

MITEL

# 5215/5220 | IP Phones

SIP USER and ADMINISTRATOR GUIDE

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# Welcome

This User and Administrator Guide contains information on how to configure and use your Mitel® 5215 IP Phone or Mitel 5220 IP Phone with Session Initiation Protocol (SIP).

This guide is organized as follows, with a glossary of acronyms at the end of the document:

- **Welcome** (this section): purpose of this User and Administrator Guide, and information on how to access supporting documentation, such as the Web Configuration Tool online Help.
- **About SIP and Your Phone**: information on SIP, and the 5215 and 5220 IP Phones, their features and supported accessories.
- **Getting Started**: information on how to access the Superkey Menu Interface and the Web Configuration Tool to program and use your phone's features. Also, information on how to enter data on your SIP-supported phone, and password, call encryption and safety information.
- **Customizing Your Phone**: procedures on how to personalize your phone to meet your needs. For example, setting the display contrast and language.
- **Making and Answering Calls**: procedures on how to make and answer "regular" and SIP calls.
- **Call Handling**: information and procedures on how to handle calls. For example, forwarding and transferring calls, and setting an advisory message.
- **Using Advanced Features**: information and procedures on how to use the more advanced features, such as Shared Lines, Do Not Disturb, Call Logs and Phone Book.
- **Administrator Tools**: information and procedures on how to use administrative features, such as configuring user SIP accounts, upgrading the phone's firmware and modifying network settings in the main program. Also, information on administrator passwords.
- **Appendix A — Troubleshooting**: provides troubleshooting information.
- **Appendix B - Specifications**: Features and specifications including RFCs and extensions supported by Mitel phones

## Supporting Documentation

### Accessing the Web Configuration Tool online Help

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As you will learn in *Accessing Your Phone's Features* on page 7, you can use the Web Configuration Tool to program and modify features on your phone. For information on how to program your phone with this tool, refer to the Web Configuration Tool online Help.

To access the Web Configuration Tool online Help:

1. Access the Web Configuration Tool home page (see *Accessing the Web Configuration Tool* on page 8).
2. Scroll to the bottom of the page.
3. In the left pane, click **Help** under **Support**. The Help page opens, presenting links to this guide and the user Web Configuration Tool online Help.

**Note:** If you have administrative privileges, you will have access to both the user and the administrator Web Configuration Tool online Help systems.

## Accessing Other Documentation

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To access other Mitel phone and peripheral documentation:

1. In your browser, go to [www.mitel.com](http://www.mitel.com)
2. Move your mouse pointer over **Support**, and then select **Documentation Library**.
3. From the drop-down list, select **User Guides**.

# About SIP and Your Phone

In SIP mode, your 5215 or 5220 IP Phone becomes an intelligent SIP phone that manages its own call states and features. SIP uses the Internet to connect your 5215 or 5220 IP Phone to other SIP phones. To make a call you can dial by SIP URL or IP address. You can also make calls to phones on the Public Switched Telephone Network (PSTN), or “regular” phone network. In addition, if you have an account with a SIP Service Provider, you can dial by a user ID (Identification) name or extension number.

In SIP Enhanced mode, your 5215 or 5220 IP Phone becomes a dedicated SIP phone with advanced SIP-B features like Bridged Line Appearances or BLA (in a Sylanro environment) and Shared Call Appearances or SCA (in a Broadsoft environment). For more information about SIP Enhanced mode, refer to *Administrator Tools* on page 41.

For information on how to program and modify features of your SIP-supported phone, refer to this guide and to the Web Configuration Tool online Help (see *Supporting Documentation* on page 1). For installation and wall-mounting information, refer to the Installation Guide packaged with your phone.

## User SIP Account

To make a call by dialing a user ID name or extension number, you need a user name and password, and must be registered with a SIP Service Provider; otherwise, you can still use the phone, but you will not be able to dial by user ID name or extension number. The Administrator usually configures SIP accounts.

## Administrative Mode

Using the administrator user name and password, the Administrator can modify some settings such as network and SIP Service Provider information, and perform such tasks as a firmware upgrades. For more information, see *Administrator Tools* on page 35.

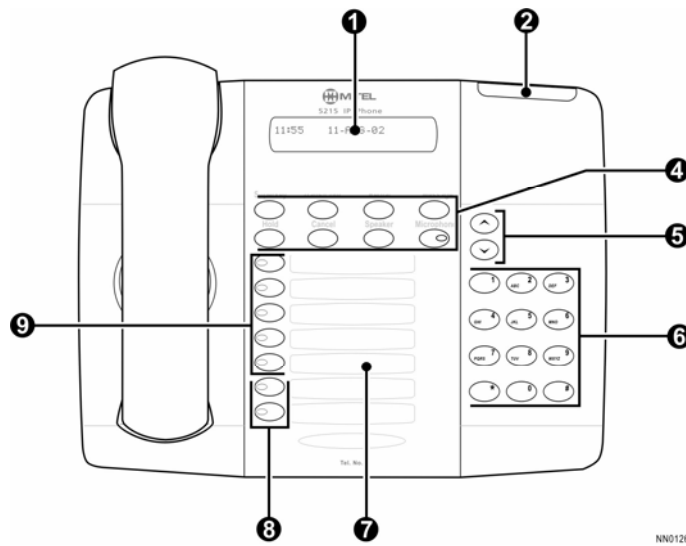
## The 5215 IP Phone

The 5215 IP Phone has eight fixed-function keys, two arrow keys and seven personal keys with built-in status indicators. The personal key on the bottom left is always your Prime Line. Other personal keys can be programmed as Speed Dial keys. In SIP Enhanced Mode, your Administrator can program personal keys as Shared Line keys. (For more information see *Using SIP Enhanced Mode* on page 41.

The 5215 IP Phone also offers a display-assisted selection of features, on-hook dialing and a large Message Waiting/Ringing Indicator.

For more key and feature information, see *Elements of Your Phone* on page 5.

**Figure 1: 5215 IP Phone**



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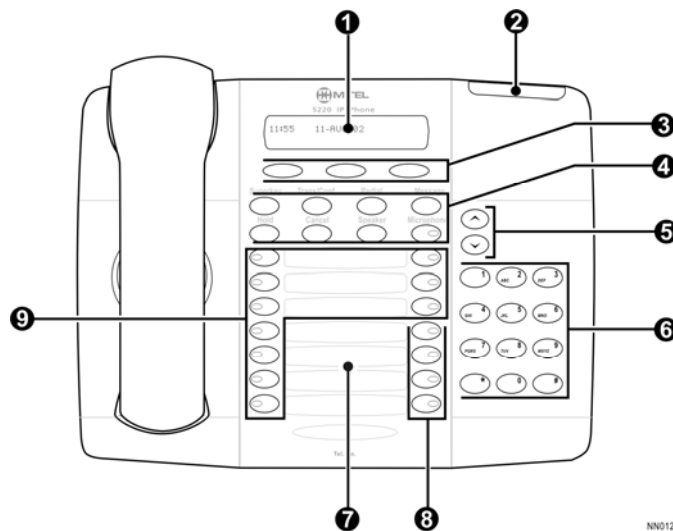
## The 5220 IP Phone

The 5220 IP Phone has eight fixed-function keys, two arrow keys, three softkeys and 14 personal keys with built-in status indicators. The personal key on the bottom right is always your Prime Line. Other personal keys can be programmed as Speed Dial keys. In SIP Enhanced Mode, your Administrator can program the remaining personal keys as Shared Line keys. (For more information see *Using SIP Enhanced Mode* on page 41.

Your 5220 IP Phone also offers a display-assisted selection of features, on-hook dialing and a large Message Waiting/Ringer Indicator.

For more key and feature information, see *Elements of Your Phone* on page 5.

**Figure 2: 5220 IP Phone**



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## Elements of Your Phone

This section describes elements of your phone, and is organized in relation to the number call-outs (e.g. ❶) in Figures 1 and 2 (on page 4).

### ❶ Display Screen

Provides a high-resolution, back-lit viewing area for ease of use. When the phone is idle, the time and date appear on the display screen. When using the Superkey Menu Interface, prompts and feature information appear on the display screen.

### ❷ Message Waiting/Ringing Indicator

Flashes orange when you have a new message in your voice mailbox or an incoming call. The Message Waiting/Ringing Indicator is solid orange while the phone reboots.

### ❸ Soft Keys (5220 IP Phone only)



Select associated commands listed on the bottom line of the display screen. These commands change dynamically depending on the modes of the operation and the menu currently displayed.

### ❹ Fixed-function Keys

Give you access to the following phone functions:

- **Superkey** (blue): provides access to the phone's menus.
- **Trans/Conf**: initiates a call transfer or establishes a three-party conference call.
- **Redial**: calls the last number, name, SIP URL or IP address dialed.
- **Message**: provides access to your voice mailbox (optional).
- **Hold** (red): places the current call on hold.
- **Cancel**: ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level.
- **Speaker**: initiates a handsfree call, switches between handset and handsfree mode or disconnects a call while in handsfree mode.
- **Microphone**: toggles the microphone off and on. In handsfree mode, an orange light indicates that the microphone is on; therefore, your party hears you. In handset and headset mode, the microphone key acts like a Mute key, and an orange light indicates that the microphone is off; therefore, your party cannot hear you.

### ❺ Arrow Keys

Adjust the volume of the handset, headset, speaker or ringer. When entering letters, these keys change character input from upper or lower case and vice versa. These keys are also used to change the display contrast, and to navigate through some menus when programming the phone. In this guide, the arrow keys are represented by  and .

### ❻ Keypad

When making a call, used to enter the number, name, SIP URL or IP address you want to dial. When programming the 5215 or 5220 IP Phone, used to enter information. Depending

on the context, lets you enter only numbers, or numbers or letters and some special characters.

## 7 Designation Card and Lens

Used for labeling **Personal** keys and for holding the designation card in place. For information on how to remove the lens and install the designation card, refer to the Installation Guide packaged with your phone.

## 8 Line Keys

Allow you to initiate, receive and manage calls by using the pre-assigned **Line** keys. The default **Line** key is Line 1. On the 5215 IP Phone, Line 1 is the bottom left key (see Figure 1 on page 4), and, on the 5220 IP Phone, Line 1 is the bottom right key (see Figure 2 on page 4). If a line is busy, subsequent calls are received on the next available **Line** keys. There are two **Line** keys on the 5215 IP Phone, and four **Line** keys on the 5220 IP Phone. The **Line** keys are not assigned to a specific directory number or address (multi-line operation).

## 9 Personal Keys

On the 5215 IP Phone, keys 3 and 4 (counting upwards from the bottom; see Figure 1 on page 4) provide one-touch access to programmed Speed Dial numbers. In SIP Enhanced Mode, your Administrator can program these keys as Shared Line keys. Key 5 is pre-assigned as the **Headset** key, key 6 is the **Advisory Message** key, and key 7 is the **Call Logs/Phone Book** key.

On the 5220 IP Phone, keys 1 through 7 (in the left row, counting upwards from the bottom; see Figure 2 on page 4) provide one-touch access to programmed Speed Dial numbers. You can also program these keys as Shared Line keys. For more information see Shared Line Keys on page XX. In the right row, key 5 (counting from the bottom upwards) is pre-assigned as the **Headset** key, key 6 is the **Advisory Message** key, and key 7 is the **Call Logs/Phone Book** key.

# Accessories for Your Phone

## Headsets

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The 5215 and 5220 IP Phones support the Mitel Headset with a Feature Control Switch. The headset must be installed in the dedicated headset jack. Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation. If handset operation is required for an extended period of time, press the **Headset** key to return the phone to handset mode.

## Conference Units (5220 IP Phone only)

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Mitel supports the 5310 IP Boardroom Conference Unit for use with the 5220 IP Phone. For more information on the conference unit, refer to the 5310 IP Boardroom Conference Unit documentation (see *Supporting Documentation* on page 1) or contact your Administrator.

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# Getting Started

After installing and familiarizing yourself with your 5215 or 5220 IP Phone, you are ready to access and use your phone's SIP and "regular" features. To do so, you may use either of the following two interfaces:

- Superkey Menu Interface
- Web Configuration Tool.

This section explains how to access both interfaces so you can then customize your phone's features (see *Customizing Your Phone* on page 12). In addition, this section provides important information about

- Phone-specific menu selection and data entry.
- Phone and Web Configuration Tool passwords.
- Call encryption.
- Your comfort and safety.

## Accessing Your Phone's Features

### The Superkey Menu Interface

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You can use the fixed-function keys to directly access most features on your phone. For other features, use the phone's Superkey Menu Interface. To access the Superkey Menu Interface, simply press **Superkey** on your phone. For more information on the Superkey menus, see The Superkey Menu Interface on page 7. For menu selection information, see *Menu Item Selection* on page 8.

### The Web Configuration Tool

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In addition to your phone, you can use the Web Configuration Tool to make calls, and to personalize and modify your phone's settings. As well, your Administrator can use the tool to perform administrative tasks. Refer to the online help system in the Web Configuration tool for complete programming instructions. The Web Configuration Tool is accessible from any Personal Computer (PC) connected to the Internet and running a web browser that is either

- Netscape Navigator 4.8 or later.
- Internet Explorer 4 or later.
- Any other equivalent browser.

**Note:** If your network is protected by a firewall, you may not be able to access your phone using the Web Configuration Tool from outside the firewall.

There are two login access accounts for the tool: an administrator account and a user account. The account used to log in determines the type of web configuration pages accessed. For instructions on how to access the Web Configuration Tool, see *Accessing the Web Configuration Tool* on page 8. For password information, see *Passwords* on page 9. For

information on how to use the Web Configuration Tool, access the Web Configuration Tool online Help (see *Supporting Documentation* on page 1).

## Accessing the Web Configuration Tool

To access the Web Configuration Tool:

1. On your phone, do the following to obtain your phone's IP address:
  - Press **Superkey**.
  - Press the **Line 1** (Prime Line) key. Your phone's IP address appears.
  - Write down the IP address, and then press **Superkey** to return to the default display.
2. On your PC, launch your browser.
3. In your browser's **URL** or **Address** field, enter your phone's IP address. The Web Configuration Tool login screen appears.
4. In the appropriate fields, enter your Web Configuration Tool user name and password.
5. Click **OK**. The Web Configuration Tool home page launches.

## Menu Item Selection

Before using your phone, note the following menu selection and data entry information:

- If you have a 5215 IP Phone, press  $\Sigma$ , **0** and **#** to select menu items as indicated on the display. For example, if options  $\Sigma$ =YES 0=DEFAULT #=NO appear and you want to select YES, press  $\Sigma$  on the keypad.
- If you have a 5220 IP Phone, press the three softkeys to select menu items as indicated on the display.

## Entering Numbers and Letters

### 5215 IP Phone

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The 5215 IP Phone allows you to use the keypad to enter numbers to dial

- Extension numbers.
- Phone numbers (PSTN numbers).

**Note:** Keys  $\Sigma$  and **#** on the keypad cannot be used when dialing phone numbers on the 5215 IP Phone.

To delete the last entered number, press  $\Sigma$ .




### 5220 IP Phone

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Depending on the context, the 5220 IP Phone's keypad allows you to enter only numbers, or numbers, letters and some special characters. On the 5220 IP Phone, you can dial

- Extension numbers.
- Phone numbers (PSTN numbers).
- IP addresses.
- SIP URLs.
- User ID names.

When entering letters and special characters, rapidly press the appropriate number key until the desired character appears on the display. Letters correspond to those on the keypad, and characters to the table below. A flashing cursor indicates the position of the character you are entering. The cursor advances if you press a different keypad key, or waits approximately one second.

To enter an uppercase letter, press  before entering the letter. Press  to return to lowercase mode. To delete the character last entered, press the  softkey.

**Table 1: Letter and Character Entry**

Dial Pad Key	Press								
	Once	Twice	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	1	space	?	!	~				
2	2	a	b	c					
3	3	d	e	f					
4	4	g	h	i					
5	5	j	k	l					
6	6	m	n	o					
7	7	p	q	r	s				
8	8	t	u	v					
9	9	w	x	y	z				
0	0	+	&	%	\$	\	"		
*	*	.	=	:	/	;	,	-	_
#	#	@	(	)	[	]	<	>	

## Passwords

User and administrator user names and passwords are required for

- Registering your phone with your SIP Service Provider.
- Accessing certain SIP-related menus through the phone's Superkey Menu Interface (Administrator only).
- Accessing the Web Configuration Tool.

## Phone Passwords

Only your Administrator requires a user name and password to access all configurable SIP features of the 5215 or 5220 IP Phone.

## Web Configuration Tool Passwords

As learned in *Accessing Your Phone's Features* on page 7, you can use a web browser called the Web Configuration Tool to program and modify features on your phone. When first accessing the Web Configuration Tool, default user names and passwords for the Administrator and the user are required. It is recommended that you change these passwords as soon as possible to prevent unauthorized changes to your settings.

**CAUTION: Do not modify any settings that may affect the transmission of voice or tones (such as DTMF) to the local telephone network through your Service Provider, except at the express instruction of your Service Provider. An example of such a modification would be to change the CODEC type. Failure to heed this cautionary note may render your phone non-compliant to local regulations.**

**Table 2: Web Configuration Tool Default User Names and Passwords**

	Default User Name	Default Password (5215 IP Phone)	Default Password (5220 IP Phone)
<b>Administrator</b>	admin	5215	5220
<b>User</b>	user	hello	hello

**Note:** Your Administrator may change your default user name and password before you log into the Web Configuration Tool for the first time; therefore, you may need to obtain your new user name and password from your Administrator.

## Call Encryption Indicator

The 5215 and 5220 IP Phones automatically provide Secure Real-time Transport Protocol (SRTP) voice encryption when connected to a phone that also supports SRTP. A “secured call” icon (closed padlock) appears on the display for encrypted calls, and for conference calls in which all connected parties support SRTP. An “unsecured call” icon (open padlock) appears on the display when the call connection is not secured (the connected party (or parties) does not support SRTP encryption). If SRTP is disabled, an icon will not appear.

For an icon to appear, SRTP must be enabled. To enable or disable SRTP, your Administrator must access the Protocols page of the Web Configuration Tool (see *The Web Configuration Tool* on page 7).

**Note:** A “secured call” icon or an “unsecured call” icon appears only when you have a voice connection. For example, an icon will appear if you are speaking to a party; an icon will not appear if you receive a busy signal.

## Tips for Your Comfort and Safety

### Don't Cradle the Handset

Prolonged use of the handset can lead to neck, shoulder or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone often, you may find it more comfortable to use a headset.

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## Protect your Hearing

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The 5215 and 5220 IP Phones have a control for adjusting the volume of the handset receiver or headset (see *Customizing Your Phone* on page 12). Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

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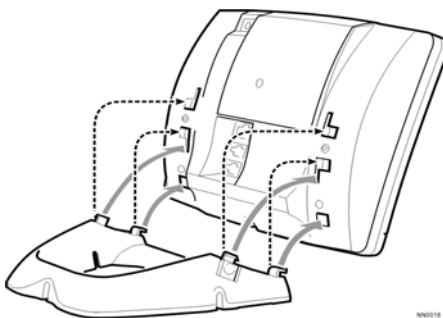
## Adjust the Viewing Angle of Your Phone

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To tilt your phone for better viewing of the keys:

1. Press the release tabs on the sides of the stand.
2. Hinge the two front hooks and snap the two back hooks of the stand into either the upper or lower notches on the back of the phone.

**Figure 3: Adjusting the Angle of the Phone**



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# Customizing Your Phone

This section provides procedures to customize the following aspects of your 5215 or 5220 IP Phone:

- Ringer volume and pitch
- Handset receiver volume
- Speaker volume
- Display contrast
- Personal keys
- Language settings.



## Ringer Volume and Pitch

**Note:** You cannot change your ringer settings while on a call.

### Adjusting Ringer Volume

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To adjust the ringer volume on your phone:

1. Press **Superkey**, and then press >> until SETTINGS & OPTIONS? appears on the display.
2. Press **OK**, and then press ▼ until RINGER SOUNDS? appears on the display.
3. Press **OK**. SET RINGER VOLUME? appears on the display.
4. Press **YES**. The phone starts to ring.
5. Press  or  to adjust the volume to the desired level, and then press **SAVE**. After the information is saved, SET RINGER VOLUME? appears on the display.
6. Press **NO**. SET RINGER PITCH? appears on the display.
7. Do one of the following:
  - To return to the main menu, press **NO**.
  - To return to the default display, press **Superkey**.

### Adjusting Ringer Volume During an Incoming Call

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To adjust the ringer volume while your phone is ringing with an incoming call:

- Press  and .

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## Adjusting Ringer Pitch

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To adjust the ringer pitch on your phone:

1. Press **Superkey**, and then press **>>** until **SETTINGS & OPTIONS?** appears on the display.
2. Press **OK**, and then press **▼** until **RINGER SOUNDS?** appears on the display.
3. Press **OK**, and then press **NO** until **SET RINGER PITCH?** appears on the display.
4. Press **YES**. The phone starts to ring.
5. Press **▼** or **▲** to adjust the pitch to the desired level, and then press **SAVE**. After the information is saved, **SET RINGER PITCH?** appears on the display.
6. Do one of the following:
  - To return to the main menu, press **NO**.
  - To return to the default display, press **Superkey**.

## Handset Receiver Volume

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### Adjusting Handset Receiver Volume

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To adjust the handset receiver volume when you are using the handset:

- Press **▼** and **▲**, and then hang up. The new setting stays in effect until you change it again.

**Note:** If your phone loses power, the settings will return to the default settings.

## Speaker Volume

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### Adjusting Speaker Volume

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To adjust the speaker volume when on a handsfree call:

- Press **▼** and **▲**, and then hang up. The new setting stays in effect until you change it again.

**Note:** If your phone loses power, the settings will return to the default settings.

## Display Contrast



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### Adjusting Display Contrast

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You can adjust the display contrast of your 5215 or 5220 IP Phone to suit your preference.

To adjust the display contrast of your phone:

- While the phone is idle, press  and . The new setting stays in effect until you change it again.

**Note:** If your phone loses power, the settings will return to the default settings.

## Programming/Modifying/Deleting Personal Keys

You can program a **Personal** key as a Speed Dial key. You can also view, program, modify or delete the information programmed on a **Personal** key. For information, see Speed Dial on page 30. Also see RSS (Web) Feed on page 30.

For a complete list of key programming settings, refer to the Web Configuration tool online help section, "About the Key Programming Page".

**Note:** You cannot change your **Personal** keys settings while on a call.

## Display Language

### Setting Display Language

---

To set the display language:

1. Press **Superkey**, and then press **>>** until SETTINGS & OPTIONS? appears on the display.
2. Press **OK**, and then press **▼** until LANGUAGE? appears on the display.
3. Press **OK**, and then press **NO** until the desired language appears.
4. Once the desired language appears, press **YES**. LANGUAGE? appears on the display.
5. Do one of the following:
  - To return to the main menu, press **EXIT**.
  - To return to the default display, press **Superkey**.

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# Making and Answering Calls

Once your 5215 or 5220 IP Phone is installed and configured to SIP mode, you can start using your phone and all of its features, including “regular” and SIP.

This section describes the different methods available to make and answer calls using your SIP-supported 5215 or 5220 IP Phone.

## Making Calls

With SIP, your phone allows you to dial by

- Extension number, or phone number. To dial an extension number, you must be registered with a SIP Service Provider. If you are registered with a SIP Service Provider and want to dial a “regular” phone number, your SIP Service Provider must provide access to the PSTN.
- User ID name (5220 IP Phone only). To dial a user ID name, you must be registered with a SIP Service Provider.
- SIP URL or IP address (5220 IP Phone only).

You can also press **Redial** to make a call.

**Note:** For information on dialing a Call Logs entry, see *Dialing a Call Log Entry* on page 26. For information on dialing a Phone Book entry, see *Making Calls from the Phone Book* on page 28. For information on making a Speed Dial call, see *Making Calls Using Speed Dial* on page 33.

You can make and receive calls using the handset, headset or speaker. For more information, see *Handset, Handsfree and Headset Modes* on page 26.

## Dialing by Number

---

To dial by phone number or extension number:

1. Lift the handset.
2. Enter the number of the party you want to call.
3. Press **DIAL** or # (the pound key). The number is dialed, and the selected **Line** key turns green.

**Note:** If you are dialing a phone number and are registered with a SIP Service Provider, your SIP Service Provider must have access to PSTN. To dial an extension number, you must be registered with a SIP Service Provider. For more information, contact your Administrator.

## Dialing by Name (5220 IP Phone only)

---

To dial by name:

1. Lift the handset.
2. Press **NAME**.
3. Enter the name of the party you want to call.

**Note:** If the name has more than 20 characters, only the last 20 characters will appear.

4. Press **DIAL** or # (the pound key). The name is dialed, and the selected **Line** key turns green.

**Note:** To dial by a user ID name, you must be registered with a SIP Service Provider. For more information, contact your Administrator.

## Dialing by SIP URL or IP Address (5220 IP Phone only)

---

To dial by SIP URL or IP address:

1. Lift the handset.
2. Press **URL**, and then enter the SIP URL or IP address of the party you want to call.  
**Note:** If the SIP URL exceeds 20 characters, only the last 20 characters will appear.
3. Press **DIAL** or # (the pound key). The SIP URL or IP address is dialed, and the selected **Line** key turns green.

**Note:** For character entry information, see *Entering Numbers and Letters* on page 8.

## Using Redial

---

Redial calls back the last party you dialed.

**Note:** Your phone will not remember the last outgoing call if power is lost.

To make a Redial call:

1. Lift the handset.
2. Press **Redial**. The last destination called is dialed, and the selected **Line** key turns green.

## Calling and Called Party Display

SIP phones display the true (programmed) identity of the called/calling party rather than the standard number/name display.

## Answering Calls

An incoming call will ring on the first available line, or **Line 1** if all lines are free. If all lines are busy and Call Forward – Busy (see *Enabling/Disabling Call Forward* on page 19) is not enabled, the caller gets a busy signal. While the phone is ringing, the Message Waiting/Ringing Indicator flashes orange, the name of the caller appears and the associated **Line** key flashes green.

## Using the Handset, Headset or Speaker to Answer Calls

---

To answer a call, do one of the following:

- For handset mode, lift the handset.
- For headset mode, press the **Headset** key, and then press the flashing green **Line** key.
- For handsfree mode, press **Speaker**.

For more information on handset, handsfree (Speaker) or headset calls, see *Handset, Handsfree and Headset Modes* on page 26.

## Enabling/Disabling Auto Answer

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You can also use Auto Answer to automatically answer incoming calls. To enable or disable Auto Answer, access the Feature Configuration page of the Web Configuration Tool (see *The Web Configuration Tool* on page 7).

# Call Handling

You can use the Superkey Menu Interface or the Web Configuration Tool to access features explained in this section. While on a call, you can use the Web Configuration Tool to change some of these settings, but the changes will not take effect until you have finished the call.

## Call Forward

Call Forward lets you redirect incoming calls to an alternate number. You can program either of the following three Call Forward options:

- Call Forward Always: redirects all incoming calls regardless of the state of your phone
- Call Forward No Answer: redirects calls if you don't answer after the programmed number of rings (1 – 99)
- Call Forward Busy: redirects calls when all lines are busy.

Your voice mailbox is the default destination for all Call Forward options. Call Forward Off is the default setting for all three options. You can turn on Call Forward No Answer and Call Forward Busy at the same time.

## Programming Call Forward

---

**Note:** You cannot change your Call Forward settings while on a call.

To set up Call Forward:

1. Press **Superkey**, and then press **>>** until **SETTINGS & OPTIONS?** appears on the display.
2. Press **OK**. **CALL FORWARDING?** appears on the display.
3. Press **OK**. **FWD ALWAYS: <current status>** appears on the display.
4. To navigate to the desired Call Forwarding option, press **▼**.
5. Once the desired Call Forwarding option appears, press **OK**.
6. Press **REVIEW**. The current forwarding destination appears on the display. If nothing is currently programmed, the top line of the display is blank.
7. (Call Forward No Answer only) Press **OPTIONS**, enter the number of desired rings (1 – 99) before a call is forwarded, and then press **SAVE**.
8. Press **CHANGE**, and then do one of the following:
  - To enter a URL as the destination, press **URL**, and then enter the URL.
  - To enter a name as the destination, press **NAME**, and then enter the name.
9. Press **SAVE**. After the information is saved, the same Call Forwarding option appears on the display with its new status.
10. Do one of the following:
  - To return to the main menu, press **EXIT**.
  - To return to the default display, press **Superkey**.

**Note:** You can also use the Web Configuration Tool to program Call Forward. To do so, access the tool's Feature Configuration page (see *The Web Configuration Tool* on page 7).

## Enabling/Disabling Call Forward

---

To enable or disable Call Forward:

1. Press **Superkey**, and then press **>>** until **SETTINGS & OPTIONS?** appears on the display.
2. Press **OK**. **CALL FORWARDING?** appears on the display.
3. Press **OK**. **FWD ALWAYS: <current status>** appears on the display.
4. To navigate to the desired Call Forwarding option, press **▼**.
5. Once the desired Call Forwarding option appears, press **TURNON** or **TURNOFF** to enable or disable the Call Forwarding option. The Call Forwarding option and its new status appears on the display.
6. Press **OK**, and then press **Superkey** to return to the default display.

**Note:** You can also use the Web Configuration Tool to enable or disable Call Forward. To do so, access the tool's Feature Configuration page (see *The Web Configuration Tool* on page 7).

## Call Transfer

You can transfer an active call to another party. To do so, at least one line must be free on your phone.

**Note:** The 5215 IP Phone supports two lines, and the 5220 IP Phone supports four lines. If all lines are busy on your phone, none of your callers will be able to transfer their call away from you to another phone. You must first free up one of the lines to allow callers to transfer a call away from your phone.

**Note:** During a conference call, any party can perform a call transfer when one line on the phone that initiated the conference call is available (i.e. not in use). For conference call information, see *Conference Call (Three-Way)* on page 20.

## Transferring a Call to an Unconnected Third Party

---

To transfer a call to an unconnected third party:

1. While on a call, press **Trans/Conf**. The call is put on hold.
2. Press a free **Line** key.
3. Call the party to whom you want to transfer the call, and then do one of the following:
  - To talk to this party, wait until the connection is established, speak to the party, press **Trans/Conf** to transfer the held call, and then hang up. This is an Attended Call Transfer.

**Note:** On a 5220 IP Phone, you can choose to press the **TRANSFR** softkey to transfer the held call during an Attended Call.

- To transfer the call without speaking to this party, immediately press **Trans/Conf**, and then hang up. The held call will be transferred to the call in progress. This is called a Blind or Unattended Call Transfer.
- To cancel the transfer, press **Cancel**. You are returned to the held call.

## Transferring a Call to a Third Party Already on Hold

---

To transfer a call to a third party already on hold:

1. While on a call, press **Trans/Conf**. The call is put on hold.
2. Press the **Line** key of the call on hold, and then press **Trans/Conf**.
3. Hang up.

## Call Waiting

On the 5215 IP Phone, you can have one call waiting while you are connected on another call. On the 5220 IP Phone, you can have a maximum of three calls waiting – any new call goes to the next free line. If all lines are busy, the caller gets a busy signal.

When a new call comes in, you hear a call waiting tone, the name of the new caller appears, and the next available **Line** key flashes green.

## Answering a Waiting Call While on Another Call

---

To answer a waiting call while you are on another call:

- Press the flashing green **Line** key of the incoming call. The current call is put on hold, and you are connected to the new caller. For more information on holding calls, see *Hold* on page 21.

## Conference Call (Three-Way)

When two parties are connected on a call, either of those parties can originate a three-way conference by adding a third party to the call in progress. Once three parties are connected, no more parties can be added to that call.

A party can be involved in more than one three-way conference call at a time, but the calls cannot be merged. For example, A and B are on a call. A adds C to create three-way conference call ABC. B adds D to the call with A to make conference call ABD. ABC and ABD remain separate— D is not added to conference call ABC.

**Note:** During a conference call, any party can perform a call transfer when one line on the phone that initiated the conference call is available (i.e. not in use). For call transfer information, see *Call Transfer* on page 19.

## Adding a Third Party to a Call in Progress

---

To add a third party to a call already in progress:

1. Press **Trans/Conf**. The current call is put on hold.
2. Press a free **Line** key, and then make a call (see *Making Calls* on page 15).

3. Once you have connected with the new party, press **Trans/Conf**. The call put on hold in step 1 is connected to the call in progress.

**Note:** If the new party does not answer, press **Cancel** twice to return to the held party.

## Adding a Party On Hold to a Call in Progress

---

To add a held party to a call in progress:

1. Press **Trans/Conf**. The current call is put on hold.
2. Press the **Line** key of the party already on hold.
3. Once you have connected with the new party, press **Trans/Conf**. The call put on hold in step 1 is connected to the call in progress.

## Leaving a Conference Call

---

To leave a conference call, do one of the following:

- Hang up.
- Press **HANGUP** (5220 IP Phone only).
- Press **Cancel**.

**Note:** If the originator of the conference call hangs up, then the remaining two parties stay connected.

## Hold

The 5215 IP Phone supports a maximum of two held calls at the same time. The 5220 IP Phone supports a maximum of four held calls.

## Putting a Call on Hold

---

To put a call on hold:

- Press **Hold**. The associated **Line** key flashes green.

## Retrieving a Call from Hold

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To retrieve a call from hold:

- Press the associated flashing **Line** key. The **Line** key becomes a steady green.

## Changing On Hold Settings

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When you place a call on hold, you will hear a regular beep after a programmed delay to remind you that you have a call on hold. If the handset is in its cradle, you will hear the beep through the handsfree speaker. When another party puts you on hold, you hear a regular beep to remind you that you are on hold. You can turn off this beep, if desired.

To change the On Hold settings, access the Feature Configuration page of the Web Configuration Tool (see *The Web Configuration Tool* on page 7).

**Note:** You cannot change your hold settings while on a call.

## Messages - Advisory

An advisory message appears on the display of the calling phone to inform callers of your whereabouts. (**Note:** The calling phone must be a display phone.)

## Creating an Advisory Message



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To create your own advisory messages, access the Feature Configuration page of the Web Configuration Tool (see *The Web Configuration Tool* on page 7).

## Enabling/Disabling your Advisory Message

---

To enable or disable your advisory message:

1. Press **Superkey**, and then press >> until SETTINGS & OPTIONS? appears on the display.
2. Press **OK**, and then press ▼ until ADVISORY MESSAGES? appears on the display.
3. Press **OK**. The first of several advisory messages appears on the display.
4. Press  and  to navigate to the desired message.
5. Press **TURNON** or **TURNOFF** to activate or deactivate the message. When activated, the advisory message key turns orange.
6. Do one of the following:
  - To return to the main menu, press **EXIT**.
  - To return to the default display, press **Superkey**. The advisory message alternates with the date and time on the default display.

**Note:** You can also use the Web Configuration Tool to enable or disable an advisory message. To do so, access the tool's Feature Config page (see *The Web Configuration Tool* on page 7).

## Messaging – Voice Mail

To receive and access voice mail messages, your Administrator must use the Web Configuration Tool to program your voice mailbox information.

When there is a new message in your voice mailbox, the Message Waiting/Ringing Indicator flashes orange.

**Note:** For administrative information on voice mail, see Voice Mail on page 41.

## **Accessing your Voice Mail Messages**

---

To access your voice mail message(s):

1. Lift the handset, and then do one of the following:
  - Press **Message**.
  - (Optional) Enter your voice mailbox number.
2. Follow the voice prompts to enter your voice mailbox password, and to review, save or delete your message(s).

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## Using Advanced Features

Like the call handling features (see *Call Handling* on page 18), you can use the Superkey Menu Interface or the Web Configuration Tool to access features explained in this section. While on a call, you can use the Web Configuration Tool to change some of these settings, but the changes will not take effect until you've finished the call.

### Do Not Disturb

Do Not Disturb forwards all calls directly to your voice mailbox; therefore, a ringing phone will not disturb you. If you do not have a voice mailbox set up, callers will get a busy signal.

**Note:** When Do Not Disturb is active, **DND ON** alternates with the date on the phone's display. If both Call Forward and Do Not Disturb are on, **DND ON** alternates with the time on the display.

**Note:** You cannot change your Do Not Disturb settings while on a call.

### Enabling/Disabling Do Not Disturb

---

To enable or disable Do Not Disturb:

1. Press **Superkey**, and then press **>>** until **SETTINGS & OPTIONS?** appears on the display.
2. Press **OK**, and then press **▼** until **DO NOT DISTURB?** appears on the display.
3. Press **OK**. **DO NOT DISTURB <current status>** appears on the display.
4. Press **TURNON** or **TURNOFF** to activate or deactivate Do Not Disturb. After the information is saved, **DO NOT DISTURB <new status>** appears on the display.
5. Do one of the following:
  - To return to the main menu, press **EXIT**.
  - To return to the default display, press **Superkey**.

**Note:** You can also use the Web Configuration Tool to enable or disable Do Not Disturb. To do so, access the tool's Feature Configuration page (see *The Web Configuration Tool* on page 7).

### Call Logs

Call Logs keeps a record of your missed, answered and outgoing calls. On the 5215 IP Phone, Call Logs records the five most recent calls for each of the three types of calls; on the 5220 IP Phone, the ten most recent calls for each of the three types of calls are recorded. For example, on the 5220 IP Phone the ten most recent incoming calls are logged while the ten most recent missed calls are logged. The most recent call appears at the top of each log.

The call information recorded includes the party name, number, SIP URL or IP address, the call duration, and the time and date of each call.

When you have missed incoming calls, the number of calls missed replaces the date on your phone's display.

**Note:** Call log information is automatically saved every 4 hours; therefore, if you reset your phone between that 4-hour interval, any missed, answered or outgoing calls that have occurred during that time will not be stored.

## Viewing a Call Log Entry

---

To view a missed, incoming or outgoing Call Log entry:

1. Press **Superkey**, and then press **>>** until CALL LOGS? appears on the display.
2. Press **OK**, and then press **▼** to navigate to the desired log type (Missed Calls, Answered Calls or Outgoing Calls).
3. Press **OK**. The number of calls appears on the display.
4. Press **▼** and **▲** to navigate through the logged call entries.
5. When the desired entry appears on the display, press **DETAIL**, and then press **<<** and **>>** to view the entry information.
6. When you have finished, press **DONE**.
7. Press **Superkey** to return to the default display.

**Note:** You can also view missed, incoming or outgoing Call Log entries using the Web Configuration Tool. To do so, access the tool's Call Logs page (see *The Web Configuration Tool* on page 7).

## Deleting a Call Log Entry

---

To delete a missed, incoming or outgoing Call Log entry:

1. Press **Superkey**, and then press **>>** until CALL LOGS? appears on the display.
2. Press **OK**, and then press **▼** to navigate to the desired log type (Missed Calls, Answered Calls or Outgoing Calls).
3. Press **OK**. The number of calls appears on the display.
4. Press **▼** and **▲** to navigate through the logged call entries.
5. When the desired entry appears on the display, press **DELETE**. CONFIRM DELETE? appears on the display.
6. Press **YES**. The log is deleted.
7. Press **Superkey** to return to the default display.

## Dialing a Call Log Entry

---

To dial a Call Log entry:

8. Press **Superkey**, and then press **>>** until CALL LOGS? appears on the display.
9. Press **OK**, and then press **▼** to navigate to the desired log type (Missed Calls, Answered Calls or Outgoing Calls).
10. Press **OK**. The number of calls appears on the display.
11. Press **▼** and **▲** to navigate through the logged call entries.
12. When the desired entry appears on the display, press **DIAL**. The log is dialed and the phone returns to the default display.
13. Lift the handset.

## Call Forking

You can register your SIP ID with several SIP sets and have all configured sets ring simultaneously. The indicator lamps of all configured aliases will flash until the call is answered, and then all lamps except the answering set are extinguished. All Mitel SIP phones support call forking.

## Handset, Handsfree and Headset Modes

### Switching Between Handset and Handsfree Modes

---

To go from handset to handsfree mode:

1. Press **Speaker**.
2. Hang up the handset. The **Microphone** key turns orange, and you can now use the speaker to communicate with your party.

To go from handsfree to handset mode:

- Lift the handset. The **Microphone** key turns off, and you can now use the handset to communicate with your party.

### Switching Between Handset and Headset Modes

---

To go from handset to headset mode:

1. Press the **Headset** key. The **Headset** key turns orange.
2. Hang up the handset. You can now use the headset to communicate with your party.

To go from headset to handset mode:

1. Lift the handset.
2. Press the **Headset** key. The **Headset** key turns off, and you can now use the handset to communicate with your party.

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## Switching Between Headset and Handsfree Modes

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To go from headset to handsfree mode:

- Press the **Headset** key. The **Headset** key turns off, the **Microphone** key turns orange, and you can now use the handsfree speaker to communicate with your party.

To go from handsfree to headset mode:

- Press the **Headset** key. The **Headset** key turns orange, the **Microphone** key turns off, and you can now use your headset to communicate with your party.

## Muting a Call

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### Enabling/Disabling Muting a Call

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To mute your phone so your party cannot hear you:

- Press **Microphone**. If you are in handset or headset mode, the **Microphone** key turns orange. If you are in handsfree mode, the **Microphone** key turns off.

To turn off the mute function:

- Press **Microphone** again.

## Phone Book

The Phone Book is a scrollable list of contacts from which you can make a call. On a 5215 IP Phone, your Phone Book can hold a maximum of 20 contacts. On a 5220 IP Phone, your Phone Book can hold a maximum of 60 contacts.

A Phone Book entry contains an automatic index number, the contact's name (maximum of 20 characters) and a number, SIP URL or an IP address.

You can also use the Web Configuration Tool to create or modify your Phone Book. To do so, access the tool's Phone Book page (see *The Web Configuration Tool* on page 7).

**Note:** You cannot change your Phone Book settings while on a call.

---

### Creating a Phone Book Entry

---

To create a Phone Book entry:

1. Press **Superkey**, and then press **>>** until PHONE BOOK? appears on the display.
2. Press **OK**. PHONE BOOK: <number of items> appears on the display.
3. Press **▼** and **▲** to navigate through the entries until ENTRY EMPTY appears on the display.
4. Press **ADDNEW**. PROGRAM ADDRESS? appears on the display.
5. Press **YES**, and then enter the IP address or SIP URL of the contact.



**Note:** Press <— to delete characters.

6. Press **SUBMIT**. After the information is saved, PROGRAM NAME? appears on the display.
7. Press **YES**, and then enter the name of the contact.
8. Press **SUBMIT**. After the information is saved, the name of the contact appears on the display.
9. Press **Superkey** to return to the default display.

## Modifying a Phone Book Entry

---



To modify a Phone Book entry:

1. Press **Superkey**, and then press >> until PHONE BOOK? appears on the display.
2. Press **OK**. PHONE BOOK: <number of items> appears on the display.
3. Press  and  to navigate to the entry you want to modify.
4. Press **CHANGE**, and then press **EDIT**. PROGRAM ADDRESS? appears on the display.
5. Do one of the following:
  - To modify an address or a SIP URL, press **YES**, enter the address or SIP URL, and then press **SUBMIT**. After the information is saved, PROGRAM NAME? appears on the display.
  - To modify a name, press **NO**. PROGRAM NAME? appears on the display. Press **YES**, enter the name, and then press **SUBMIT**. After the information is saved, the modified name appears on the display.
6. Press **Superkey** to return to the default display.

## Deleting a Phone Book Entry

---



To delete a Phone Book entry:

1. Press **Superkey**, and then press >> until PHONE BOOK? appears on the display.
2. Press **OK**. PHONE BOOK: <number of items> appears on the display.
3. Press  and  to navigate to the entry you want to delete.
4. Press **CHANGE**, and then press **DELETE**. CONFIRM DELETE? appears on the display.
5. Press **CONFIRM**. The entry is deleted, and ENTRY EMPTY appears on the display.
6. Press **Superkey** to return to the default display.

## Making Calls from the Phone Book

---

To make calls from your Phone Book:

1. Press **Superkey**, and then press >> until PHONE BOOK? appears on the display.
2. Press **OK**. PHONE BOOK <number of items> appears on the display.
3. Press  and  to navigate to the entry you want to call.
4. Press **DIAL**. The entry is dialed, and the phone returns to the default display.

5. (Optional) Lift the handset.

**Note:** You can also use the Web Configuration Tool to make calls from your Phone Book. To do so, access the tool's Phone Book page (see *The Web Configuration Tool* on page 7).

## Shared Lines and Keys

There are three types of shared lines:

- **SIP:** basic shared line with limited features (supports call forking but does not have LED activity and lines are not linked. This type of shared line is available in normal SIP mode).
- **SIP\_BLA line type:** server-enhanced Sylanro Bridged Line Appearance line type
- **SIP\_SCA line type:** server-enhanced Broadworks Shared Call Appearance line type

BLA and SCA line types allow calls and lines to be shared by multiple users. A SIP server provides support for call presentation to multiple phones, call state notifications, and access control. These two line types require the set to be in SIP Enhanced mode. (See *SIP Enhanced Mode* on page 41.)

The SIP Enhanced mode shared lines are shared among users but only the user who initiates activity on the line has full control over it. For example, if a user initiates a conversation on a shared line, other users can not affect that conversation. If the shared line is Ringing, or on Hold, any share user can pick up the line and be connected to the calling/held party.

An exception to this scenario occurs when the server is configured to allow line seizure by multiple lines. Mitel SIP phones support multi-call server programming.

Requirements for making calls and picking up held calls from shared lines are the same as normal (non-shared) lines.

### Shared Line Programming Requirements:

- Your Administrator must create a user entry (on the User List Config page of the Web Configuration tool) for the user with whom you want to share a line.
- Your Administrator must configure the type of shared line (SIP, BLA, or SCA) in the **Line Type** field on the **User List Config** page.
- Your Administrator must enable SIP Enhanced mode (on the Advanced Features page) before **SIP\_BLA** and **SIP\_SCA** modes can be configured.

### Programming Shared Line Keys

1. Access the **Key Programming** page of the Web Configuration Tool.
2. Click the **Key Number** of the key you want to assign as a shared line.
3. From the **Feature** list, select **Shared Line**.
4. From the **Context** list, select the User ID with which to associate this key.
5. Enter a label/description for this key (optional).

- Click **Apply** to apply the changes.

## Line Key Status

Shared lines display the following indicator lamps:

Line Status	LED Appearance	Description
Trying	Solid Red	When a user initiates a call on a shared line, the LED of that line and all shared lines glows red.
Active	Solid Green	When a call has been successfully connected, the LED of that line and all shared lines glows green.
Held	Flashing Red	When a user puts another party on hold, the LED of that line and all shared lines flashes red.
Alerting	Flashing Green	When a call is incoming, the LED of the called line and all shared lines flashes green.

## RSS (Web) Feed

Web feeds are text formats used to deliver information that is frequently updated such as News and weather reports. Your Mitel SIP Phone can act as a web feed reader, displaying the feed on Line 1 of the phone display when the phone is idle. You can program one or more keys on your phone to display a web feed or to display your own customized message (branding). Use the Key Programming Page in the Web Configuration Tool to program one or more RSS Feed keys. For more information, refer to the Web Configuration Tool Online Help.

## Enable/Disable RSS Feed

---

Once an RSS Feed key is programmed, press the key to display the feed. The LED on the key will light up and remain lit while the RSS feed scrolls continuously across Line 1 of your phone display. Press the key again to stop the feed.

**Note:** If your Administrator has programmed a global RSS feed or branding message for your phone, this text will be displayed when your phone is idle. When one of your own personal RSS Feed keys is enabled, it will override any global feed set by your Administrator for your phone.

## Speed Dial

You can program a **Personal** key as a Speed Dial to call someone with one key press.

On the 5215 IP Phone, you can program **Personal** keys 3 and 4 as Speed Dials. On the 5220 IP Phone, you can program **Personal** keys 1 through 7 in the **left** row as Speed Dials. For more **Personal** key information, see *Elements of Your Phone* on page 5.

**Note:** Your Administrator can use the Web Configuration Tool to view and modify **Line** keys or **Personal** keys. In addition, you can program **Line** keys as Shared Line keys. For more information, see *Shared Lines and Keys* on page 29.

## Viewing a Speed Dial Key

---

To view the current Speed Dial programmed on a **Personal** key:

1. Press **Superkey**, and then press **NO** until PROGRAM PERSONAL KEYS? appears on the display.
2. Press **OK**. SELECT A KEY appears on the display.
3. Press a **Personal** key. If the key has been programmed, the programming information appears on the display. If the key has not been programmed, UNUSED KEY appears on the display.

## Programming a Speed Dial Key

---

To program a Speed Dial key:

1. Press **Superkey**, and then press **>>** until PROGRAM PERSONAL KEYS? appears on the display.
2. Press **OK**. SELECT A KEY appears on the display.
3. Press the **Personal** key you wish to program. The associated programming information appears on the display. If the key is not currently programmed, UNUSED KEY appears on the display.
4. Do one of the following:
  - If the selected key is currently programmed, press **DELETE**. ENTER NUMBER appears on the display.
  - If the selected key is not currently programmed, press **ADDNEW**. ENTER NUMBER appears on the display.
5. Do one of the following:
  - If you want to enter a name, press **NAME**.
  - If you want to enter a SIP URL or an IP address, press **URL**.
6. Enter the destination information, and then press **SAVE**. KEY SAVED appears on the display.
7. Press **OK**. PROGRAM MEMORY KEYS? appears on the display.
8. Do one of the following:
  - To program additional Speed Dials, press **OK**. SELECT A KEY appears on the display.
  - To return to the default display, press **Superkey**.
9. For instructions on adding a label beside a programmed **Personal** key, refer to the Installation Guide packaged with your phone.

**Note:** If the number you are calling requires an intermediate Long Distance Carrier number to be dialed before the phone number, you can program a Speed Dial number for the Carrier. After pressing the Speed Dial number for the carrier, wait for connection to the Carrier. When connected, press the Speed Dial number for the party you are calling to send the DTMF (touchtone signals) to the Carrier.

**Note:** If the Speed Dial number you want to program requires pauses (for example, if you normally dial a main number, wait for a prompt, and then dial an extension) you can enter program them into the Speed Dial by entering a comma to represent a one-second pause. For example, to dial main number 592-2122 and then enter extension 111 after a 3-second pause, program a Speed Dial number as follows: 5922122,,,111

## Programming Features in Speed Dial Keys

---

For Sylanro and Broadworks deployments, you can program feature access codes that require additional user input as Speed Dial keys. To access the feature directly, simply enter the feature access code (for example, \*67) as the Speed Dial number in the Key Programming page of the Web Configuration tool. To access the feature and then have the set wait for your manual input, enter the feature access code followed by a semi-colon (for example, \*67; )

## Editing a Speed Dial Key

---

To edit a Speed Dial key:

1. Press **Superkey**, and then press >> until PROGRAM MEMORY KEYS? appears on the display.
2. Press **OK**. SELECT A KEY appears on the display.
3. Press the **Personal** key from which you want to edit its Speed Dial programming. The associated programming information appears on the display.
4. Press **EDIT**, and then make your changes.  
**Note:** Press <— to delete characters.
5. Press **SAVE**. SAVING CONFIG appears on the display.
6. Press **OK**. PROGRAM MEMORY KEYS? appears on the display.
7. Do one of the following:
  - To modify additional Speed Dials, press **OK**. SELECT A KEY appears on the display.
  - To return to the default display, press **Superkey**.
8. For instructions on adding a label beside a programmed **Personal** key, refer to the Installation Guide packaged with your phone.

## Deleting a Speed Dial Key

---

To delete a Speed Dial key:

1. Press **Superkey**, and then press >> until PROGRAM MEMORY KEYS? appears on the display.
2. Press **OK**. SELECT A KEY appears on the display.
3. Press the **Personal** key from which you want to delete its Speed Dial programming. The associated programming appears on the display.
4. Press **DELETE**. DELETE ITEM? appears on the display.
5. Press **YES**. UNUSED KEY appears on the display.
6. Do one of the following:
  - To return to the main menu, press **EXIT**.
  - To return to the default display, press **Superkey**.

---

## Making Calls Using Speed Dial

---

To make a Speed Dial call:

1. Lift the handset.
2. Press the **Personal** key programmed with the desired Speed Dial. The call is made.

## Time and Date

A Simple Network Time Protocol (SNTP) server (version 4 or later) provides your phone with the date and time; therefore, your Administrator will configure your time zone once using the Web Configuration Tool, and then an automatic adjustment will occur for Daylight Savings. However, if an SNTP server is not available in your system setup, you can modify the time and date using your phone or the Date/Time page of the Web Configuration Tool (see *The Web Configuration Tool* on page 7). For more information, contact your Administrator.

**Note:** You cannot change your time and date settings while on a call.

**Note:** If your phone loses power, the modified time and date are not saved.

---

## Changing the Time and Date

---

**Important:** Use this procedure only if an SNTP server is not provided. You will need to reprogram these settings every time the phone reboots. If an SNTP server is available and you manually modify the time and date using the Web Configuration Tool, the SNTP server will reset your changes to the correct time and date.

To change the display's time and date:

1. Press **Superkey**, and then press **>>** until **SETTINGS & OPTIONS?** appears on the display.
2. Press **OK**, and then press **▼** until **TIME AND DATE?** appears on the display.
3. Press **OK**. **SET TIME?** appears on the display.
4. Do one of the following:
  - To change the time, press **YES**. **12 OR 24 HR FORMAT?** appears on the display. Proceed to step 5.
  - To change the date, press **NO**. **SET DATE?** appears on the display. Proceed to step 9.
5. Do one of the following:
  - To enter the time in a.m./p.m. format, press **12**.
  - To enter the time using the 24-hour clock, press **24**.
6. Enter the time (for example, 1236 for 12:36; 0220 for 02:20), and then press **SUBMIT**.
7. (For a.m./p.m. only) Press **AM** or **PM**. **SET TIME?** appears on the display with the new time.
8. Press **NO**. **SET DATE?** appears on the display.
9. Do one of the following:
  - To change the date, press **YES**, and then proceed to step 10.

- To return to the main menu, press **NO**, and then proceed to step 11.
10. Enter the date (for example, enter 161204 for 16 December 2004), and then press **SUBMIT**. SET DATE? appears on the display with the new date.
11. Do one of the following:
- To return to the main menu, press **NO**.
  - To return to the default display, press **Superkey**.

---



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# Administrator Tools

This section contains administrative information to configure the 5215 or 5220 IP Phone's user and administrative settings using the Superkey Menu Interface, including

- Using default administrator user names and passwords for the phone.
- Changing user or administrative passwords for the phone.
- Configuring and viewing user SIP accounts, and modifying display names.
- Viewing device parameters, including the software version and MAC address of the phone.
- Enabling/disabling the communication and media protocols for remote connection to the phone.
- Viewing and modifying IP and MAC addresses and network settings.
- Performing firmware upgrades in the main program.
- Enabling SIP Enhanced Mode.
- Configuring voice mail.
- Adjusting automatic Daylight Savings information.
- Setting additional information, such as generic and specific configuration files and Hot Lines.

## Phone Passwords

As the Administrator, use the default administrator user names and passwords to first access all configurable features of the 5215 or 5220 IP Phone. It is recommended that you change these passwords as soon as possible to prevent unauthorized changes to the phone.

For privacy reasons, an asterisk ( \* ) appears for each character you enter.

**Note:** The asterisk and pound sign ( # ) are not valid characters in a password.

---

**CAUTION: Do not modify any settings that may affect the transmission of voice or tones (such as DTMF) to the local telephone network through your Service Provider, except at the express instruction of your Service Provider. An example of such a modification would be to change the CODEC type. Failure to heed this cautionary note may render your phone non-compliant to local regulations.**

---

**Table 3: 5215 IP Phone Default Administrator User Name and Password**

	Default User Name	Default Password
Administrator	admin	5215

**Table 4: 5220 IP Phone Default Administrator User Name and Password**

	Default User Name	Default Password
Administrator	admin	5220

**Note:** For Web Configuration Tool administrator and user password information, see *Web Configuration Tool Passwords* on page 10.

## Changing Phone Passwords

---

To change user or administrator passwords, access the Users & Passwords page of the Web Configuration Tool (see *The Web Configuration Tool* on page 7).

The administrator default user name cannot be changed.

**Note:** To prevent unauthorized access to the phone's administrator functions, change the administrator password as soon as possible.

## Device Parameters

### Viewing the Software Version and MAC Address

---

To view the software version and MAC address for the phone:

1. Press **Superkey**, and then press **>>** until ADMIN TOOLS? appears on the display.
2. Press **OK**. DEVICE PARAMETERS? appears on the display.
3. Press **OK**. SOFTWARE VERSION appears on the display.
4. You can choose to either view the software version or the MAC address.

To view the software version:

- Press **REVIEW**. The current software version appears on the display.
- Press **OK**. SOFTWARE VERSION appears on the display.

OR

To view the MAC address:

- Press **NEXT**. MAC ADDRESS appears on the display.
- Press **REVIEW**. The current MAC address appears on the display.
- Press **OK**. MAC ADDRESS appears on the display.

5. Do one of the following:
  - To return to the main menu, press **EXIT**.
  - To return to the default display, press **Superkey**.

**Note:** You can also view the MAC address using the **Line 1** key (see *Viewing the IP and MAC Addresses* on page 38).

## Protocols

You can control whether the phone can be accessed through the following communication and media protocols:

- Hypertext Transfer Protocol (HTTP)
- Trivial File Transfer Protocol (TFTP)
- Telnet
- Simple Network Management Protocol (SNMP)
- Secure Real-time Transport Protocol (SRTP).

## Enabling/Disabling Communication and Media Protocols

**Note:** To have access to the Web Configuration Tool, HTTP must be enabled. If HTTP is disabled (e.g. for security reasons) and you need access to the tool, then enable HTTP through the Superkey Menu Interface by following the steps in this section.

To enable or disable the communication protocols and media protocols for remote connection to the phone:

1. Press **Superkey**, and then press **>>** until ADMIN TOOLS? appears on the display.
2. Press **OK**, and then press **▼** until ACCESS PROTOCOLS? appears on the display.
3. Press **OK**, enter your administrator password, and then press **SUBMIT**. HTTP <current status> appears on the display.
4. Do one of the following:
  - To enable HTTP, press **TURNON**.
  - To disable HTTP, press **TURNOFF**.
  - To enable or disable TFTP, press **NEXT**.
5. Repeat steps 3 and 4 for TFTP, Telnet, SNMP and SRTP. After you enable or disable a protocol, that protocol and its new status appears on the display.
6. Do one of the following:
  - To return to the main menu, press **EXIT**.
  - To return to the default display, press **Superkey**.

**Note:** You can also use the Web Configuration Tool to enable or disable these protocols. To do so, access the tool's Protocols page (see *The Web Configuration Tool* on page 7).

## User SIP Accounts

A user SIP account includes a user name and password, and allows the user to register with the SIP Service Provider. When registered, the user can dial by user ID name or extension number. For more information, see *Making Calls* on page 15.

## Configuring a User SIP Account

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Access the User List Config page of the Web Configuration Tool (see *The Web Configuration Tool* on page 7) to configure the user name and password required to register a SIP user with the SIP Service Provider.

## Modifying the Display Name

---

The display name is the name displayed on a user's phone. That name also appears on the phone display of the party to whom the user is connected. To set or modify the display name, access the User List Config page of the Web Configuration Tool (see *The Web Configuration Tool* on page 7).

## Viewing a User Name

---

To view the phone's active user name:

1. Press **Superkey**.
2. Press the third **Personal** key (counting upwards from the bottom on the 5215 IP Phone) or the **Line 3** key (5220 IP Phone). The user display name (top) and user name (bottom) appears.
3. Press **Superkey** to return to the default display.

## View/Modify the Network Settings

### Viewing the IP and MAC Addresses

---

To view the phone's IP and MAC addresses:

1. Press **Superkey**, and then press the **Line 1** key. The IP and MAC addresses appear.
2. Press **Superkey** to return to the default display.

### Modifying Network Settings

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For a list of the network configuration settings available through the Superkey Menu Interface, see *The Superkey Menu Interface* on page 7.

To modify a phone's network configuration settings:

1. Press **Superkey**, and then press **>>** until ADMIN TOOLS? appears on the display.
2. Press **OK**, and then press **▼** until NETWORK SETTINGS? appears on the display.
3. Press **OK**, enter your administrator password, and then press **SUBMIT**.
4. Press **NEXT** until the network configuration settings you want to change appear on the display.
5. Press **REVIEW** to view the current settings of the selected setting, and then do one of the following:
  - (Optional) To enable or disable DHCP, press **TURNON** or **TURNOFF**.

- To change a value, press **CHANGE**, enter the new value, and then press **SUBMIT**. After the information is saved, the next setting appears on the display.
  - To leave a value as it is, press **EXIT** or **NEXT**.
6. Repeat steps 4 and 5 until all desired changes have been made.
  7. Press **Superkey** to return to the default display.
  8. For the settings to take effect, reboot the phone (i.e. unplug the power source from the phone, and then plug the power source back in).

**Note:** For information on hotkeys to reboot the 5215 or 5220 IP Phone, refer to the Web Configuration Tool online Help for the Administrator (see *Supporting Documentation* on page 1).

**Note:** To modify additional network settings available in the boot program, refer to the *About the Configuration Upload/Download Page* topic in the Web Configuration Tool online help.

**Note:** You can also use the Web Configuration Tool to modify the network settings. To do so, access the tool's Network Configuration page (see *The Web Configuration Tool* on page 7).

## Upgrade Phone Firmware

The phone uses TFTP to download firmware from a TFTP server, or HTTP to download firmware from the HTTP server. You can use either the phone or the Web Configuration Tool (see *The Web Configuration Tool* on page 7) to perform a firmware upgrade. If you use the Web Configuration Tool, access the tool's Firmware Update page.

If you use the Web Configuration Tool, the phone's original configuration is preserved; therefore, the phone will function as it did prior to upgrade, without the need to reconfigure settings.

If you use the options available on the phone, previous configurations may not be saved and restored; therefore, you may have to manually reload a previously saved configuration file or manually reconfigure phone parameters.

**IMPORTANT:** If you are upgrading from a previous load, please ensure you are following the correct upgrade procedure as outlined in the latest product Release Notes available from the SIP Software Download Page. The SIP Software Download Page provides access to the latest SIP firmware loads, upgrade procedures, and Release Notes.

To access the latest SIP firmware loads, upgrade procedures, and Release Notes:

1. In your browser, go to [www.mitel.com](http://www.mitel.com), click **Login**, and log in to Mitel OnLine.
2. Move your cursor over Products and Services, and select SIP Desktop Devices.
3. In "Related Links" click **SIP Software Download Page** for firmware loads or **Product Documentation** to access the SIP documentation.

## Viewing the Firmware Version

To view the current firmware version:

1. Press **Superkey**.
2. Press the **Line 2** key. Both the main and boot firmware versions appear on the display.
3. Press **Superkey** to return to the default display.

**Note:** You also view firmware versions on the Web Configuration Tool home page (see *The Web Configuration Tool* on page 7).

## Upgrading the Firmware

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To upgrade the phone's firmware through the Superkey Menu Interface, download the new firmware from the appropriate HTTP or TFTP server. To program the HTTP or TFTP server, access the Network Configuration and Firmware Update pages of the Web Configuration Tool (see *The Web Configuration Tool* on page 7).

The options available to perform an HTTP or TFTP firmware upgrade include

- **OFF:** If HTTP or TFTP is set to **OFF**, then firmware upgrades will not occur.
- **ON:** This option compares the current firmware versions with the versions available on the SIP server. If HTTP or TFTP is set to **ON** and the firmware currently loaded on the phone and the firmware available on the server differ, then you will be prompted to confirm the upgrade.
- **AUTO:** If HTTP or TFTP is set to **AUTO** and the firmware currently loaded on the phone and the firmware available on the server differ, then an upgrade will automatically occur without user intervention. Usually, an automatic upgrade will occur every 24 hours at approximately midnight. The phone must be idle in order for the automatic upgrade to occur. After a successful firmware download, the phone will reboot.

**Note:** HTTP takes priority over TFTP if both modes are enabled (i.e. On); otherwise, the firmware will download in the specified mode.

---

**CAUTION: During this procedure, DO NOT remove power from the phone while firmware is downloading or the phone is rebooting. This may result in severe damage to your phone.**

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To upgrade the phone's firmware in the main program:

1. Press **Superkey**, and then press **>>** until **SETTINGS & OPTIONS?** appears on the display.
2. Press **OK**, and then press **▼** until **UPGRADE FIRMWARE?** appears on the display.
3. Press **OK**. **CHOOSE PROTOCOL** appears on the display.
4. Press the desired protocol (**HTTP** or **TFTP**), or press **AUTO**. **BEGIN UPGRADE NOW?** appears on the display.
5. Press **CONFIRM**. The downloading process begins and the phone reboots. This process may take approximately 1 to 2 minutes. When the time and date appear on the display, the download and reboot is complete and the phone is ready for use.

**Note:** You can also update the firmware in the boot program. For more information refer to the *About the Configuration Upload/Download Page* topic in the Web Configuration Tool online help. You can also update the firmware using the Firmware Update page of the Web Configuration Tool (see *The Web Configuration Tool* on page 7).

**Troubleshooting Tip:** If your phone displays "SIP MAIN NOT FOUND", it is likely that your system has experienced a power failure. The SIP Phone Boot firmware "borrows" Flash sectors from the SIP Main area during firmware installation. At the end of a normal installation, the sectors are restored without affecting SIP Main. However, if power is removed during Boot installation, then SIP Main is erased and will have to be reinstalled on the phone.

## Automating Firmware Upgrades

You can configure phones to poll the server for new versions of firmware. When the phone detects a firmware upgrade, it downloads the new version and stores it in memory. When it is next idle, the phone reboots with the new firmware.

To automate firmware upgrades, your Administrator must set the Firmware Upgrade option and a polling interval on the Firmware Update page of the Web Configuration Tool. For programming options, refer to the online help supplied with the Web Configuration Tool.

To upgrade firmware on multiple phones, refer to the *Mass Deployment* topic in the Administrators Tools section of the Web Configuration Tool Online Help.

## Using SIP Enhanced Mode

SIP Enhanced mode enables your 5215/5220 phone to support server-enhanced shared lines including Sylanro Bridged Line Appearance (BLA) and Broadsoft Shared Call Appearance (SCA).

**Note:** Once you enter SIP Enhanced mode, your phone becomes a dedicated SIP phone. You can not toggle back to MiNET mode.

To enable SIP Enhanced mode:

1. From the Web Configuration Tool home page, click **Advanced Features**.
2. In the SIP Enhanced Mode list, select **On**.
3. Click **Save and Reboot**.

To enable SIP Enhanced mode in the Boot program, refer to the *About the Configuration Upload/Download Page* topic in the Web Configuration Tool online help.

## Voice Mail

Voice mail for SIP-supported phones is server-based. For more information on the voice mail system, contact your SIP Service Provider.

## Configuring Voice Mail

To configure voice mail:

1. Press **Superkey**, and then press **>>** until ADMIN TOOLS? appears on the display.
2. Press **OK**, and then press **▼** until NETWORK SETTINGS? appears on the display.
3. Press **OK**, enter your administrator password, and then press **SUBMIT**.

4. Press **NEXT** until VOICE MAIL SERVER appears, and then press **REVIEW**.
5. Press **CHANGE**, enter the IP address of the voice mail server, and then press **SUBMIT**. After the information is saved, VOICE MAIL SERVER appears on the display.
6. Press **NEXT**. VOICE MAIL PORT NUM appears on the display.
7. Press **REVIEW**, and then press **CHANGE**.
8. Enter the voice mail port number, and then press **SUBMIT**. After the information is saved, VOICE MAIL PORT NUM appears on the display.
9. Do one of the following:
  - To return to the main menu, press **EXIT**.
  - To return to the default display, press **Superkey**.

**Note:** You can also use the Web Configuration Tool to configure voice mail. To do so, access the tool's User List Config page (see *The Web Configuration Tool* on page 7).

## Daylight Savings

### Adjusting Daylight Savings

---

To make adjustments to the automatic Daylight Savings for the phone, access the Network Configuration page of the Web Configuration Tool (see *The Web Configuration Tool* on page 7).

## Configuration Files

The 5215 and 5220 IP Phones support configuration files for automatic programming. For more information about the configuration files, and about configuring multiple phones, access the *Administrator Tools > Phone Management* topic in the Administrator's Web Configuration Tool online help.

## Hot Line

When a Hot Line number, SIP URL or an IP address is set up, the 5215 or 5220 IP Phone automatically dials that number or address when taken off-hook.

For Hot Line programming instructions, access the *Administrator Tools > Configuring SIP Features* section in the Administrator's Web Configuration Tool online help.

## Media Configuration

For programming instruction, access the *Administrator Tools > Configuring Media Settings* topic in the Administrator's Web Configuration Tool online help.

## Main Program and Boot Program Configuration Options

For information about additional configuration options available through the phone's main program (Superkey menu interface) or boot program:

- Access the *Administrator Tools > Configuring in the Main and Boot Programs* topic in the Administrator's *Web Configuration Tool* online Help.

## Global RSS Feed

You can program a global RSS feed or branding message that will be displayed on Line 1 of Mitel SIP Phones when the phones are idle. You program the global RSS feed in the Advanced Features section of the Web Configuration Tool. For more information, refer to the Web Configuration Tool Online Help.

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## Appendix A — Troubleshooting

This section contains troubleshooting information about

- Phones working behind a non-SIP compliant router.
- Phone error messages.
- Maintenance logs.
- Call statistics to remotely debug audio problems.
- Time and date correction on your phone.
- Mirroring LAN and PC ports.
- Pinging an IP address.
- Performing a DHCP trace.
- Diagnostics (i.e. errors or “asserts”).

### Phones Working Behind a Non-SIP Compliant Router

The following table presents a solution to your phone not working behind a non-SIP compliant router:

**Table 7: Non-SIP Compliant Router**

Problem	Solution
5215 or 5220 IP Phone does not seem to work behind a non-SIP compliant router.	Follow the steps in the <i>Working with Firewalls</i> topic in the Web Configuration Tool online Help - Administrator. To access the Help, see <i>Supporting Documentation</i> on page 1.

## Phone Error Messages

The following table presents solutions to messages that may indicate a problem:

**Table 8: Phone Error Messages**

Message	Description	Solution
PPPoE Initialize	5215 or 5220 IP Phone is configured to work with a DSL connection using PPPoE; however, this connection cannot be established – the phone is stuck on “PPPoE Initialize” during the boot program.	<ol style="list-style-type: none"> <li>1. Check the PPPoE login name and password.</li> <li>2. Ensure the DSL modem is plugged in, and powered up.</li> </ol>
<b>NO REG</b>	Appears on the 5215 or 5220 IP Phone, indicating that the phone has failed to register with a SIP registration server. Connection to a SIP registration server is necessary for your phone to make and receive SIP calls.	<ol style="list-style-type: none"> <li>1. Ensure SIP registration server is running.</li> <li>2. If your SIP registration server is located on the Internet, then ensure you have a working connection to the Internet.</li> <li>3. In the <i>SIP Configuration</i> page of the Web Configuration Tool, ensure that <ul style="list-style-type: none"> <li>• <b>Bypass Firewall NAT is On</b></li> <li>• <b>Mode</b> is set to <b>Dynamic</b></li> <li>• <b>WAN IP Discovery URL</b> is correct  <a href="http://sipdnld.mitel.com/Remote.shtml">http://sipdnld.mitel.com/Remote.shtml</a>.</li> </ul> </li> </ol>
TRANSF N/A	Appears instead of <b>TRANS/CONF</b> when the user is trying to establish a conference call.	<p>Reconfigure the phone that initiated the call and/or the phone that received the call to either</p> <ul style="list-style-type: none"> <li>• G729A &amp; G711uLaw &amp; G729ALaw</li> <li>• G729A &amp; G711ALaw &amp; G711uLaw</li> <li>• G711uLaw &amp; G711ALaw &amp; G729A</li> <li>• G711ALaw &amp; G711uLaw &amp; G729A.</li> </ul> <p>To do this, access the Media Configuration page of the Web Configuration Tool (see <i>The Web Configuration Tool</i> on page 7).</p>
TRANSFER FAILED (or TRANS/CONF screen freezes)	During a conference call, neither party can transfer a call when all lines on the phone that initiated the conference call are in use at the same time.	Make at least one line on the phone that initiated the conference call available.

## Maintenance Logs

Maintenance logs list the tasks performed on the phone, and detail such information as the date and time of the call, caller identification, keys pressed, prompts displayed and call control.

### Viewing Maintenance Logs

---

To view the maintenance logs:

1. On your PC, launch your browser.
2. In your browser's **URL** or **Address** field, do the following:
  - To start the log, enter your phone's IP address followed by mlogs. For example, <http://12.34.56.78/mlogs>. The maintenance logs appear on the screen.
  - To end the log, enter your phone's IP address followed by mloge. For example, <http://12.34.56.78/mloge>. The maintenance logs appear on the screen.

### Saving Maintenance Logs

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To save the maintenance logs you are currently viewing:

- On the **File** menu of your browser, choose **Save As...**, and then save the log as a text file (.txt).

## Audio

To obtain audio and packet statistics to remotely debug a phone's audio problems:

1. On your PC, launch your browser.
2. In your browser's **URL** or **Address** field, enter the phone's IP address followed by mstats. For example, <http://12.34.56.78/mstats>.

## Time and Date

### Setting the Correct Time and Date on the Phone

---

Use the Web Configuration Tool to configure your 5215 or 5220 IP Phone to obtain the time and date automatically by consulting a Simple Network Time Protocol Server (SNTP), version 4 or later. To do so, access the tool's Network Configuration page (see *The Web Configuration Tool* on page 7).



**Note:** If there is no SNTP server, use the Date/Time page of the Web Configuration Tool to set the correct time and date (see *The Web Configuration Tool* on page 7).

## Port Mirroring

### Enabling/Disabling Port Mirroring

You may want to mirror the LAN and PC ports to and from the phone for debugging purposes.

To enable or disable port mirroring:





1. Plug the DC adapter cord into the power input, and press and hold  and  at the same time until NETWORK SETTINGS? appears on the display.
2. Press **NO** until TOOLS AND FEATURES? appears on the display, and then press **YES**.
3. Press **NO** until PORT OPTIONS? appears on the display, and then press **YES**. PORT MIRRORING: <current status> appears on the display.
4. Do one of the following:
  - To enable port mirroring, press **TURNON**.
  - To disable port mirroring, press **TURNOFF**.

## Ping Test

### Pinging an IP Address

The ping test allows you to enter the appropriate network information required to ping a specified IP address.

To ping an IP address in the boot program:

1. Plug the DC adapter cord into the power input, and press and hold  and  at the same time until NETWORK SETTINGS? appears on the display.
2. Press **NO** until TOOLS AND FEATURES? appears on the display, and then press **YES**. PING TEST? appears on the display.
3. Press **YES**. PING TEST PARMS appears on the display
4. Press  and  to navigate the phone's IP address, default gateway's IP address and the subnet mask, and then enter the appropriate data.
5. The ping test results appear, followed by REBOOT NOW?.
6. Do one of the following:
  - If you have made all desired changes, press **YES** to reboot the phone for all changes to take effect. When the date and time appear, the phone is ready for use.
  - If you want to make further changes, press **NO** to return to the main menu.





## DHCP Trace

In order for the phone to perform a DHCP request, use the DHCP TRACE? submenu. You can then review the parameters that the DHCP returns. After you have reviewed the trace information, the DHCP Lease is released. If a previous DHCP offer included VLAN information, you will have the option to perform a DHCP trace using the VLAN information; however, this option will only be available if VLAN information is available when you initiate the test.

### Performing a DHCP Trace

---

To perform a DHCP trace:



1. Plug the DC adapter cord into the power input, and press and hold  and  at the same time until NETWORK SETTINGS? appears on the display.
2. Press **NO** until TOOLS AND FEATURES? appears on the display, and then press **YES**.
3. Press **NO** until DHCP TRACE? appears on the display, and then press **YES**. USE VLAN FOR DHCP? appears on the display if VLAN is available. If VLAN is not available, then DHCP TRACE: RESULTS appears on the display.
4. (Optional) If USE VLAN FOR DHCP? appears on the display, press **YES**. DHCP TRACE: RESULTS appears on the display.
5. Press  and  to view the results. DHCP TRACE? appears on the display at the end of the results.
6. Press **NO** to exit to the main menu.

## Diagnostics

### Performing a Diagnostics Test

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To perform a diagnostics test to view the last recorded error or “assert”:

1. Plug the DC adapter cord into the power input, and press and hold  and  at the same time until NETWORK SETTINGS? appears on the display.
2. Press **NO** until TOOLS AND FEATURES? appears on the display, and then press **YES**.
3. Press **NO** until DIAGNOSTICS? appears on the display, and then press **YES**. LAST ASSERT/EXCEPT appears on the display.
4. Press **SELECT** to view the last recorded error. If there are no errors to report, NO ASSERTS/EXCEPTS appears on the display.
5. Press **BACKSPACE** to exit to the main menu.

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# Appendix B - Specifications

For a complete list of supported features (including Sylanro and Broadsoft features) and supported RFCs, access the *Specifications* topic in the Web Configuration Tool online help.