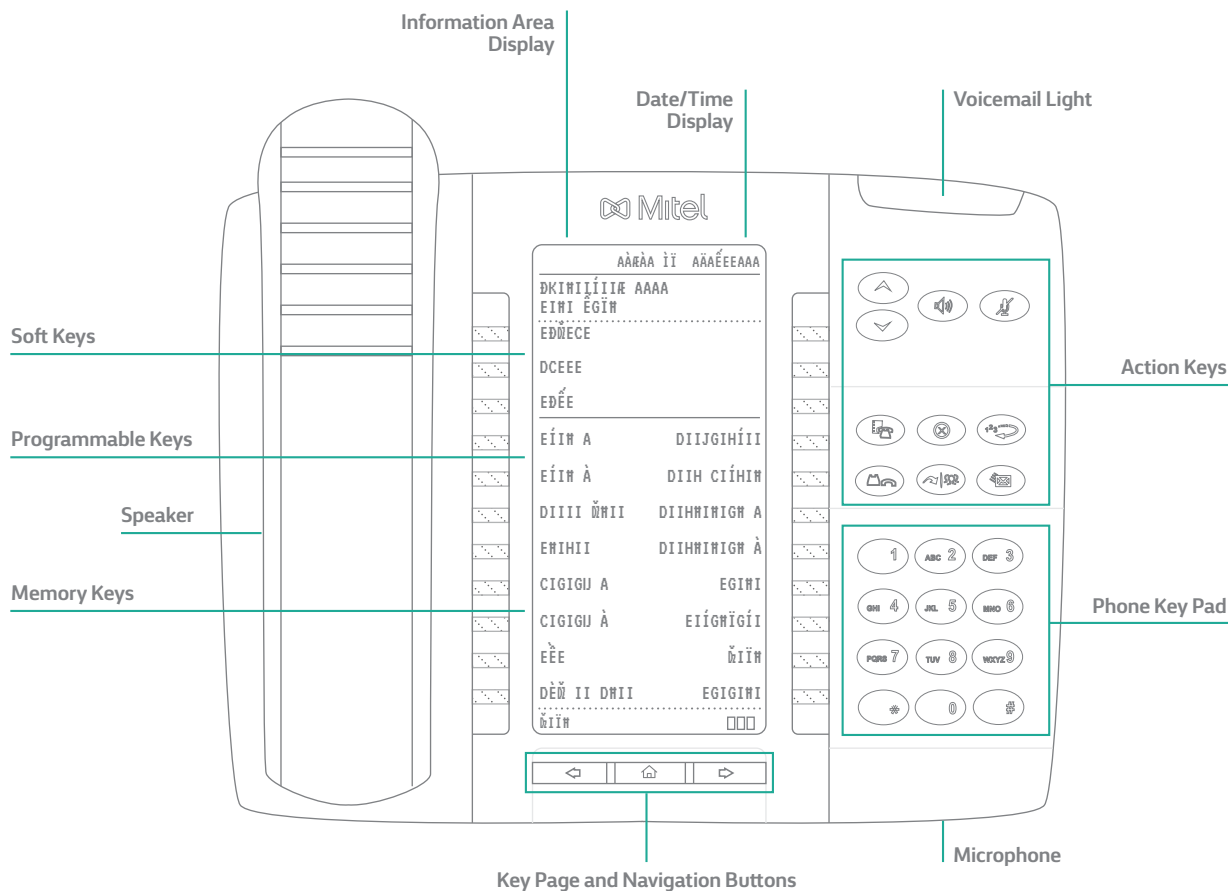


Quick Start Guide—Mitel 5300 Series

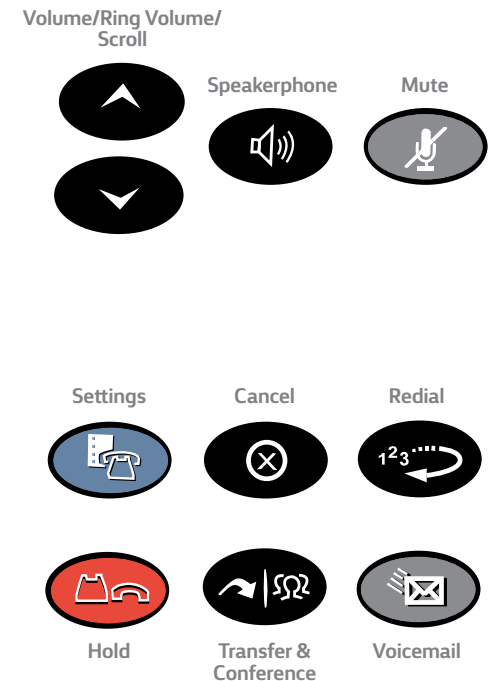


All of your phone's features and settings will be managed through the phone itself and through our intuitive, online customer portal called Hosted IP. An account has been created for you upon purchase in which you will receive an activation email instructing you to set your password. Once activated, you can login to the portal at <https://hostedipphonesystem.net/> to view and manage your system and features.

This quick start guide is designed to provide you with a brief overview of the system.



Action Keys



Quick Start Guide – Using Your 5300 Series Phone

Activating Your Phone

Press the **Activate** soft key and enter your extension and PIN, then press **Enter** or the **#** key.

Making Calls

External Calls

To make an external call, you must dial a 9 + 1 + the number.

Internal Calls

Internal calls can be made by just entering the 3 or 4 digit extension of your colleague.

International Calls

To make calls outside of the United States, dial 9 + 011 + Country Code + City Code + the phone number of the person you are trying to reach.

Missed Calls

A missed call is designated by an asterisk appearing next to your **CALLS** softkey: ***CALLS**. Scroll through the list to identify the specific missed calls marked with an asterisk.

Recording Your Voicemail Greeting

To record or change your voicemail greeting. Press the **Voicemail** button on your phone and enter the temporary 4 -10 Digit passcode provided, and follow the prompts to record your greeting. Here, you can also reset your passcode.

Listening to Voicemail Messages

From Your Desk Phone

Press the Voicemail key and follow the prompts.

From Any Phone Outside Your Office

1. Call your own phone number
2. During your voicemail greeting press * key and follow the prompts.

Accessing the Company Directory

Press the **Menu** soft key on your phone, then select **Directory**. Here you can search for employees by typing in their last name. Once the coworker you are trying to reach is displayed, hit the **Dial** soft key to begin the call.

Using Redial

Press the Redial function key (or the **Redial** soft key). Then, select the number you wish to call by using the **Arrow** keys and press the **Dial** soft key.

Placing a Call on Hold

When you are on a call and would like to put someone on hold. Press the red hold key . This places the call on hold. Take the call off hold by pressing the glowing **Line Appearance** key.



Transferring a Call

Once on an active call, you can transfer a call by pressing the **Transfer** soft key. You will then see **Transfer To** displayed. Dial the internal or external number (don't forget to dial 9 + 1 for an external call) and press **Transfer** again. The call will then be transferred to the appropriate party.

Making a Three-way Call or Conference Call

Dial the first party's number, then press the Transfer & Conference function key twice (or the **Conf** soft key once). Then dial the second party and press the Transfer & Conference function key once (or the **Conf** soft key) to join the parties.

Adjusting Your Phone Display Settings

You can adjust and personalize your phone's settings by clicking on the blue Settings key. Here you will see a list of the display features: Text Size, Brightness and Contrast, Screen Saver and more. To view or adjust any of these settings, simply click on the button next to the appropriate category.

Adjusting the Speaker Volume

Press the up arrow or down arrow to adjust the volume of the handset, headset and speakerphone during a call.

Adjusting the Ringer Volume

Press up arrow or down arrow when the phone is ringing.

Muting a Call

Press the Mute function key to mute the microphone during a call. Then press the Mute function key again to turn off mute.

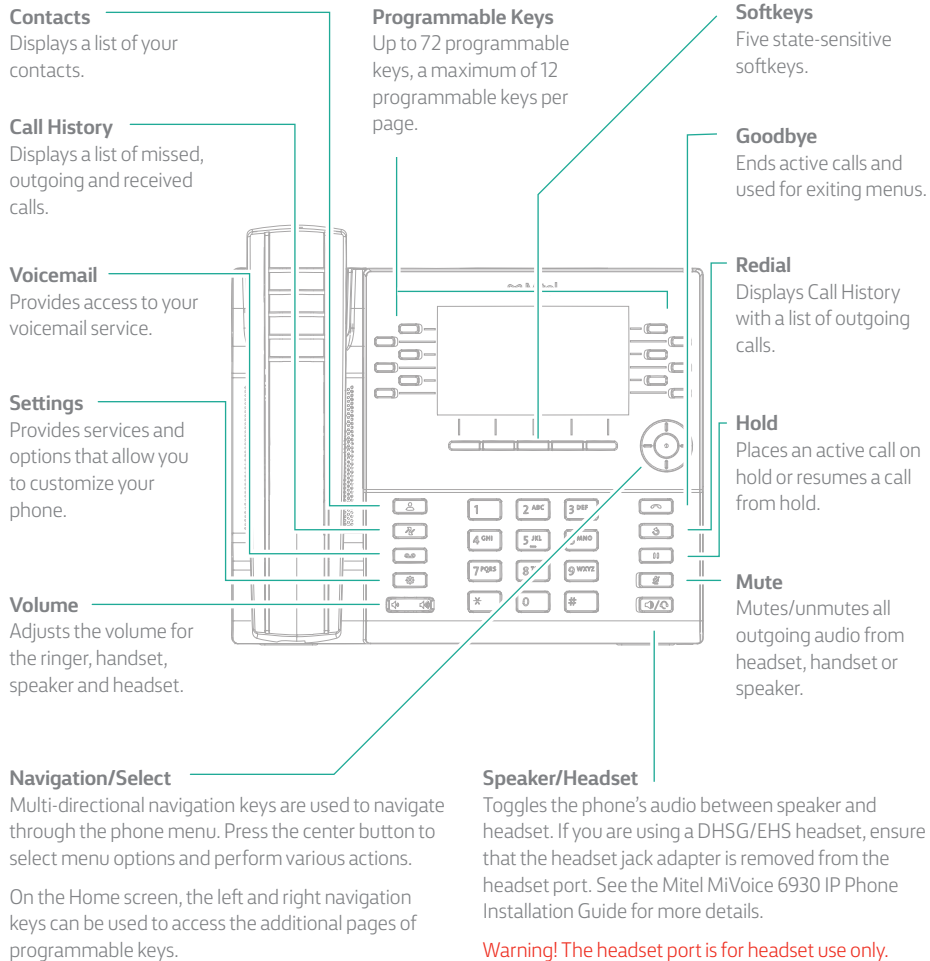
NOTE: This command works whether you are using the headset, handset or speakerphone. When on a call, if your phone is muted and you need to enter command keys, unmute the microphone to ensure that they transmit properly.



Quick Start Guide–Mitel 6900 Series



Getting Started



Warning! The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

Activating your phone

Follow the **Installation Guide for the Mitel 6900 IP Phone to connect the phone to your network.**

- + After the phone boots, press the **ACTIVATE** soft key.
- + Enter your numeric OfficeSuite UC extension, and then enter your numeric PIN.
- + Press **ENTER** or the **#** key and your phone will login and be ready for use.
- + To program speed dial and feature keys, login to the Hosted IP portal at <https://hostedipphonesystem.net/>

Basic call handling

Making a call

1. Lift the handset or press the key, and dial the number.
2. Press the **Line** programmable key and dial the number.

Ending a call

Place the handset back in its cradle, press the **End Call** softkey, or press the key.

Answering a call

Lift the handset or press the key for handsfree operation.

Redialing

Press the **Redial** softkey once or the key twice to call the last dialed number as displayed on the Home screen – or –


Press the key once to access the Call History application with a list of recently dialed numbers. Use the up and down navigation keys to scroll through the entries and either press the **Select** button or **Dial** softkey to redial the selected number.

Muting

Press the key while on an active call to mute the microphone for your handset, headset, or speaker. Press the key again to unmute the audio.



Holding and resuming

1. To place an active call on hold, press the  key. A  (hold) icon flashes on the respective **Line** key.
2. To resume the call, press the  key again or press the respective **Line** key.

Contacts

Press the **Contacts** key to see your corporate, personal and mobile (for 6930, 6940 only) contacts. Scroll to the desired list and search by last name using T9 (pressing a single number key multiple times to indicate desired letter). Select the desired record and press the **Dial** soft key to place a call to that party.

Voicemail

Press the **Voicemail** key and follow the audio prompts to retrieve messages, record greetings, forward messages, etc.

Call History

Press the **Call History** key to see your missed, outgoing, received and mobile (for 6930 and 6940 only) call list. Select the desired list and scroll to find the desired call record. Press the **Dial** soft key to place a call to that party. You can add to your personal contacts directory by selecting a call record and pressing the **Add Contact** soft key.

Settings

Press the **Settings** key to edit your ring tones and display settings. Scroll to the desired setting and press the **Select** key. Follow the on-screen prompts to make any changes. Press the **Save** soft key when done.

Volume Up/Down

Press the **Volume Up/Down** key to adjust the volume of the handset and speakerphone when engaged in a call and the ringer volume while the phone is ringing.

Navigation Select

Use the **Navigation** disc to move through menus up/down and left/right, and press the center **Select** key to make a selection.

Missed Calls

The number of missed calls is indicated on your phone display. Press the **Call History** feature key and then scroll through the missed calls list on the next screen.

Help is available

For more information about your OfficeSuite Hosted IP Phone System visit <https://hostedipphonesystem.net>



Installing Your Phone Without Power Over Ethernet – or –

1A: Connect Your Phone to the Local Area Network

Connect one of the provided Ethernet cables into your existing local area network (LAN) and into the LAN port on the power adapter. Next, connect another Ethernet cable into the phone port on your power adapter and into the LAN port on the back of your IP phone.

Proceed to STEP 2.

Installing Your Phone With Power Over Ethernet

1B: Connect Your Phone to the Local Area Network

If your network is Power over Ethernet enabled, you do not need the power adapter and should simply connect an Ethernet cable into your existing local area network and into the LAN port on the back of your IP phone.

2: Connect Your Phone Handset

Connect your phone handset into the port next to the handset icon on the back of your IP phone. You may also connect a headset into the port next to the headset icon on the back of your IP phone.

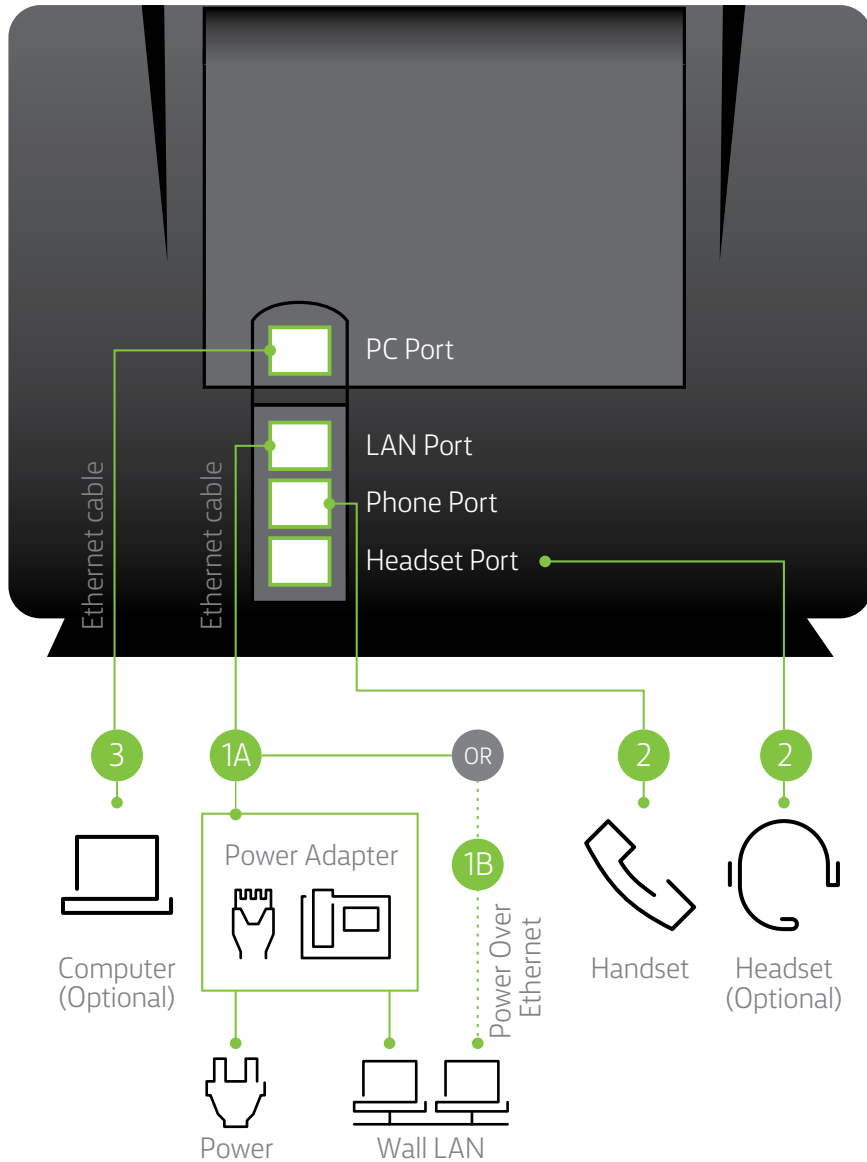
3: Connect Your PC to Your Phone (Optional)

Hosted IP Phone System can utilize an integrated Ethernet switch that allows you to connect to your computer without requiring an Ethernet Port.

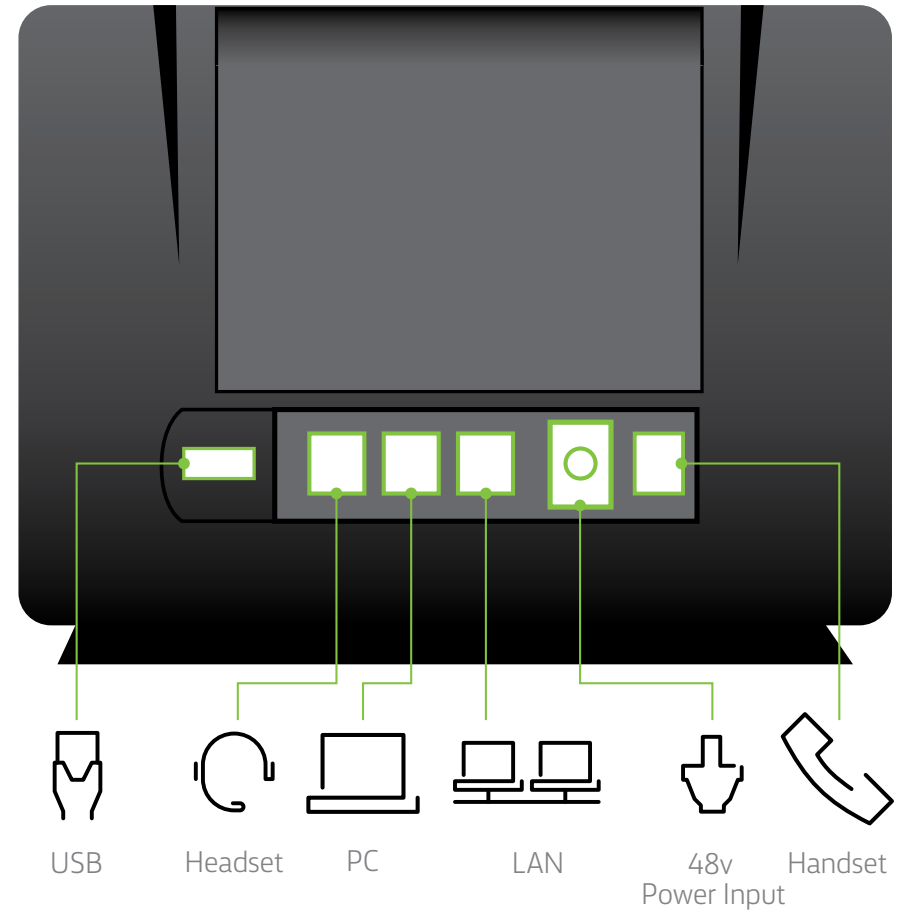
To do this, connect one of the provided Ethernet cables to your computer and into the PC port on the back of your IP phone.



5300 Series–Ethernet Ports



6900 Series–Ethernet Ports



Using Your IP Phone

Activating Your Phone

Press the **Activate** soft key and enter your extension and PIN, then press **Enter** or the **#** key. Your extension was created by our team when your account was created and when you first logged into the **Online Hosted IP Portal**, you created your numeric PIN.

Making Calls

External Calls

For calls outside your office, simply pick up the handset or press any line key to activate the speakerphone and dial 9 + 1 + the 10-digit phone number.

Example: 9 + 1 + 800 + 555 + 1212

Internal Calls

For calls inside your office, simply pick up the handset or press any line key and dial the extension of your colleague. To use the company directory press **Menu**, then **Directory** (for 6900 series, press the **Contacts** key then select **Corporate Directory**) and type in the first few letters of the party's last name using your phone's keypad, or scroll to find their name, then press **Dial**.

International Calls

To call outside of the United States dial 9 + 011 + Country Code + City Code + Number, then the phone number of the party you wish to call.

Example: 9 + 011 + 52 + 55 + 5130 + 5300

NOTE: Hosted IP Phone System allows companies to restrict International calls so if you cannot make an international call, please contact your local administrator.

Setting Up Voicemail and Getting Messages

Press the **Voicemail** key on your phone and enter **temporary 4 - 10 Digit passcode provided**, Then, follow the voice prompts to set up your mailbox and change your passcode.

NOTE: Please choose a passcode that is easy to remember for you, but difficult for others to guess.

Recording Your Voicemail Greeting

To record or change your voicemail greeting, hit the **Voicemail** key on your phone and log in with your passcode followed by the **#** sign. Then, select option 9 and follow the prompts.

To change your voicemail greeting, click the **Voicemail** key on your phone or simply call your phone number and press the **Star (*)** key when you hear your current greeting.

Then, enter your voicemail passcode and follow the instructions.

Retrieving Voicemail From Your IP Phone System

When you have a message, your phone indicator light will glow an orange or red color on your phone. Then, push the **Voicemail** key and enter your passcode.

Making a Three-way Call or Conference Call

You can initiate multiple party phone calls right from your **IP UC Phone**. Dial the first party's number, then press the Transfer & Conference twice (or the **Conference** soft key once). Then, dial the second party and press the Transfer & Conference function key once (or the **Conference** soft key) to join the parties.

NOTE: Use only the **CONFERENCE** soft key on 6900 series phones.



Using Redial

Press the **Redial** function key (or the **Redial** soft key). Then, select the number you wish to call by using the **Navigation** keys and press the **Dial** soft key.

NOTE: 6900 series **Redial** soft key will immediately call the last party dialed.

Volume Control

Adjusting the Speaker Volume

Press volume keys (up/down for 5300 series, left/right for 6900 series) to adjust the volume of the handset, headset and speakerphone during a call.

Adjusting the Ringer Volume

Press volume keys (up/down for 5300 series, left/right for 6900 series) when the phone is ringing.

Muting a Call

Press mute key to mute the microphone during a call. Then press mute key to turn off mute.

NOTE: This command works whether you are using the headset, handset or speakerphone.

Using Other Phones

Parking a Call on One Phone and Retrieving It on Another

The **Park/Retrieve** feature allows you to put a call on hold at one phone and retrieve it from any other phone in your organization. To use the **Park/ Retrieve** feature, you must first program a **Park/ Retrieve** key on each phone. Do this via the **My Phones** widget in the **Hosted IP Phone System** portal. Select any unassigned key and then select **Park/Retrieve** from the drop-down menu. To label your **Park** keys, for example **Park 1** etc., select the corresponding location from the Details drop-down for the corresponding parked call location (1 through 9) and that key will represent the appropriate button so you know where the call was parked. When active in a call, press the **Park/Retrieve** key to park the call. The phone display will show the parking lot assignment. The receptionist can then page the party for whom the call is intended and convey the parking space number. The other party retrieves the call from another phone by pressing the **Park/Retrieve** key and the parking space number of the call. Up to 9 calls can be parked at any time.

NOTE: Call **us** if you need **Parking** spaces expanded up to 90 spaces.

Log Out of Your OfficeSuite UC Phone

1. Press the Menu soft key (5300 series only).
2. Press the Logout soft key.
3. Press Yes to confirm your log out.

NOTE: When you log in to a different phone, you will be automatically logged out of any other phone that is active unless multi-desking has been enabled.

Hot Desking/Multi-desking

Hot Desking allows you to move around your office and in between multiple locations and simply log into any **IP** phone and use it as your own—same number, same speed dials, same voicemail. There is nothing to set up! Simply go to any other **IP** phone and if someone else is logged into it, press the **Menu** soft key and then log that user out. (When no one is logged into a phone, the screen will say **Logged Out** at the top). Click the **Activate** button and enter your extension and your PIN.

The Phone Is Now Yours!

NOTE: When you log into another phone, you will automatically be logged out of all other phones, unless your multi-desking is set to greater than one device—up to 5 devices can be used at once when multi-desking is activated.

