Quick Start Guide–Mitel 5300 Series

Glacier Networks Inc.
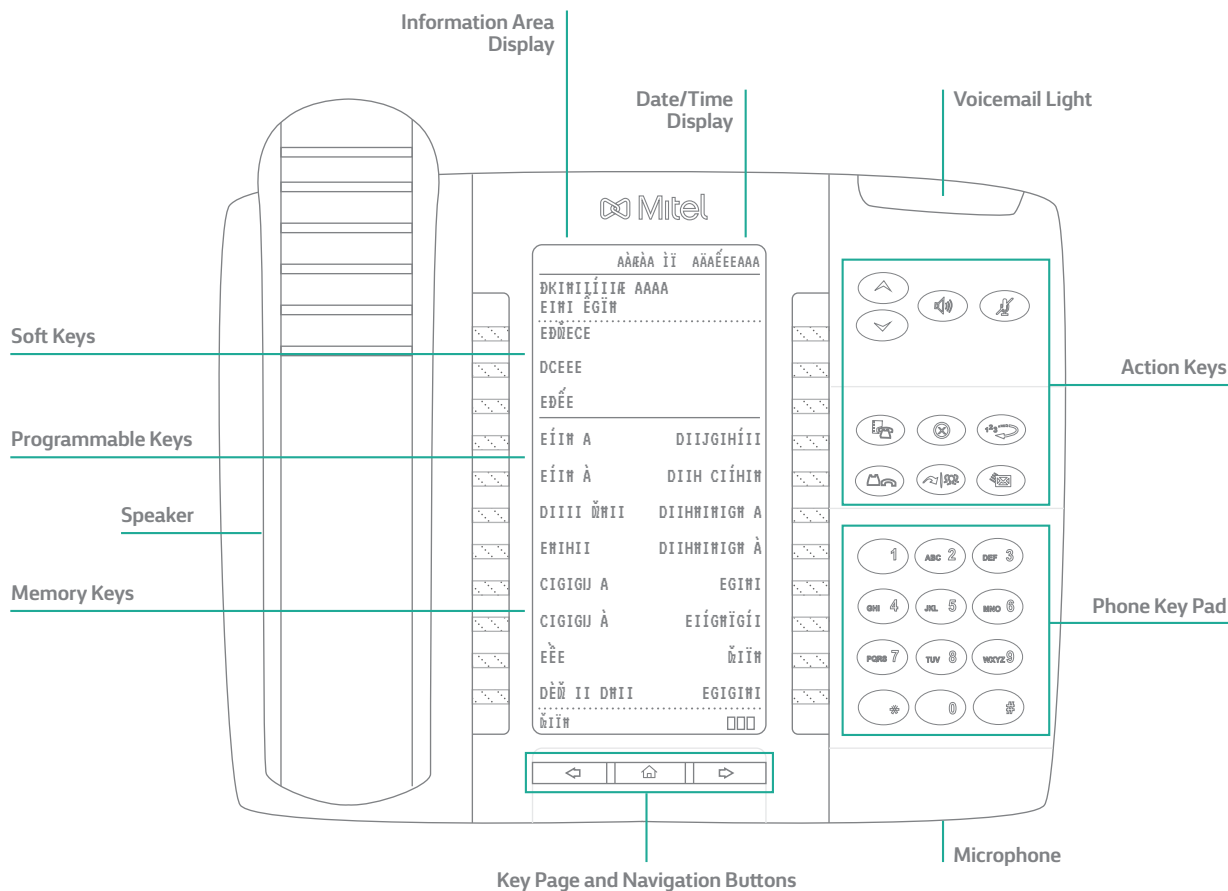
All of your phone's features and settings will be managed through the phone itself and through our intuitive, online customer portal called **Hosted IP**. An account has been created for you upon purchase in which you will receive an activation email instructing you to set your password. Once activated, 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.

Information Area Display

Date/Time Display

Voicemail Light

Soft Keys

Programmable Keys

Speaker

Memory Keys

Action Keys

Phone Key Pad

Key Page and Navigation Buttons

Microphone

Action Keys

Volume/Ring Volume/Scroll

Speakerphone

Mute

Settings

Cancel

Redial

Hold

Transfer & Conference

Voicemail

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.