SageRutty
And Company, Inc.

Mitel 5330 IP Telephone
User Guide

Prepared by:

ICS TELE*OM*

Sage Rutty Default Key Layout

Speaker
Mute
Directory
Special
Redial
Hold
Transfer
Message

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TO MAKE AN OUTSIDE CALL
- Dial 8 followed by the desired telephone number

TO MAKE AN INTERNAL CALL
- With or without lifting the handset, dial the desired extension

TO ANSWER A CALL
- Lift handset or press ◁))) (Speaker key).

TO ANSWER A CALL RINGING OR HOLDING AT ANOTHER EXTENSION
- Dial ⊗ (Special key) followed by 4
- Enter the extension number where the call is ringing

HOLD
- Press 🖐☎ (**HOLD** key).

RETRIEVE A CALL FROM HOLD
- Press the **Call** key on which the call is holding.

LAST NUMBER REDIAL
- Press ¹²³↰ (Redial key).

TRANSFER A CALL TO ANOTHER EXTENSION
- During a call, press ↱|☎ (Transfer key).
- Dial the desired extension number.
- Announce the call and hang up.

If the called party does not answer or they are on their telephone, press the flashing CALL key to return to the original party.

TRANSFER A CALL TO ANOTHER PERSON'S VOICE MAILBOX
- During a call, press ↱|☎ (Transfer key).
- Dial the Voicemail System extension number **2500.**
- Dial person's voicemail box number and hang up.

TRANSFER A CALL TO AN OUTSIDE NUMBER
- During a call, press ↱|☎ (Transfer key).
- Dial 8 + the outside number.

RECORD A CALL
The recorded call will appear in your voicemail box as a new message.
- During a call, press the **RECORD** key to start recording the call.
- To stop recording, press the **RECORD** key again.

DO NOT DISTURB (On)
- Press the **DND** key.
- Dial optional 2 digit message number or use arrow keys to scroll through messages.
- Press 🔊 **SPEAKER** key or lift and replace handset.

DO NOT DISTURB (Off)
- Press the **DND** key.

CONFERENCE A CALL (Up to 4 parties)
- During a call, Press the **Conference** button
- Call the second party
- Wait for the party to answer
- Press the **Conference** button again to join

(Can be a combination of inside and outside parties)
You can also drop out of the conference by pressing the Conference button at any time during the conference and hanging up. The remaining parties will still be connected.

ADJUST HANDSET OR SPEAKER VOLUME
- While using the handset or speaker, press ⌃ (up) and ⌄ (down) arrow keys to make the volume higher or lower.

SPEAKER KEY
Used for speakerphone calls (This key is disabled while Headset mode is ON)
If on handset, press 🔊 (Speaker key) and replace handset, to hang up press 🔊 (Speaker key). You may lift the handset to return to normal operation.
- To answer a call on Speaker, press ringing key
- To make a call on Speaker, press Speaker key, or just dial the number

MUTE KEY
Mute lets you disable the handsfree speaker (does not mute the caller if you on the handset)

- While on a call, press the 🎤 (Mute key) to mute the caller. You can still listen to them, but they cannot hear you (light will go on).

- To turn mute off, press the 🎤 (Mute key) again (light will go off).

MESSAGE KEY
Used if you call another extension and they don't answer, press your ✉ (**MESSAGE KEY**). This will set a light on their phone.

When responding to the Message Key Light, Press ✉ (**MESSAGE**)
- to call the message sender, press **#**
- to erase the message, press *****

CHANGING THE RING TONE
- With the handset on hook, dial ⊗ (The Special key) followed by **398**
- Use the arrow keys to listen to ring tones
- Press # to save the ring tone

TO ACTIVATE CALL FORWARDING
- Press the Forward key
- Enter the number you wish to forward to
  - For an external number, enter 8 + your number

TO DEACTIVATE CALL FORWARDING
- Press Forward key
- Then press the 🔊 (Speaker key)

PROGRAMMABLE KEYS
These keys are for the station user to program features, extensions, or speed dial numbers to an unused key.
DO NOT LIFT HANDSET

To program an extension or feature to a blank button:
- Press a blank programmable key.
- Dial the extension number or feature code desired.

To program a Station Speed Dial to a blank button:
- Press the ⊗ key (special key) and dial code **383.**
- Dial the same Speed Bin number. (0 through 9)
- Using the keypad, enter the Name, press **ACCEPT** on menu.
- Using the keypad, enter the Number, press **ACCEPT** on menu.

NOTE: Add the digit 8 for an outside line and a 1 + area code for long distance.
                    NEXT
- Press the ⊗ key (special key) and dial code **397**.
- Press a blank programmable key.
- Dial the feature code **382**.
- Enter a Speed Bin number. (0 through 9)

NOTE: If you make a mistake and need to **ERASE**, press the (HOLD key).
The (Transfer key) will move the cursor over.

TO ACCESS AND SET UP YOUR VOICEMAIL
- Press the **Voicemail** key at your telephone.
- Enter your temporary password of **#.**
- Listen to the tutorial. When prompted, enter your **new password**, or press **#** for no password.
- The tutorial is now over and you will be directed to the mailbox **MAIN MENU**.

TO RECORD YOUR PERSONAL GREETING FROM THE MAIN MENU
- Press **4** for PERSONAL OPTIONS
- Press **1** for GREETINGS
  - Press **1** for your PRIMARY GREETING
  - Press **2** for your ALTERNATE GREETING

Sample Greeting:
Hello, this is _(insert your name)_ , I am currently on the phone or away from my desk. Please leave a detailed message and I will return your call as soon as possible. For further assistance, press 0 now. Thank you.

MAIN MENU OPTIONS
- Press **1** to listen to a new message
- Press **3** to listen to saved messages

PLAYBACK CONTROLS (WHILE LISTENING TO A MESSAGE)
- Press **1** to rewind the message
- Press **3** to fast-forward the message
- Press **5** to hear the time and date message was left
- Press **#** to skip to the next message

AFTER MESSAGE OPTIONS (WHEN MESSAGE IS OVER)
- Press **1** to replay message
- Press **2** to send a reply
- Press **3** to copy the message to another user
  - Press **1** to record comments
  - Press **#** to send without comments
- Press **4** to listen to the previous message
- Press **5** to play envelope information
- Press **6** to listen to the next message
- Press **7** to save the message
- Press **9** to delete the message

SENDING MESSAGES

- At the main menu, press **2** to make a message
- Enter the mailbox number, group list, OR press **#** to spell by last name
- After hearing the name, press **#** to accept
- At the tone, record your message
- Press **#** when finished recording
- Press **1** to review your message
- Press **2** to append your message
- Press **3** to discard and re-record
- Press **9** for special delivery options
  - Press **1** to mark private
  - Press **2** to mark certified delivery
  - Press **3** to mark priority
  - Press ***** to cancel delivery options
  - Press **#** to deliver the message
- Press ***** to end

TO ACCESS YOUR MAILBOX FROM ANOTHER EXTENSION

- Press the VM key (or dial 2500)
- When the system answers, press the ***** key
- Enter your mailbox number (your extension number)
- Enter your password followed by **#**

TO ACCESS YOUR MAILBOX FROM OUTSIDE THE OFFICE

- Call the auto attendant number or the main number
- When the system answers, press the ***** key
- If answered by a live person, ask them to transfer you to 2500
- Enter your mailbox number (your extension number)
- Enter your password followed by **#**