

# Quick Reference Guide

## MiVoice 5320 IP Phone



- |   |  |  |                     |
|---|--|--|---------------------|
| 1 | Display                                |  | Speaker             |
| 2 | Ring/Message Indicator                 |  | Mute                |
| 3 | Volume, Speaker and Mute Controls      |  | Menu                |
| 4 | Fixed Function Keys                    |  | Cancel              |
| 5 | Dial Pad                               |  | Redial              |
|   | Navigation Page Keys                   |  | Hold                |
| 7 | Programmable Feature Keys and Softkeys |  | Transfer/Conference |
| 8 | Speaker                                |  | Message             |
|   | Handset                                |  |                     |

**Note:** For more information about using other features and applications on your 5320 IP Phone, refer to *5320 IP Phone User Guide* located at [www.mitel.com](http://www.mitel.com), or contact your Administrator. **SIP Users:** Refer to the *5320/5330/5340 SIP User and Administrator Guide*.

### Make a Call

- 1 Lift the handset OR
- 3 Press
- 5 Dial the number OR
- 7 Press a **Speed Call** key OR
- 4 Press OR
- 5 Dial the prefix for external calls (e.g. 9) and the number.

### Answer a Call

- 1 Lift the handset OR
- 3 Press , and begin speaking.

### End a Call

- 4 Press OR
- 1 Replace the handset.

### Place a Call on Hold

- 4 Press . The line key flashes.
- 1 Replace the handset if necessary.

### Retrieve a Call from Hold

- 1 Lift the handset OR
- 3 Press
- 7 Press the flashing line key.

### Retrieve a Message

- 4 Press . It flashes when a message is waiting. Follow the voice mail prompts to retrieve your message.

### Transfer a Call

- 4 Press
- 5 Dial the number. Wait for an answer.
- 1 Hang up OR announce the transfer and then hang up.

### Conference a Call

- 4 Press
- 5 Dial the number. Wait for an answer.
- 4 Press

### Program a Speed Call

- 4 Press **Menu** OR .  
Press **Settings**.  
Press **Programmable Keys**.  
Press the key you wish to program.  
Press **Speed Call**.  
Press **Edit Info** and enter the label for the Speed Call.  
Press **Save**.  
Press **Edit Number** and enter the phone number for the Speed Call.  
Press **Save**, and then press **Save** again.  
Press **Close** and then press **Close** again.

### Adjust Volume Levels

Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.

- 3 Press repeatedly to raise the volume OR repeatedly to lower the volume.
- 3 Press to mute your microphone.