Corporate Telephone Services

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to your new

Phone System

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Compute.Communicate.Connect.Cloud

5320 IP Phone

1 – Handset
2 – Programmable buttons
3 – Display
4 – Ring/Message Indicator
5 – Feature buttons
6 – Dial pad buttons
7 – Navigation page buttons
8 – External speaker

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5330 IP Phone

1 – Handset
2 – Programmable buttons
3 – Display
4 – Ring/Message Indicator
5 – Feature buttons
6 – Dial pad buttons
7 – Navigation page buttons
8 – External speaker

5340 IP Phone

1 – Display
2 – Ring/Message Indicator
3 – Volume, Speaker/Mute Controls
4 – Feature buttons
5 – Keypad
6 - Navigation page buttons
7 –Programmable buttons
8 – External speaker
9 - Handset

KEY DESCRIPTION FOR TELEPHONES

BUTTON		ACTION
▲	(Up)	Provides volume control and ------------------- Scrolls through feature options.
▼	(Down)	
◁»)	(Speaker)	Activates Handsfree Mode.
🎤	(Mute)	Mutes the microphone during a call.
(icon)	(Applications)	Activates the Applications menu for call history, conference unit, program various phone settings or set up cordless devices
⊗	(Special)	Activates features while on a call. The (Special) button does not cancel features. To cancel features, press the Star button (*).
¹²³↩	(Redial)	Calls the last external number dialed. You cannot redial internal numbers.
(icon)	(Hold)	Places the current call on hold and ------------------- Left/Backspace when entering dial pad characters.
↷|ꝇ	(Transfer)	Transfers the current call and ------------------- Right/Forward when entering dial pad characters.
✉	(Message)	Connects to voice mailbox and notifies when you have messages and have been queued internally to return a call. ------------------- Toggles between Alpha Mode and Numberic Mode when entering dial pad characters.

HANDLING CALLS

1. Receiving Calls	Pick up the **handset** or press the **Ringing Line** key or the Speaker button (automatically places you on speaker phone).	
2. Making Outside Calls	Either lift the **handset** (or leave it down to be on speaker phone), and press **Call Key 1, Call Key 2, Call Key 3, or Outgoing or Speaker** button.	
3. Intercom Calls	Dial **extension number**, phone rings. If no answer, call goes to Voice Mail in 15 seconds.	
4. Transferring Calls	*Transfer Direct to Extension*	While connected to the caller, press **Transfer** button, enter extension and hang up.
	Supervised Transfer	While connected to caller, press **Transfer button, enter extension, wait for party to answer, announce caller, hang up.** If called party doesn't want call, press the **Line/Call Key** button to pull it back, press **Voice Mail, enter Extension then hang up**
	Transfer Direct to Voice Mail	While connected to the caller, press **Voice Mail button, enter extension and then hang up.** The caller is transferred directly into the person's Voice Mailbox.
	Reverse Transfer (Call Pickup)	You can pick up a call holding or ringing at another phone or another office by pressing "4", then the **extension number** where the call is ringing or holding. This will pull the call to your extension.
5. Hold	*Placing a Call on Hold*	While on the call, press the **Hold** key, the caller hears music on hold. To pick back up, press **Hold** again or the flashing call button.
	Picking up a Call from Hold on another Extension	To pick up a call that is on <u>hold</u> at another phone/extension by pressing the digit "4", then the **extension number** where the call is holding. This will transfer the call to your extension.
6. Mute	At any time you may mute a handset/speaker call by pressing the **Mute** key. The light next to the button will lite indicating the call is muted and the display will indicate it as well. To shut it off press the **Mute** key again, the light will shut off.	
7. Redial	Press **Redial**, to dial the last outside telephone number which you called.	

PHONE FEATURES

LEAVE HANDSET IN CRADLE TO ACCESS FEATURE CODES

1. Do Not Disturb (DND) Code 372	Press the **Do Not Disturb** button then the **Speaker** button. The light will remain lit next to the button. To turn off do not disturb, press the **Do Not Disturb** button. The light will go out and the display will reset.
2. System Speed Dial Code 381	Press **Sys. Speed** or press **X** button then **381** and then enter the 3-digit system code ranging from 000-999 and # to dial the number. If you do not know the code, you may look it up under the speed dial #s directory button.
3. Call Logs Code 333	Press **Call Log** button or press **X** button then **333**, then **1** for **Missed**, **2** for **Received**, **3** for **Dialed** and **4** for **Clear**. Use arrows to move and # to dial the number displayed.
4. Forward Code 355	Press **Forward All** button. Enter the extension number or enter 8 then phone/cell number to forward to. All of your calls will be sent to the extension or outside number and show in the display at that destination. To cancel press the **Forward All** button on your phone.
5. Dynamic Extension Code 364	To activate, press the **Dynamic Extension** button, now calls are sent to the pre-defined destinations (cell phone), upon transfer at the destination the call is announced to you and you must press # to accept or * to send the call to your Voice Mail at your office phone. To cancel press the **Dynamic Extension** button on your phone.
6. Handoff Code 388	While on a live call, press the **Handoff** button. Your cell phone will ring, answer call and now your call will be transferred to your cell. To deactivate press the **Handoff** button the call will be transferred back to your extension.
7. Page + Zone	Press **Page** button + zone, speak into handset and press the receiver button down then hangup.

CONFERENCE CALLS

You can have a total of 8 parties on a conference call.

1) While connected to a call, Press the CONFERENCE button.

2) Make your next call (internal extension, or an outside party*)

If you're calling an outside caller you must Press a LINE button or the digit 8, then dial the phone number.

3) With the second call on the line.

4) Press CONFERENCE button twice to connect all parties.

Repeat steps 1-4, to add additional parties.

CUSTOMIZE YOUR PHONE

LEAVE HANDSET IN CRADLE TO ACCESS FEATURE CODES

1. Select Ring Tone	Press **X** button then **398.** Press keys 1-9 to hear various tones and press # to accept the desired tone.
2. Adjust Volume of Ringer, Speaker, or Earpiece	While in desired mode adjust volume up or down with volume bar and press the center of the bar to save the volume level.

3. To Set the Language, Text Size, Brightness & Contrast and Screen Saver	Press the **Applications** button
	Press the **Setting** button
	   -Select **Languages** to change language
	   -Select **Text Size** to change to large or small text
	   -Select **Brightness & Contrast** to adjust
	   -Select **Screen Saver** to set time & brightness
	
	Once you have made your change **Press Save** button
	When done **Press Close** button

4. Programming a Personal Speed Dial Number (Only 0-9 Allowed)	Press **X** button then **383** and **select** a bin number **0 through 9**. **Spell** the name of the speed dial contact. Press **Accept** in display or **#** on key pad. **Enter number** using key pad. *Enter the digit **8** (this enters the outside line code) and enter **1** plus **the area code and number**,* Press **Accept** in display or **#** on key pad. ***To Edit a Personal Speed Dial see next page***

	To Edit a Personal Speed Dial: Press 383 and scroll or enter the bin number of the speed dial you want to edit ***To delete characters or move the cursor*** back press the Hold button. ***To move the cursor*** forward press the Transfer button ***To accept*** the information that is displayed press # key to advance to the screen then press # key to save.
5. **Programming a Button (with extension numbers, personal speed dial and system speed dial)**	***For Extension Number:*** Press **X** button then **397** on the key pad. Select **the button** you would like to program. Enter the value for the key: Enter **extension number**. ***For Personal Speed Dial Number:*** Press **X** button then **397** on the dial pad. Select **the button** you would like to program. Enter **382.** Enter the **bin number for the personal speed dial number** ***For System Speed Dial Number:*** Press **X** button then **397** on the dial pad. Select **the button** you would like to program. Enter **381**. Enter the **system speed dial bin number.**

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