

MITEL

5302 | IP Phone

USER GUIDE

 MITEL | it's about **YOU**

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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.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Supporting Documentation

To access other Mitel phone and peripheral documentation:

1. In your browser, go to <http://edocs.mitel.com>
2. Move your mouse pointer over Support and Services, and then select Documentation Library.
3. From the drop-down list, select User Guides.

About your phone

The Mitel 5302 IP Phone is a 2-line, dual port phone with dedicated keys that provide access to the following features: Hold, Transfer and Redial. There are also four programmable keys. The 5302 IP Phone has a speaker for paging purposes; LED's and tones are used to provide feedback.

Figure 1 shows the physical layout of the phone.



Figure 1: Physical layout of the Mitel 5302 IP Phone

Elements of your phone

Element	Function
1. Alphanumeric keypad	<p>There are 12 alphanumeric keys: the digits 0-9, * and #. These keys are used for the following purposes:</p> <ul style="list-style-type: none"> • Entering a directory number (DN) and PIN during start up of an uninitialized set • Dialing a number in order to establish an outgoing call. • The # is used for end of dialing sequence • Sending a DTMF tone to a remote party or parties.
2. Message / Ringing LED	Flashes to alert you to an incoming call or a voice message that is waiting for retrieval.
3. Speaker	Plays paging messages and ringing for incoming calls.
4. Four programmable keys	<p>Four speed dial numbers (1-4) can be programmed for these keys. The associated number (if one has been assigned) is automatically dialed by pressing this key. One of the keys can also be used to dial the voice mail server if its number is programmed to the key.</p> <p>Contact your system administrator to have the keys programmed.</p>
5.  Redial key	The Redial key is used to automatically redial the last number.
6.  Transfer key	The Transfer key is used to initiate a call transfer.
7.  Hold key	The Hold key is used to place an active call on hold.
8. Line 2 key 9. Line 1 key	<p>The Line 1 and Line 2 keys select the primary and secondary lines of the phone. A line is selected to:</p> <ul style="list-style-type: none"> • Make a call • Answer an incoming call on the line (if there is an active call on the other line, it is automatically placed on hold) • Resume a held call <p>The LED associated with the key indicates the status of the line. See Indicator Feedback of page 10 for more information.</p>
10.  Volume up	<p>The Volume up/down keys are used to increase/decrease the volume of the following:</p> <ul style="list-style-type: none"> • Ringer • Handset • Speaker <p>There are 8 volume settings.</p>
11.  Volume down	

Customizing your phone

The volume of the handset, speaker, and ringer can be changed using the volume up and down keys on the phone (See number 10 and 11 in the above table). Pressing the volume up or down key changes the volumes as follows:

- If the handset is on-hook, the ringer volume is adjusted while the set is ringing for an incoming call.
- If a paging call is being played, the speaker volume is adjusted.
- If the handset is off-hook, the handset volume is adjusted.

Call Handling Features

Making and answering calls

Line 1 is the primary line. If an incoming call is received and both lines are idle the call is presented on line 1. If the handset is lifted with both lines idle, line 1 is seized. Only if line 1 has been seized is a second incoming call presented on line 2, or an outgoing call established on line 2. A call made from line 1 or line 2 will display the same name and number on the called party's phone.

On incoming calls, the line LED and Message / Ringing LED will flash.

Make a call

1. Lift the handset.
2. Do one of the following:
 - Dial the number* or
 - Press a programmable key or
 - Press  (Redial key).
 - Press the # key to indicate the end of dialing or wait for the called party to connect.

Answer a call

lift the handset. If a call is received while the handset is offhook, press the ringing line key.

If there is an active call on the other line it will automatically be placed on hold.

Place a call on Hold

The Hold key is used to place an active call on hold.

To place a call on Hold:

1. While in an active call press  (Hold key).

To retrieve a call from Hold:

1. Lift the handset (if on-hook).
2. Press the flashing line key (if off-hook).

To toggle between calls:

- Press the flashing line key. The active call is automatically placed on hold.

Transfer a call

To Transfer a call:

1. Press  (Transfer key).
2. Dial the number of the third party.
3. Wait for ring-back tone.
4. Hang up to complete the transfer, or
5. Wait for third party to answer, announce the call and then hang up.

Conferencing

To establish a conference:

1. While on a call press  (Transfer key).
2. Dial the number of the third party.
3. Wait for the third party to answer the call.
4. Press  (Transfer key).
5. Dial the conference feature access code (FAC). Please contact your system administrator to obtain the FAC.

Voice Messages

The Message / Ringing LED is used to indicate that you have a new message in your voicemail box.

To retrieve a voicemail message:

1. Lift the handset.
2. Dial the voicemail number or
3. Press the associated programmed key (if configured by your system administrator)
- 4.

Direct Paging/Group Paging

Direct Paging allows you to page another telephone over its built-in speaker,.A Group Paging pages two or more telephones at the same time.

An incoming page is automatically answered and is indicated by a special tone and flashing Line and Message / Ringing LEDs.

Initiating a Direct Page

1. Lift the handset
2. Dial the Direct or Group Page feature access code (FAC). Please contact your system administrator to obtain the FAC.
3. Wait for ringback and announce the page.

Phone Status: Audio/Visual Feedback

The status of the 5302 phone is provided by the LEDs and tones played either through the handset or speaker.

LED Feedback

LED	Off	On (Solid)	Blinking slowly	Blinking quickly
Message / Ringing	No voice messages in your mailbox, and no incoming call.	Not Applicable	There is an incoming call. Ringing indication takes precedence over voice message indication.	There is a newmessage in your voicemail box.
Line 1	Line 1 is idle.	There is an active call on Line 1 or Line 1 has been seized to place an outgoing call.	There is an incoming call on Line 1.	There is a held call on Line 1.
Line 2	Line 2 is idle.	There is an active call on Line 2 or Line 2 has been seized to place an outgoing call.	There is an incoming call on Line 2.	There is a held call on Line 2.

Tone Feedback

Tone Name	Is heard when...
Error tone	you press a programmable key that has not been configured by your System Administrator
Busy tone	a called party is busy.
Re-Order tone	an incorrect number has been dialed..
Ring-back tone	a called party is ringing.
Ring tone	there is an incoming call
Paging tone	a page is received.

