – If Busy	29	357	
Call Forward – If No Answer	29	356	
Call Forward – No Answer/Busy	29	358	
Call Logging	34	333	
Change Language	8	301	
Conference	32	5	
Default Station	13	394	
Directory	22	307	
Display Time And Date	28	300	
Do-Not-Disturb	41	370	
Do-Not-Disturb – Cancel	41	371	
Do-Not-Disturb – On/Off	41	372	
Do-Not-Disturb – Override	41	373	
Group Listen	34	312	
Headset – Off	6	316	
Headset – On	6	315	
Headset – On/Off	6	317	
Hold – Individual	26	336	
Hold – System	26	335	
Hookflash (Recall in Europe)	26	330	
Hunt Group – Remove	47	322	
Hunt Group – Remove/Replace	47	324	
Hunt Group – Replace	47	323	
LCD Contrast Control	9	303	
Message – Cancel Left Message	40	366	
Message – Delete Message	40	368	
Message – Leave Station Message	39	367	
Message – View Messages	40	365	
Microphone Mute – On/Off	25	314	
Page	43	7	

## Personalizing Your IP Phone

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Feature	Page	Code	New Code
Page Receive – On/Off	43	325	
Personal Call Routing – On	30	363	
Personal Call Routing – Off	30	362	
Personal Call Routing – On/Off	30	364	
Personal Call Routing – Handoff	30	388	
Program Buttons	13	397	
Program Station Password	36	392	
Programmable Buttons – Return to Default	7	395	
Queue (Callback) Request	17	6	
Record-A-Call	33	385	
Redial	18	380	
Redirect Call	15	331	
Reminder Message	42	305	
Reminder Message – Cancel	42	306	
Remote Programming	36	359	
Reverse Transfer (Call Pick-Up)	27	4	
Ring Intercom Always – On/Off	25	377	
Ring Tone Selection	8	398	
Station Monitor	48	321	
Station Speed Dial	19	382	
Station Speed Dial – Programming	19	383	
Steal Call	48	387	
System Forward – Off	29	353	
System Forward – On	29	352	
System Forward – On/Off	29	354	
System Speed Dial	20	381	
Switch Keymap	13	399	
Transfer To Hold	27	346	
Transfer To Ring	27	345	
View Programmable Button Assignments	7	396	

---

## Viewing Button Assignments

You can view programmable button (key) feature assignments.

**To view button assignments:**

1. Lift the handset and dial **396**. PRESS THE KEY TO REVIEW appears.
2. Press any of the programmable buttons to display the assignment.
3. Press **#** to exit.

## Resetting Programmable Buttons

You can reset all buttons (keys) that you have programmed to the default assignments. Resetting the programmable buttons does not reset button assignments programmed by the system administrator.

**To reset the feature buttons to the default values:**

Lift the handset and dial **395**. FEATURE KEYS DEFAULTED appears.

## Resetting the IP Phone to the Default Settings

Resetting the IP phone to the default settings does the following:

- Returns all volume settings to the default levels. See “Changing Volume Levels” on [page 7](#).
- Cancels Background Music. See “Listening to Background Music” on [page 8](#).
- Cancels Callback (queue) requests. See “Requesting a Callback (Queuing the Phone)” on [page 17](#).
- Cancels Manual Call Forwarding. See “Manual Call Forwarding” on [page 29](#).
- Cancels System Forwarding. See “System Forwarding” on [page 29](#).
- Cancels Do-Not-Disturb (DND). See “Using Do-Not-Disturb (DND)” on [page 41](#).
- Restores Page settings. See “Paging Other System Users” on [page 43](#).
- Resets hunt group calls. See “Hunt Groups” on [page 45](#).

**To reset your IP phone to the default settings:**

Lift the handset and dial **394**. STATION DEFAULTED appears.

## Switching Keymaps

Keymaps are the default button assignments on your IP phone. Your system may have programmed an alternate keymap, allowing you to switch between keymap assignments. Contact your system administrator for more information.

**To switch between keymaps when your IP phone is idle:**

Lift the handset and dial **399**. The display shows either ALTERNATE (or) STANDARD KEYMAP IS ACTIVE.

**To switch between keymaps during a call:**

Press the **Special** button, and then dial **399**.



# Answering and Placing Calls

The following instructions describe how to answer and place internal and external calls and how to use related features.

**NOTE**

By default, internal (intercom) calls are assigned to the **IC** button, and external calls are assigned to the **Call** button.

## Answering Calls

Incoming calls are accompanied by a ring tone signal and a rapidly flashing ring indicator lamp. When you receive an incoming call, how you answer it depends on how you configure the Automatic Call Access feature.

### Enabling and Disabling Automatic Call Access

When you enable Automatic Call Access, if a call rings in and you pick up the handset, you are automatically connected to the call. When you disable this feature, if a call rings in, you must press the flashing **IC** or **Call** button to answer the call. You can enable and disable Automatic Call Access for both internal and external calls.

**To enable and disable Automatic Call Access for internal (IC) calls:**

Lift the handset and dial **361**. AUTO IC ACCESS ON (or OFF) appears.

**To enable and disable Automatic Call Access for external (trunk) calls:**

Lift the handset and dial **360**. AUTO TRNK ACCESS ON (or OFF) appears.

**To answer a call, do one of the following:**

Lift the handset and respond to the caller (Automatic Call Access enabled).

Lift the handset, press the flashing **IC** or **Call** button, and then respond to the caller (Automatic Call Access disabled).

## Answering Waiting Calls

If you receive a call while you are on another call, you hear a “call waiting” tone, the **IC** or **Call** button flashes, and the display shows the Caller ID information (if available).

**To answer a waiting call:**

Press the flashing **IC** or **Call** button. This places the first call on hold and connects you to the waiting call. You can also place the first call on hold before you answer the waiting call. See “Placing Calls On Hold” on [page 26](#).

## Redirecting Calls

If you do not want to answer an incoming call, you can redirect the call to another extension or external number.

**To redirect calls:**

1. While the call is ringing in, dial **331**.
2. Enter the extension number or dial the Outgoing Call access code (**8**), and then enter the external number. The call is redirected to the number entered.

# Using Automatic Trunk Answer

You can use Automatic Trunk Answer to answer incoming external calls for other internal parties who are members of an “Answer Access” list. Your system administrator creates Answer Access lists. Contact your system administrator for Answer Access list extensions.<sup>1</sup>

Automatic Trunk Answer answers calls in the order they are received (that is, the first call received by any extension in the Answer Access list is the first one answered).

### To use Automatic Trunk Answer:

1. While an incoming external call is ringing at another Answer Access list extension, lift the handset.
2. Dial **350** or press the flashing **Trunk** <number> button.

# Placing Calls

The following instructions describe how to place calls and use related features.

## Placing Emergency Calls

### **WARNING**

Contact your system administrator and your local Mitel provider for important information about dialing emergency services before using your IP phone.

When dialing an emergency number (911 U.S. or 999/112 Europe), you do **not** have to dial the Outgoing Call access code (**8** is the default code). The system automatically places emergency calls immediately after you dial the number, even if you do not select an outside line.

---

1. This feature may or may not be enabled for your system.

---

## Placing Internal Calls

Internal calls are calls placed to other extensions in the system. Internal calls are assigned to the Intercom (**IC**) button on your IP phone. Contact your system administrator for a list of extension numbers.

### To place an internal call:

Lift the handset and dial the extension number. If you enter incorrect digits, press the **Hold** button to move the cursor backward, deleting the last digits entered.

If there is no answer or if the extension is busy, you can do the following:

- Request a callback (queue). See “[Requesting a Callback \(Queuing the Phone\)](#)” below.
- Camp-on to the busy extension. See “[Using Camp-on](#)” below.
- Leave a message. See “[Leaving Messages at Other Extensions](#)” on [page 39](#).

## Requesting a Callback (Queuing the Phone)

When you request a callback (queue the phone), the system calls you when the extension is available and then places a call to the phone.

### To request a callback:

If there is no answer or if the extension is busy, press the **Special** button dial **6**, and then hang up. QUEUE REGISTERED FOR <name> appears. When the extension becomes available, your extension rings.

### To cancel the callback request:

Lift the handset and dial **6**. QUEUE REQUEST CANCELED appears.

## Using Camp-on

When you use the Camp-on feature, you remain connected to the called extension until it becomes available. You cannot use Camp-on if the called extension is in DND, or if the call is forwarded to voice mail. See “[Using Do-Not-Disturb \(DND\)](#)” on [page 41](#).

### To use Camp-on:

If there is no answer or if the extension is busy, remain on the line and wait for the extension to become available. Do not hang up. If Camp-on is enabled, you hear Music-on-Hold while you are waiting.

### Placing External Calls

The following sections describe how to place an external call and the features you can use when placing external calls.

#### To place an external call:

1. Lift the handset.
2. Press the **Call** button, or dial the Outgoing Call access code (**8** is the default code).
3. Dial the number.

#### NOTES

If you cannot place an external call because all outgoing lines are busy, you can request a callback, which prompts the system to contact you when a line becomes available. See “Requesting a Callback (Queuing the Phone)” on [page 17](#).

If you are prompted for an account code (indicated by a single beep), you must enter an account code before you can place your call. See “Using Account Codes” on [page 23](#).

Depending on system configuration, you may also be able to use one of the following methods to select an outgoing line:

- Enter the Select Line Group feature code. The default codes are 92001 to 92208.
- Enter the Automatic Route Selection (ARS) feature code. The default code is 92000.

Contact your system administrator for more information about using Select Line Group or ARS access codes.

### Redialing a Number

You can quickly redial the last *external* number dialed. You cannot redial extension numbers.

#### To use Redial:

Lift the handset and press the **Redial** button. The system automatically selects a line and dials the number.

### Using Speed Dial

You can use speed dial to quickly dial stored phone numbers. Speed-dial numbers are either stored in the system (System Speed Dial), or in your IP phone (Station Speed Dial).

### Using System Speed Dial

Your system administrator assigns Speed-Dial location numbers, which are available to anyone in the system. Contact your system administrator for additional information.

#### To view or dial System Speed-Dial numbers:

1. Lift the handset and dial **381**. REVIEW SYS SPEED # <code range> appears.
2. Do one of the following:
  - Press **▲** (Up) or **▼** (Down) to scroll through the speed-dial locations.
  - Enter the speed-dial location (**000** to **999** or **0000** to **4999**).
3. Press **#** to dial the number.

## Using Station Speed Dial

You can use Station Speed Dial to store phone numbers for your personal use. Other system users do not have access to your Station Speed-Dial numbers.

### Storing Station Speed-Dial Numbers

You can store up to 10 Station Speed-Dial numbers.

#### To store a Station Speed-Dial number:

1. Lift the handset and dial **383**. PROGRAM STN SPD (0-9) OR SCROLL appears.
2. Do one of the following:
  - Press **▲** (Up) or **▼** (Down) to scroll through the speed-dial locations.
  - Enter the speed-dial location (**0 to 9**).Press **#** to select the location.
3. Enter the name of the speed-dial contact (up to 16 characters). See the table on [page 20](#) for details.
4. Press **#** to save the name.
5. Enter the extension number or external number. If you are storing an external number, dial the Outgoing Call access code (default code is **8**) before you enter the number. Do not use hyphens or colons in stored speed-dial numbers.
6. Press **#** to save the location. STN SPD BIN # <number> UPDATED appears.

### Using the Dialpad Buttons to Enter Characters

You can use the dialpad buttons to enter text or numbers for features such as Do-Not-Disturb (see [page 41](#)) and Station Speed Dial (see [page 19](#)).

The following are guidelines when entering dialpad characters:

- Press the **Message** button to switch from Alpha Mode to Numeric Mode.
- Press the **Hold** button to move the cursor to the left and delete characters.
- Press the **Transfer** button to move the cursor to the right.
- In Numeric Mode, press **#** for a hyphen (-).
- In Numeric Mode, press **\*** for a colon (:).
- Press **#** in Alpha Mode, or lift and replace the handset to save entries.

### To use the dialpad to enter characters:

Press the dialpad buttons as shown in the following table.

Button	Characters Represented (in Alpha Mode)
0	@ : . , 0
1	- & ( ) 1
2	A B C ' 2
3	D E F ! 3
4	G H I * 4
5	J K L # 5
6	M N O ñ 6
7	P Q R S 7
8	T U V ? 8
9	W X Y Z 9

For example, to enter **May 31**, you would use the following sequence:

1. In Alpha Mode, press **6** once to enter an "M."
2. Press **2** once to enter an "A."
3. Press **9** three times to enter a "Y."
4. Press the **Message** button to switch to Numeric Mode.
5. Press the **Transfer** button to enter a space.
6. Press **3**.
7. Press **1**.
8. Press **#** or lift the handset to save the entry.

## Dialing Station Speed-Dial Numbers

If you have assigned a speed dial entry to one of your programmable buttons, you can press the button for one touch dialing (see [page 21](#)). If you do not have a speed-dial button, you can access the speed-dial feature using the **382** feature code.

### To dial a Station Speed-Dial number:

Lift the handset and do one of the following:

- Press the button you have assigned to the speed-dial number.
- Dial **382**, and then enter the Station Speed-Dial location number (**0** to **9**).
- Dial **382**, press ▲ (Up) or ▼ (Down) to scroll through the speed-dial locations, and then press **#** to select the location.

The system dials the number.

## Deleting Speed-Dial Entries

If you no longer need a speed-dial entry, you can delete it.

### To delete a Station Speed-Dial entry:

1. Lift the handset and dial **383**. PROGRAM STN SPD (0-9) OR SCROLL appears.
2. Do one of the following:
  - Enter the speed-dial location (**0 to 9**).
  - Press **▲** (Up) or **▼** (Down) to scroll through the speed-dial locations.
3. Press **#** to select the location.
4. Hold down the **Hold** button until the name is erased, and then press **#** to continue.
5. Hold down the **Hold** button until the number is erased, and then press **#**. STN SPD BIN # <number> UPDATED appears.

## Assigning Speed-Dial Entries to Programmable Buttons

You can assign Station or System Speed-Dial numbers to your programmable buttons.

### NOTE

Before assigning the speed-dial number to a programmable button, make sure the number has either a Station (see [page 19](#)) or System (see [page 18](#)) Speed-Dial code assigned to it.

### To program a System/Station Speed-Dial button:

1. Lift the handset, and dial **397**.
2. Press the button that you want to program. If the button is:
  - *not programmed*, UNDEFINED KEY appears.
  - *programmed*, the feature or extension programmed for the button appears.
  - *not programmable*, NON-PROGRAMMABLE KEY appears.
3. Dial **382** (Station Speed Dial) or **381** (System Speed Dial).
4. Do one of the following:
  - Press **▲** (Up) or **▼** (Down) to scroll through the speed-dial locations.
  - Enter the speed-dial location (**0 to 9** for Station Speed-Dial or **000 to 999** or **0000 to 4999** for System Speed Dial).

## Using the Directory

You can use the Directory to find internal or external contacts or find and activate system features. The directory uses Intelligent Directory Search (IDS), which is similar to the “text on 9 keys” (T9) predictive search feature used for mobile phones. The Directory has the following three subdirectories:

- **Intercom:** Find and dial internal numbers.
- **Outside:** Find and dial external numbers listed in the company directory.
- **Feature:** Find and activate system features.

When searching the directory, dialpad buttons can represent several characters, as shown in the following table. As you enter characters, the entries that best match the characters entered appear. The system connects the character sequence to possible directory matches. For example, to find the name “Jones,” dial **56637**.

Button	Characters Represented
0	0
1	1
2	2 A B C a b c Ç â ä à å ç Ä Å á
3	3 D E F d e f é ê ë è É
4	4 G H I g h i i i í
5	5 J K L j k l
6	6 M N O m n o ô ö ò Ö ó ñ Ñ
7	7 Q P R S q p r s
8	8 T U V t u v ü û ù Ü ú
9	9 W X Y Z w x y z ÿ
▲ (Up)	Scroll to next entry
▼ (Down)	Scroll to previous entry
*	Cancel search
#	Activate selection
<b>Hold</b>	Move the cursor to the left, deleting existing characters

### To search for a directory name or feature:

1. Lift the handset and dial **307**.
2. Press one of the following:
  - **1** for the IC directory.
  - **2** for the Outside directory.
  - **3** for the Feature directory.
3. Press the dialpad buttons to enter (up to 20) characters (see table above).
4. Press ▲ (Up) or ▼ (Down) to scroll through the possible matches.

#### NOTE

The IC directory may display two similar possible matches, one without an asterisk and one with an asterisk. The entry without an asterisk is the primary extension—the entry with an asterisk is a secondary extension.

5. Press **#** to dial the number displayed or activate the feature code displayed.

---

## Using Account Codes

Account codes record information for telephone record reports. You may be required to enter account codes when placing calls.

There are three types of account codes:

- **Standard account codes:** Automatically entered into the telephone record report whenever you place a call.
- **Forced account codes:** Entered before you can place an outside call.
- **Optional account codes:** Entered at any time during a call.

Contact your system administrator for more information about using account codes.

### To set an account code for all calls placed from your IP phone:

1. Lift the handset and dial **391**.
2. Dial the account code.
3. Press **#** to save the setting. This code is used for all calls made from your IP phone until it is disabled.

### To disable the code:

1. Lift the handset and dial **391**.
2. Press **#**. ACCOUNT CODE CLEARED appears.

### To enter an optional account code:

1. Lift the handset.
2. Press the **Special** button and dial **390**.
3. Dial the optional account code, and then press **#**.



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# Call Features

The following sections describe call-related features.

## Using Ring Intercom Always

Handsfree Mode is a system feature that functions on phones with external microphones. When Handsfree Mode is enabled, incoming calls are automatically answered and audio is routed through the phone's speaker. To respond to the caller, the user must have a phone that includes an external microphone (speakerphone).

Because the 5304 does not have an external microphone, Handsfree Mode is not supported on the phone. However, if another extension has Handsfree Mode enabled for incoming internal calls you can use the Ring Intercom Always feature to override Handsfree Mode on the extension. When you use the Ring Intercom Always feature, the called party is required to pick up the handset to answer your call.

### To use Ring Intercom Always to always send non-handsfree calls:

Lift the handset and dial **377**. RING IC ALWAYS ON appears.

Dial **377** again to turn Ring Intercom Always off.

### To override Handsfree Mode for the current call you are making:

1. Lift the handset.
2. Before you enter the extension number, press **#**. RING EXTENSION NUMBER appears.
3. Dial the extension number.

## Using Mute

You can use Mute to temporarily turn off your handset microphone, preventing the other party on the call from hearing you.

### To mute or unmute the handset microphone:

While on a call, press the **Special** button, and then dial **314**. MICROPHONE MUTE ON appears.

To unmute the microphone, press the **Special** button, and then dial **314**.

## Placing Calls On Hold

You can place calls on Individual Hold or System Hold:

- **Individual Hold:** Places an internal or external call on hold at your IP phone.
- **System Hold:** Places an external call on hold in the system. You can then pick up the call from any phone that indicates a flashing **Call** button for the call, including the phone that placed it on hold.

**To place a call on Individual Hold:**

1. While on a call, press the **Hold** button. ENTER EXTENSION NUMBER appears.
2. Hang up or place another call.

**To place an outside call on System Hold:**

1. While on a call, press the **Special** button, and then dial **335**. ENTER EXTENSION NUMBER appears.
2. Hang up or place another call.

**To return to a call that is on hold:**

Press the **Hold** button, and then lift the handset. <Caller> WAS HOLDING appears.

## Entering a Hookflash

Some telephone companies require you to enter a hookflash (a quick hang up and release) for feature access.

**To enter a hookflash:**

Lift the handset, press the **Special** button, and then dial **330**.

## Transferring Calls

You can transfer calls to other extensions or external numbers. You can also transfer conference calls. See “Transferring a Conference” on [page 32](#) for more information.

### To transfer a call to another extension:

1. While on the call, press the **Transfer** button.
2. Enter the extension number.
3. Do one of the following:
  - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing **IC** or **Call** button to return to the caller.
  - Hang up to transfer the call and disconnect the call from your IP phone.

#### NOTE

If your system administrator has enabled Transfer-on-Connect for your IP phone, you are automatically connected to calls transferred to your extension after the transferring party hangs up. If this option is turned off, you must press the **IC** or **Call** button to answer calls transferred to your extension.

### To transfer a call to an external number:

1. While on the call, press the **Transfer** button.
2. Dial the Outgoing Call access code (the default code is **8**) to select an outside line.
3. Dial the phone number.
4. Do one of the following:
  - Wait for an answer, announce the call, and then hang up. If the number is unavailable, press the flashing **IC** or **Call** button to return to the caller.
  - Hang up to transfer the call and disconnect the call from your IP phone.

## Using Reverse Transfer

You can use Reverse Transfer (Call Pick Up) to answer calls that are ringing or holding at other extensions. For example, if you receive a call while you are away from your desk, you can pick up the call from another extension.

### To use Reverse Transfer:

1. Lift the handset, and then dial **4**. ENTER EXTENSION NUMBER appears.
2. Dial the extension or hunt group number where the call is ringing or holding. The call is transferred to the phone you are using and you are connected to the caller. See “Hunt Groups” on [page 45](#) for more information about using hunt groups.

## Viewing Your System Information

If you are on a call, you can temporarily view your user information (your user name and your extension number) and the date and time.

**To display your user information and the date and time:**

Press the **Special** button, and then dial **300**.

## Viewing Caller ID Information

If you are currently connected to an external caller with Caller ID, you can toggle between the caller's name and number. If the name is unavailable, CANNOT ACCESS FEATURE appears.

**To show the outside party's name/number:**

Press the **Special** button, and then dial **379**.

## Forwarding Calls

You can use Manual Call Forwarding or System Forwarding to forward calls.

### Manual Call Forwarding

The following table describes Manual Call Forwarding options.

Call Forward Feature	Description	Code
Call Forward All Calls	All incoming calls are forwarded to a specified destination.	355
Call Forward if No Answer	All incoming calls are forwarded to a specified destination if they are not answered in a pre-determined time frame. (The timer is set by the system administrator.)	356
Call Forward If Busy	When your IP phone is busy, all incoming calls are forwarded without ringing.	357
Call Forward If No Answer/Busy	All incoming calls are forwarded if your IP phone is busy, or if you do not answer.	358

#### To use Manual Call Forwarding:

1. Lift the handset and dial one of the forwarding codes above. ENTER FORWARD DEST appears.
2. Do one of the following:
  - Enter the extension number.
  - Dial the Outgoing Call access code (the default code is **8**) to select an outside line, and then dial the telephone number.

FWD ALL CALLS TO <number> appears.

#### To cancel a Manual Call Forwarding request:

Press the **Forward** button, and then lift and replace the handset. ANY CALL FORWARD CANCELED appears.

### System Forwarding

You can use System Forwarding to route calls based on the type of call and the idle or busy status of your IP phone. You cannot program the System Forward destination. You can only turn it on or off. Contact your system administrator for more information.

#### To turn on or turn off System Forwarding:

Lift the handset and dial **354** to turn System Forwarding on. SYSTEM FORWARD ON appears.

Dial **354** again to turn System Forwarding off.

## Using Personal Call Routing

When you enable Personal Call Routing on your 5304 IP phone, your incoming calls are automatically routed to one or more preprogrammed associated destinations according to the routing steps programmed for you.

Typically, your desk phone (5304 IP phone) is configured to be your main extension. You may be programmed for up to five associated destinations including:

- softphone
- home IP phone
- voice mail
- mobile phone
- home phone

Your desk phone, softphone, home IP phone and voice mail extensions are already programmed in the system, so your system administrator can easily include them in your routing steps. To include your mobile and home phone numbers in your routing steps, you will need to provide these numbers to your system administrator.

Personal Call Routing also includes the Handoff feature, which includes the following functions:

- The Handoff “push” function allows you to move an active call from your 5304 IP phone to all of your associated destinations (except voice mail). You can then determine which device to use to answer the call. The push function is useful if you are leaving your work area, but want to remain connected to a call. For example, you can push a call from your desk phone to your mobile phone. While the push is in progress, you can still hear and talk to the other party from your desk phone. When you answer the call at your mobile phone, there may be a brief break in the audio, which may be noticeable to the other parties on the call.
- The Handoff “pull” function allows you to move a call that was previously routed to your mobile or home phone back to your main extension. The pull function is useful if you answered a call on your mobile phone, but have since returned to your desk. After you pull a call back to your desk phone it is connected immediately and you can access system features such as conference, hold, and transfer.

---

**NOTE**

The Handoff feature is only supported on your main extension, typically your desk phone. However, if you share a desk phone with one or more coworkers and your main extension is a phantom extension, you cannot use the Handoff feature.

Personal Call Routing includes the following feature codes:

- Personal Call Routing On: **363**
- Personal Call Routing Off: **362**
- Personal Call Routing On/Off: **364**
- Personal Call Routing – Handoff (push and pull): **388**

The following call types do not follow Personal Call Routing:

- Hunt group calls
- Hunt group announcement/overflow calls
- Transfer recalls, Hold recalls, Conference recalls, and Attendant recalls

---

**NOTE**

A recall occurs when a feature cannot be completed or the feature times out, and the call returns to the originating extension. For example, a holding call will recall the extension where it was placed on hold when the hold timer expires.

When you enable Personal Call Routing, your incoming calls are routed as specified by the routing type programmed for you by your system administrator. The table below provides descriptions for the default routing types.

Routing Type	Description
Mobile Twinning	Calls simultaneously ring your desk phone and mobile phone, before going to voice mail.
Delayed Mobile Twinning	Calls ring your desk phone first, and then ring both your desk phone and mobile phone, before going to voice mail.

Check with your system administrator to see which routing type has been programmed for you. Your administrator can modify these routing types by adding or removing routing steps, adding or removing destinations, and changing the ring timers, if required.

To ensure that calls are routed correctly to your mobile and home phones, inform your system administrator if either of these phone numbers change.

**To enable Personal Call Routing:**

Dial **363** or **364**. PERSONAL ROUTING ON appears on the display.

**To disable Personal Call Routing:**

Dial **362** or **364**. PERSONAL ROUTING OFF appears on the display.

**To answer a call that was routed to your mobile or home phone:**

1. Answer the call when it rings your phone. After you speak, the Personal Call Routing prompt is played.
2. Do one of the following:
  - Press # to accept the call.

**NOTE**

You do not need to wait for the prompt to accept the call. You can accept the call immediately by pressing the # button.

- Press \* to send the call to the voice mailbox associated with your main extension (not your mobile phone or home phone voice mailbox). If you do not have a voice mailbox, the “Press \*...” prompt is not played and the call is routed to your main extension.

If you hang up, the call continues to follow your programmed routing steps.

**To use the Personal Call Routing – Handoff “push” feature:**

1. While on an active call at your 5304 IP phone, press the **Special** button, and then dial **388**. HANDOFF IN PROGRESS appears on the display and the call rings all of your associated destinations (except voice mail).
2. Answer the call at one of your associated destinations. For mobile and home phones, press # to accept the call.

**To use the Personal Call Routing – Handoff “pull” feature:**

While on an active call on your mobile or home phone, lift the 5304 IP phone handset and dial **388**. A confirmation tone is played and the call is pulled back to your 5304 IP phone.

**NOTE**

If you enter the handoff feature code (388) and the display shows NO CALL TO HANDOFF, the call cannot be handed off (see [page 51](#)).

**To cancel the Personal Call Routing – Handoff feature:**

While the handoff is in-progress, press the **Special** button, and then dial **388**. HANDOFF CANCELLED appears on the display for your main extension.

## Placing Conference Calls

You can place a conference call with up to three internal or external parties (for a total of four parties, including yourself).

### To place a conference call:

1. While on the first call, press the **Special** button, and then dial **5** to place the call on hold. CALL NEXT PARTY TO CNF appears.
2. Place a call to the next conference party. For external calls, dial the Outgoing Call access code (**8** is the default code), and then dial the number.
3. After the party answers, announce the conference, press the **Special** button, and then dial **5** to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the **Special** button, and then dial **5** a final time to start the conference. CNF IN PROGRESS appears.

## Adding a Conference Party

You can add a conference party during the conference.

### To add a conference party:

1. Press the **Special** button, and then dial **5**. This leaves the conference parties connected and on hold.
2. Place a call to the party to be added to the conference, and then announce the conference. Press the **Special** button, and then dial **5** (twice) to add the party and rejoin the conference.

## Transferring a Conference

You can transfer an existing conference to another extension.

### To transfer a conference:

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. The party must then press the flashing **IC** button to connect to the conference.

## Dropping Out of a Conference

You can drop out of a conference and return to the conference later.

### To drop out of a conference:

Press the **Hold** button, and then hang up. ENTER EXTENSION NUMBER appears. This removes you from the conference but leaves the other parties connected.

### To return to the conference:

Press the flashing **IC** or **Call** button. CONFERENCE WAS HOLDING appears, and you are reconnected to the conference.

---

## Ending a Conference and Placing all Parties on Hold

You can end a conference and place all conference parties on Individual Hold, allowing you to toggle between the held parties and speak to one party at a time.

### To end a conference and place all parties on Individual Hold:

1. Press the **Special** button, and then dial **5**.
2. Press the **Hold** button. CONFERENCE PARTIES ON HOLD appears.

### To toggle between the held callers:

Press the **Hold** button twice for internal parties or the applicable **Call** button for external parties.

## Using Record-A-Call

**NOTE**

This feature is not supported for peer-to-peer (P2P) calls. Contact your system administrator for more information.

You can use Record-A-Call to record an ongoing call as a mailbox message.<sup>1</sup> You can then retrieve the message from your voice mailbox. The Record-A-Call feature stays active after the other party hangs up, so you can add your own message to the recorded call.

### To use Record-A-Call:

1. While on a call, press the **Special** button, and then dial **385**. REQUESTING RECORD-A-CALL appears.
2. Enter the voice mailbox number where you want the recording to be saved. RECORD-A-CALL IN PROGRESS appears, and both you and the calling party hear a confirmation tone (if enabled).

**NOTE**

Your system administrator can assign the Record-a-Call voice mailbox destination. If so, you do not need to enter the voice mailbox number.

### To stop Record-A-Call:

Do one of the following:

- Press the **Special** button, and then dial **385**.
- Hang up.

---

1. This feature may or may not be enabled for your system.

## Using Group Listen

You can use Group Listen to activate the speaker while you use the handset or headset to continue speaking. This allows other people to hear the other party on the call while the other party can only hear you (through the handset microphone).

### To use Group Listen:

While on a call, press the **Special** button, and then dial **312**. GROUP LISTEN ON appears, and you hear a confirmation tone. The other party does not hear the confirmation tone.

Press the **Special** button, and then dial **312** again to turn Group Listen off.

## Using Call Logging

Your call logs are records of your most recent missed, received, and dialed calls. A maximum of 20 entries are stored in each call log.<sup>2</sup>

You can use Call Logging to:

- View recent call activity.
- View caller ID information.
- Return or redial calls.

### To use Call Logging:

1. Lift the handset and dial **333**.
2. Select one of the following options:
  - Press **1** (missed).
  - Press **2** (received).
  - Press **3** (dialed).
  - Press **4** (clear).
3. Press **▲** (Up) or **▼** (Down) to scroll through the entries.  
The display shows the party's name and the extension or outside number (if available) and the date and time.

If no Caller ID information is available, UNKNOWN CALLER appears.

### To return a call or redial a number listed in a call log:

Press **#** while the display shows the number.

### To delete individual call log entries:

Press **0** to delete the displayed entry.

---

2. This feature may or may not be enabled for your system.

---

## Using Secondary Extension Buttons

Secondary Extension buttons must be programmed by your system administrator. You can use programmable buttons as “secondary extensions.” Secondary Extensions are assigned to other extensions in the system (primary extensions) Because Secondary Extension buttons are programmed by the system administrator, you cannot change the buttons (for example, assign features to the buttons).

When programmed, you can use Secondary Extension buttons to:

- Place an internal call to the primary extension.
- View the call activity at the primary extension (if the button has a lamp).
- Transfer calls to the primary extension.
- Answer a call that is ringing or holding on any **Call** button at the primary extension.

### NOTES

The system administrator must set up the **Call** buttons for internal calls or you cannot use Secondary Extensions at the primary extension.

You can use Secondary Extension buttons to notify you when a given number of calls are waiting at the primary extension.

If a Secondary Extension button is flashing (the primary extension has an incoming call), you can press # before you press the flashing Secondary Extension button to call the primary extension and not answer the incoming call.

## Remote Programming

You can use Remote Programming to access the DND, Call Forwarding, and Personal Call Routing features from another system phone or an external phone.<sup>3</sup> For security reasons, remote programming requires a password.

**NOTE**

A Direct Inward System Access (DISA) number is required to use Remote Programming from an external phone. Contact your system administrator for more information.

## Changing Your Remote Programming Password

Your default Remote Programming password is your extension number. Before using Remote Programming, you should change your default password.

**To change your Remote Programming password from your phone:**

1. Lift the handset and dial **392**. ENTER PASSWORD appears.
2. Enter your current password (the default password is your extension number), followed by **#**. CHANGE PASSWORD TO appears.
3. Enter the new password followed by **#**. VERIFY PASSWORD appears.
4. Enter the new password again followed by **#**. DATABASE UPDATED appears.

You can also change your Remote Programming password from another phone.

**To change your Remote Programming password from another phone:**

1. Do one of the following:
  - Call your DISA number (provided by your system administrator). If necessary, enter your (DISA) password.
  - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. Dial **392**.
6. Enter the new password followed by **#**.
7. Enter the new password again followed by **#**.

---

3. This feature may or may not be enabled for your system.

---

## Using Remote Programming to Change DND Settings

See “Using Do-Not-Disturb (DND)” on [page 41](#) for more information about using DND.

### To use Remote Programming to turn on DND:

1. Do one of the following:
  - Call your DISA number (provided by your system administrator). If necessary, enter your (DISA) password.
  - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. Dial **370**.
6. Enter the DND message number (01 to 20), and then enter the second-line message text (if applicable).

### To use Remote Programming to turn off DND:

Follow steps [1](#) - [4](#) above, dial **371**, and then hang up.

## Using Remote Programming to Forward Calls

See “Manual Call Forwarding” on [page 29](#) for more information about Manual Call Forwarding.

### To use Remote Programming to turn on Manual Call Forwarding:

1. Do one of the following:
  - Call your DISA number (provided by your system administrator). If necessary, enter your (DISA) password.
  - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. Dial one of the following Call Forwarding feature codes:
  - **355** (All)
  - **356** (No answer)
  - **357** (Busy)
  - **358** (No Answer/Busy)
6. Do one of the following to specify a forwarding number:
  - Enter an extension number.
  - Dial the Outgoing Call access code (**8** is the default code), and then dial the number.

### To turn off Call Forwarding:

Follow steps [1](#) - [4](#) above, dial **355**, and then hang up.

## Using Remote Programming for Personal Call Routing

See “Using Personal Call Routing” on [page 30](#) for more information about Personal Call Routing.

### To use Remote Programming to enable Personal Call Routing:

1. Do one of the following:
  - Call your DISA number (provided by the system administrator). If necessary, enter your DISA password.
  - Use any phone on the system.
2. Dial **359**.
3. Enter your extension number.
4. Enter your password followed by #.
5. Dial **363** (Personal Call Routing On).

### To use Remote Programming to disable Personal Call Routing:

Follow steps [1](#) - [4](#) above, dial **362** (Personal Call Routing Off), and then hang up.

# Messages

This section describes the following system messaging features:

- **Inter-station messages:** Inter-station messages are alerts sent to your IP phone by other internal parties, notifying you to contact the party who left the message. When you receive an inter-station message, the Message/Ring Indicator flashes to notify you of the new message. You can either delete the message or reply to the message, which automatically places a call to the party who left the message.
- **Do-Not-Disturb (DND) messages:** Messages that other internal parties see when your IP phone is in DND. See “Using Do-Not-Disturb (DND)” on [page 41](#).
- **Reminder Messages:** Messages that you can use to notify yourself of upcoming appointments, meetings, and so on. See “Using Reminder Messages” on [page 42](#).
- **Pages:** Announcements sent over IP phone speakers or external speakers. See “Paging Other System Users” on [page 43](#).
- **Voice messages:** System voice mail messages. The Message/Ring Indicator flashes to notify you about new messages and the display indicates how many messages you have.

**NOTE**

Because a variety of voice mail products work with the Mitel 5000 system, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide*, part number 835.3205, or the *Mitel NuPoint Unified Messaging User Guide* on the [Mitel Web site](http://edocs.mitel.com) (<http://edocs.mitel.com>). Contact your system administrator for more information about your voice mail system.

## Leaving Messages at Other Extensions

You can leave inter-station or voice messages for other internal parties.

**To leave an inter-station or voice message for a busy IC extension:**

1. While on the call, press the **Message** button. HANG UP OR WAIT FOR MSG CENTER appears.
2. Do one of the following:
  - Hang up to leave an inter-station message. MESSAGE LEFT FOR <name> appears.
  - Stay on the line to connect to the message center (usually voice mail).

**To leave an inter-station message without placing an internal call:**

1. Lift the handset and dial **367** (Leave Message). LEAVE MESSAGE ON EXTENSION appears.
2. Enter the extension number and hang up. MESSAGE LEFT FOR <name> appears.

# Viewing and Responding to Messages

When you have waiting messages, the Message/Ring Indicator flashes and the display shows the number of waiting messages.

**NOTE**

If you lift your handset before viewing an inter-station message, you automatically call the party who left the message.

The display shows new messages as follows:

- **Inter-station messages:** The other party's programmed user name appears on the display.
- **Voice messages:** FROM MBOX <*your extension number*> appears on the display.

**To view or respond to messages:**

1. Press the **Message** button. Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press the **Message** button to scroll through the messages.
2. When the desired message is displayed, press **#** to respond.

## Canceling Messages Left at Other Extensions

You can cancel messages left at other extensions.

**To cancel a message left at another extension:**

1. Lift the handset and dial **366**. CANCEL MESSAGE ON EXT # appears.
2. Enter the extension number where you left the message. MESSAGE CANCELED FOR <*name*> appears.

## Deleting Waiting Inter-Station Messages

You can delete waiting inter-station messages on your phone.

**NOTE**

To delete waiting voice messages, you must connect to your voice mailbox.

**To delete waiting inter-station messages:**

1. Press the **Message** button. MSG <*message information*> appears.
2. Press **\*** to delete the displayed message.

## Using Do-Not-Disturb (DND)

You can use DND to stop calls and pages to your extension. When activated, internal calling parties see your selected DND message. DND does not block queue callbacks, recalls, and incoming external calls. The following table shows the 20 default DND messages. If your system administrator changes your DND messages, you can record the new messages in the “New Message” column for reference.

Code	Default Message	New Message	Code	Default Message	New Message
01	Do-Not-Disturb		11	Out of Town 'Til	
02	Leave a Message		12	Out of Office	
03	In Meeting Until		13	Out Until	
04	In Meeting		14	With a Client	
05	On Vacation/ Holiday 'Til		15	With a Guest	
06	On Vacation/ Holiday		16	Unavailable	
07	Call Me At		17	In Conference	
08	At the Doctor		18	Away from Desk	
09	On a Trip		19	Gone Home	
10	On Break		20	Out to Lunch	

You can enter a second line of text (up to 20 characters) for DND messages. For example, if you select IN MEETING UNTIL, you can enter “3:30” on the second line. When other internal parties try to call you, their displays show “IN MEETING UNTIL 3:30.”

### To turn on DND:

1. Press the **DND** button. SELECT DND MSG # (01-20) appears.
2. Do one of the following:
  - Press  (Up) or  (Down) to scroll through the messages.
  - Enter the two-digit number for the DND message from the preceding table.
3. After selecting the message, enter the additional text for the DND description, if applicable. See “Using the Dialpad Buttons to Enter Characters” on [page 19](#) for dialpad character descriptions.
4. Lift and replace the handset.

### To turn off DND:

Press the **DND** button. DO-NOT-DISTURB OFF appears.

## Using Reminder Messages

You can use Reminder Messages to alert you at a selected time, up to 24 hours in advance. At the selected time, the Reminder Message signals you with eight short tones and your display shows the message, even if you are on a call.

The following table shows the 20 default Reminder Messages. If your system administrator changes your Reminder Messages, you can record the new messages in the “New Message” column for reference.

Code	Default Message	New Message	Code	Default Message	New Message
01	Meeting		11	Call Engineering	
02	Staff Meeting		12	Call Marketing	
03	Sales Meeting		13	Call Accounting	
04	Cancel Meeting		14	Cancel DND	
05	Appointment		15	Cancel Call Fwd	
06	Place Call		16	Take Medication	
07	Call Client		17	Make Reservation	
08	Call Customer		18	Review Schedule	
09	Call Home		19	Lunch	
10	Call Corporate		20	Reminder	

### To set a Reminder Message:

1. Lift the handset and dial **305**. SELECT REMINDER MESSAGE # (01-20) appears.
2. Do one of the following:
  - Press ▲ (Up) or ▼ (Down) to scroll through the messages.
  - Enter the two-digit number for the message from the table above.
3. Press # to select the message.
4. Enter the time you wish to receive the message in hours and minutes (for example, **0900** or **900** for **9:00**). Then press #. The display shows the Reminder Message state.

*If your system is set for 24-hour format, you must enter the applicable time (1400 = 2:00 P.M.).*

*If your system is set for 12-hour display format, press 1 for A.M. or 2 for P.M.*

### To cancel all Reminder Message requests:

Lift the handset and dial **306**. REMINDER MSGS CANCELED appears.

### To clear a received Reminder Message:

With the handset on-hook, press \*.

## Paging Other System Users

You can place page announcements through IP phone speakers or external speakers (if applicable). Your system may use page zones to prevent announcements from transmitting through every phone in the system. Each page zone contains a different combination of extensions and external paging equipment.

Contact your system administrator for page zone information. You can use the following table to save the page zone information for future reference.

Page Zone Name	Number	Description

You can enable or disable the Page feature for your extension. If your extension is assigned to more than one page zone, the Page on/off feature code enables or disables your extension for all pages zone (you cannot select individual zones).

### To enable or disable paging for your IP phone:

Lift the handset and dial **325**. PAGE RECEIVE ON appears.

Dial **325** again to disable paging.

### To place a page announcement:

1. Lift the handset and dial **7**.
2. Enter the page-zone number (**0 to 9**).
3. Wait for the tone, make your announcement, and then hang up.



# Hunt Groups

Hunt groups are groups of internal parties (agents) who share a common (hunt group) extension number. Calls can either be placed to the hunt group (using the hunt group extension number) or to a specific agent (using the agent's extension number). Hunt groups are programmed by the system administrator.

Hunt groups types are either "UCD" or "ACD."

- **UCD Hunt Groups:** Uniform Call Distribution (UCD) agents do not log in to the hunt group to receive calls.
- **ACD Hunt Groups:** Automatic Call Distribution (ACD) agents log in to the ACD hunt group to receive calls. Calls are distributed by either Agent IDs or extensions:
  - *Agent IDs:* Each agent is assigned an Agent ID number for logging in to the hunt group (see the next section). Hunt group calls are distributed to logged-in agents according to their Agent ID number instead of their extension number. Agents can log in to any ACD hunt group phone.
  - *Extensions:* Hunt group members do not use Agent IDs, and calls are distributed to phones where the agents are logged in.

## ACD Hunt Group Features

The following are ACD hunt group features.

### Logging in to ACD Hunt Groups

You must log in to an ACD hunt group to receive hunt group calls. To stop calls, you can either log out of the ACD hunt group or divert calls. See "Diverting Hunt Group Calls" on [page 47](#).

**NOTE** Only one agent can be logged in to a phone.

#### To log in to or out of all ACD hunt groups in which you are a member:

Lift the handset and dial **328** (followed by your Agent ID, if necessary) to log into an ACD hunt group. AGENT LOGGED INTO ALL ACDS appears.

Dial **328** again to log out of an ACD hunt group.

#### To log in to one or more ACD hunt groups:

1. Lift the handset and dial **326**. The display shows AGENT LOGIN ACD HG #.
2. Do one of the following:
  - Enter the ACD hunt group number.
  - Press **#** to log in to all of your ACD hunt groups.

The display shows AGENT LOGIN AGENT ID.

3. Enter your Agent ID (if applicable), or press **#** if you do not have an agent ID. The display shows the log in status for one or all hunt groups.

### Logging out of ACD Hunt Groups

You can log out of all ACD hunt groups at once or log out of each hunt group one at a time.

**To log out of one or more ACD hunt group:**

Lift the handset, and do one of the following:

- Dial **328** to log out of all of your ACD hunt groups. The display shows AGENT LOGGED OUT OF ALL ACDS.
- Dial **327** to log out of one hunt group at a time.

*If you were logged in to only one hunt group, the display shows AGENT LOGGED OUT OF HUNT GROUP <number>.*

*If you were logged in to more than one hunt group, the display shows AGENT LOGOUT HG #. Enter the extension number of the ACD hunt group.*

### Stopping the ACD Hunt Group Wrap-up Timer

Each time you end an ACD hunt group call, a wrap-up timer starts. The default wrap-up time is 15 seconds. Your system administrator can change the wrap-up timer settings.

Until this timer expires, you will not receive another hunt group call; however, you can stop the wrap-up timer to allow calls to your extension.

**To stop the wrap-up timer:**

Lift the handset and dial **329**. The display shows ACD WRAP-UP TERMINATED.

## Other Hunt Group Agent Features

The following features can be used by ACD or UCD hunt groups.

### Requesting Agent Help

You can use Agent Help to request help from a designated “Agent Help Extension” (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can join the call or reject the request.

**NOTE**

Agent Help is not supported on peer-to-peer (P2P) calls. Contact your system administrator for more information.

**To use Agent Help:**

1. While you are on a hunt group call, press the **Special** button, and then dial **375**.

If you hear repeating tones, one of the following has occurred:

- The feature is not available at your IP phone.
- You already have four parties in your call.
- Not enough system circuits are currently available.
- The Agent Help Extension is in DND.

2. If not preprogrammed, dial the Agent Help extension number.

*If the Agent Help Extension accepts the call, AGENT HELP IN PROGRESS appears.*

*If the Agent Help Extension rejects the call, AGENT HELP REJECTED appears.*

### Diverting Hunt Group Calls

You can temporarily divert hunt group calls, preventing hunt group calls from ringing your extension.

**To divert hunt group calls:**

Lift the handset and dial **324** to divert calls. The display shows the feature state DIVERT HUNT GROUP CALLS.

Dial **324** again to accept calls.

## Hunt Group Supervisor Features

The following features can be used by hunt group supervisors only.

### Accepting or Rejecting Agent Help Calls

Supervisors can accept or reject Agent Help calls.

**To accept an Agent Help request:**

Answer as usual. Your microphone is automatically muted.

**To reject an Agent Help request:**

Lift the handset and dial **376**. AGENT HELP REJECTED appears.

### Monitoring Calls

You can use Station Monitor to connect to a hunt-group call and hear both parties, but you cannot be heard by either one. Station Monitor stops if the hunt group member terminates or transfers the call.

You can also barge-in or “steal” monitored calls, as described in the following sections. In addition, you can record the call. See “Using Record-A-Call” on [page 33](#) for more information about recording calls.

**To use Station Monitor:**

1. Lift the handset and dial **321**.
2. Enter the extension number. MONITORING EXT <number> appears. Monitored hunt group members may hear an “activation tone” when the feature is activated.

### Using Barge-in

While monitoring a hunt group call, you can use Barge-in to join the call.

**To barge-in to a hunt-group call:**

While monitoring a call, dial **386**. BARGE-IN PROGRESS appears.

### Stealing Hunt Group Calls

While monitoring a hunt group call, you can “steal” the call from the hunt group member, which disconnects the call from the agent and transfers the call to your extension.

**To steal a hunt group call:**

While monitoring a call, dial **387**. CALL STOLEN FROM EXT <number> appears.

# Troubleshooting

The following sections can help you solve problems that you may be experiencing with your IP phone. Troubleshooting topics include:

- **Contact Information:** Information about system administrator contacts.
- **Error Messages:** Error messages and descriptions.
- **Troubleshooting Tips:** Possible problems and methods to solve them.

## Contact Information

Your system administrator can help you with items such as changing your settings or modifying IP phone features. System administrator duties include:

- Adding new user accounts.
- Setting the system date and time.
- Programming System Speed-Dial numbers.
- Making database changes, such as changing user names and extension numbers.

Contact your system administrator with questions that are not covered in this user guide. If you need further assistance, you can find provider information on the [Mitel Web site](http://www.mitel.com) (www.mitel.com). All sales, service, and support are coordinated at the local level.

## Error Messages

The following error messages may appear when using your IP phone.

Message	Reason
CANNOT ACCESS FEATURE	The feature is enabled but other feature-related conditions were not met. Make sure that all feature-related conditions are met and retry.
CANNOT ACCESS RESERVED FEATURE	Your system does not support the feature. Contact your system administrator for more information.
INVALID FEATURE CODE	The feature code entered does not exist. Retry using the correct feature code (see <a href="#">page 10</a> ).
INVALID EXTENSION NUMBER	The extension number entered does not exist. Retry using a valid extension number.
NO UPDATE PERFORMED	The feature was not completed or one or more feature conditions were not met.

## Troubleshooting Tips

The following table includes troubleshooting tips for IP phone and system features.

<b>NOTE</b>	You can often correct problems that you may be experiencing by resetting the IP phone to the default settings. See “Resetting the IP Phone to the Default Settings” on <a href="#">page 13</a> .
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Problem	Possible Solution
The IP phone is not working properly.	Contact your system administrator.
I cannot use one or more of the features described in this guide.	The feature may not be enabled. Contact your system administrator for more information.
I cannot program System Speed-Dial numbers.	Your system administrator programs System Speed Dial numbers (see <a href="#">page 18</a> ).
I cannot change the time and date on the IP phone display.	Your system administrator programs the time and date. Contact your system administrator if you notice that the date and time are incorrect.
I am experiencing audio problems on my IP phone such as echo, distorted sound, or choppiness.	Contact your system administrator if you are having audio problems.
The name or extension on the display is incorrect.	Your system administrator assigns display names and extension numbers. Contact your system administrator if you notice that the name or extension are incorrect.
I cannot use the local telephone company star codes (for example, *82, *69) when I press the <b>Outgoing</b> button or use the Outgoing Call access code ( <b>8</b> is the default code) when calling an external number.	Rather than pressing the <b>Outgoing</b> button or <b>8</b> to access an outside line, you must dial a Select Line Group number (see <a href="#">page 10</a> ) before you can use the star codes. For example, if your system is using the default Select Line Group numbers, dial 92001 to access that line. After you have dial tone, you can dial the star code and the number.
I cannot use the Agent Help or Record-a-Call features.	If your system uses Peer-to-Peer (P2P) audio, you cannot use these features when you are on a P2P call. Contact your system administrator for more information.
I cannot program a Station Speed-Dial number to the button I want.	Before assigning the speed-dial number to a programmable button, store the number with either a Station or System Speed-Dial code (see <a href="#">page 19</a> ).

Problem	Possible Solution
<p>When I try to use the Personal Call Routing – Handoff feature (<b>388</b>), the display shows NO CALL TO HANDOFF.</p>	<p>The NO CALL TO HANDOFF display indicates that the call cannot be handed off because one of the following may have occurred:</p> <ul style="list-style-type: none"> <li>• You tried to use the Handoff feature on a call that has not been routed by Personal Call Routing.</li> <li>• You tried to use the Handoff feature on a call that the system has not yet recognized as a valid call.</li> <li>• You tried to use the Handoff feature on an unsupported extension. The Handoff feature is supported on your main extension only.</li> <li>• You tried to use the Handoff feature on a phantom extension. The Handoff feature is not supported on phantom extensions.</li> <li>• You entered the handoff feature code at the exact time the other party on the call disconnected.</li> <li>• The call was terminated for some reason.</li> </ul>



# Index

## A

- Account codes, using 23
- Agent Help
  - accepting or rejecting 48
  - requesting 47
- Agent, ACD hunt group 45
- Audio problems 50
- Automatic
  - Access, disabling 15
  - Access, enabling 15
  - Trunk Answer, using 16

## B

- Background music 8
- Barge-in, using 48
- Buttons
  - call 4
  - dialpad 2, 5
  - DND 4
  - forward 4
  - hold 4
  - IC 4
  - intercom 4
  - labels 7
  - message 4
  - programmable 2, 4
  - redial 4
  - special 4
  - transfer 4
  - volume 2, 5

## C

- Call button 4
- Call Forward
  - Manual 29
  - System 29
  - using 29
- Call logs, using 34
- Callback, requesting 17
- Caller ID information, displaying 28

## Calls

- camping-on to phone 17
  - conference, placing 32
  - emergency, placing 16
  - external, placing 18
  - forwarding 29
  - intercom 4
  - logs, using 34
  - muting the microphone 25
  - outside 4
  - picking up (reverse transferring) 27
  - placing internal (IC) 17
  - recording 33
  - redirecting incoming 15
  - transferring 27
  - waiting 15
- Camp-on, using 17
  - Canceling features 4
  - Changing
    - keymaps 13
    - ring tone 8
    - the language 8
    - volume levels 7
  - Characters, entering dialpad 19
  - Codes
    - account 23
    - default system access 10
    - feature, default 10
    - Outgoing Call access 16, 18
  - Comfort and safety tips 5
  - Conference calls
    - adding a party to 32
    - dropping out of 32
    - ending 33
    - placing 32
    - transferring 32
  - Contacts, information 49
  - Contrast, changing 9
- ## D
- Default
    - programmable buttons, resetting to 13
    - settings, returning the IP phone to 13
    - system access codes 10
  - Designation card 7
  - Dialpad
    - buttons 2, 5
    - characters, entering 19

## Index

---

Display 2, 3  
    contrast, changing 9  
    name, changing 50  
Diverting hunt group calls 47  
Do-Not-Disturb button 4  
Do-Not-Disturb, using 41

## E

---

Emergency calls 16  
Emergency calls, placing 16  
Error  
    messages 49  
    tones 5  
Extension numbers 10  
External calls, placing 18  
External speaker 2

## F

---

Feature  
    canceling 4  
    codes, using 10  
Forward button 4

## G

---

Group Listen, using 34

## H

---

Handset 2, 3  
Handsfree Mode  
    overriding 25  
Headset  
    using 6  
Headset On/Off 6  
Hold  
    Individual 26  
    System 26  
Hold button 4  
Hookflash, entering 26  
Hookswitch 2, 3

Hunt groups  
    accepting or rejecting Agent Help 48  
    Agent Help, requesting 47  
    agent IDs 45  
    Automatic Call Distribution (ACD) 45  
    Barge-in, using 48  
    calls  
        diverting 47  
        monitoring 48  
        stealing 48  
    logging out of 46  
    types 45  
    Uniform Call Distribution (UCD) 45  
    wrap-up timer 46

## I

---

IC 4  
Individual Hold, using 26  
Intercom 4  
Intercom button 4  
Internal calls, placing 17  
IP phone  
    5304 2  
    blank display 1  
    changing volume levels 7  
    comfort and safety 5  
    default settings, returning to 13  
    error tones 5  
    features  
        dialpad buttons 5  
        Ring/Message Indicator 3  
    ring tone, selecting 8  
    ringer 8  
    signals 5  
    speaker 3

## K

---

Keymaps, changing 13

## L

---

Language, changing 8  
LCD  
    contrast, changing 9  
Logs, call 34

## M

---

Members, hunt group 45

Message button 4

### Messages

canceling 40

deleting 40

Do-Not-Disturb 41

error 49

leaving 39

pages 43

Reminder 42

replying to 40

viewing 40

voice, listening to 40

Microphone, muting 25

Music, background 8

Mute, using 25

## N

---

Numbers, redialing external 18

## O

---

Off hook 3

On hook 3

Outgoing Call access code 16, 18

Outside call 4

## P

---

### Paging

enabling or disabling 43

using 43

Password, Remote Programming

changing 36

Personal Call Routing

enabling and disabling 31

handoff 31

using 30

Placing calls

conference 32

external 18

internal 17

Programmable Buttons

using 9

Programmable buttons 2, 4

resetting to default values 13

viewing button assignments 13

## Q

---

Queuing the phone 17

Quick Reference Guide i

## R

---

Record-A-Call, using 33

Redial button 4

Redialing external numbers 18

Redirecting incoming calls 15

Reminder Messages, using 42

Remote Programming

DND 37

forward calls 37

password 36

Personal Call Routing 38

using 36

Reverse Transfer (Call Pickup), using 27

Ring Intercom Always, using 25

Ring Message Indicator 3

Ring/Message Indicator 1, 2

## S

---

Selecting a ring tone 8

Settings, returning to default 13

Signals

audio 5

visual 5

Signals, IP phone 5

Speaker, external 3

Speakerphone

description 3

Group Listen, using 34

Special button 4

Speed dial

Station, using 19

System, using 18

using 18

Star codes, telephone company 50

Station messages

canceling 40

deleting 40

leaving 39

replying to 40

viewing 40

Station Monitor, using 48

## Index

---

Station Speed Dial  
  numbers  
    deleting 21  
    dialing 20  
    storing 19  
  using 19  
Stealing calls 48  
System  
  forwarding 29  
  Hold 26  
  information, displaying 28  
  speed dial 19  
  time and date, setting 50

## T

---

Time and date, system 50  
Tips  
  comfort and safety 5  
  troubleshooting 50  
Transfer button 4  
Transferring calls 27  
Troubleshooting tips 50

## V

---

Voice mail user guides 39  
Voice messages  
  deleting 40  
  leaving 39  
  listening to 40  
Volume Buttons 5  
Volume buttons 2  
Volume levels 7

## W

---

Waiting calls, answering 15  
Wrap-up timer, stopping 46



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