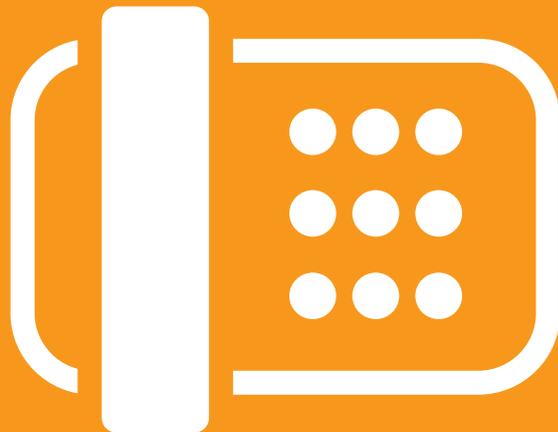


Flip Connect Mitel 5320(e) IP Phone Quick User Guide



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Elements of your phone

1) Display	Provides a large, high-resolution viewing area that assists you in selecting and using phone features.
2) Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.
3) Volume, Speaker and Mute Controls	Provides the following audio control capability: <ul style="list-style-type: none"> - (UP) and (DOWN) provide volume control for the ringer, handset, and handsfree speakers. - (SPEAKER) enables and disables Handsfree mode. - (MUTE) enables Mute, which allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call.
4) Fixed Function Keys	Gives you access to the following phone functions: <ul style="list-style-type: none"> - (MENU): provides access to menus for your phone's applications and settings. - (CANCEL): ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level. - (REDIAL): calls the last number dialed. - (HOLD): places the current call on hold. - (TRANS/CONF): initiates a call transfer or establishes a three-party conference call. - (MESSAGE): provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox. Note: The Ring/Message indicator also flashes when messages are waiting.
5) Keypad	Use to dial.
6) Navigation Page Keys	Use to display additional pages of information for certain applications. The 5320e has two page navigation keys: Back and Next.
7) Programmable Feature Keys and Softkeys	Provides 7 self-labeling keys that can be programmed as speed call keys, fixed function keys, hard keys, applications, or line appearance keys, according to your communication needs. On your home page, the bottom left feature key is always your Prime Line key. The top three keys are softkeys.
8) Handsfree Speaker	Provides sound for Handsfree calls and background music.
9) Handset	Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

Phone Basics	
Setting the ring volume	With the handset in its cradle and an incoming call ringing the phone, press the volume buttons, up(▲) to increase, down(▼) to decrease, this will automatically save.
Setting the speaker volume	Press the loudspeaker button(🔊) then press the volume buttons, up(▲) to increase, down(▼) to decrease, this will automatically save.
Setting the earpiece volume	Lift the handset then press the volume buttons, up(▲) to increase, down(▼) to decrease, this will automatically save.
Setting the screen's brightness / contrast	Press the MENU button(☰) then the Settings softkey, press Brightness and Contrast, you will then be able to adjust the screen to your preference, press Save to complete.
Ring / message indicators	<p>Flashing rapidly - Your phone is ringing</p> <p>Flashing slowly - A message or callback message is waiting at your phone</p> <p>On - Your phone is ringing another phone</p> <p>Off - Your phone is idle, or you are on a call</p>

Call Control	
Group pickup	Lift hand piece or press Loudspeaker button(🔊) , followed by the Pickup softkey. Please note you may have to page across using the Navigation Page Keys (6).
DND (Do Not Disturb)	To enable DND press the DND softkey, press again to disable. Alternatively you can dial *(*) 0(0) 6(6) followed by the cancel button(✕). Dial #(#) 2(2) 0(0) followed by the cancel button(✕) to disable. The DND icon(🚫) will be visible to indicate DND is active.
Place a call on hold	When on a call press the hold button(🔒) the line indicator light will start flashing. Press the hold button(🔒) again or the flashing line indicator light to retrieve the call, the line indicator light will return to solid.
Muting a call	Mute lets you temporarily turn your phone's handset, headset or handsfree microphone off during a call. To turn mute on, press(🔇), the button then illuminates. To turn mute off, press(🔇) again, the button light will then extinguish.
Transferring Calls	<p>When on a call press the TRANS/CONF button(🔄), using the keypad dial the number of the third party, you can then do one of the following, depending on how you wish to complete the transfer:</p> <ul style="list-style-type: none"> - To blind transfer, not announcing the caller to the third party, simply hang up the call. - To announce the caller, wait for the third party to answer, consult, then hang up. - To send the caller to the third parties voicemail, take the caller of hold by pressing the TRANS/CONF button(🔄), then press the MESSAGE button(✉), followed by the third parties extension number. The caller will then be able to leave the third party a message. - To cancel a transfer, press the cancel button(✕)
Call History	<p>Use this application to display logs of your most recent 50 calls. After the 50-call limit has been reached, the oldest log is replaced each time a new call is missed, made, or answered. From the idle display, press the Menu(☰) button and then press Call History. (Missed Calls) appears next to the key label if you have missed calls. Press Missed to view your missed calls (if any). Answered to view logs of your incoming calls and Made to view logs of your outgoing calls.</p> <p>You can page through the results using the Navigation Page Keys (6). Pressing the softkey to the left of the result will enable further details and options for that call.</p> <p>To delete all logs, from the idle display, press the Menu(☰) button and then press Call History then Delete List, you are then prompted for confirmation. Press Delete to confirm, Cancel to return.</p>
Parking a Call	<p>When on a call press the Park softkey and then hang up. This will put the call on hold and you can then advise someone else to pick up the call.</p> <p>To pickup the call from another phone simply press the Park softkey again, then lift the hand piece.</p>

Call Control cont.

Call Forwarding

Call Forward lets you redirect incoming calls to an alternate number when your phone is busy, you're not answering, or all the time.

To quickly activate call forwarding always:

- Press the MENU button(), press the Call Forwarding softkey, then enter the forward to number (please note that your external dial digit, normally 9 should be entered before an external number) and press Activate, the calls forwarded icon() will now display in the top left of the screen.

To quickly deactivate call forwarding always:

- Press the MENU button(), press the Call Forwarding softkey, then Deactivate softkey.

To activate call forwarding via a profile:

- Press the MENU button(), press the Call Forwarding softkey, then the Edit Default, edit the appropriate Profile options from either: Always, Busy Internal, Busy External, No Answer Int or No Answer Ext.
- Enter the number you require the calls to be forwarded to (please note that your external dial digit, normally 9 should be entered before an external number), then press Ok then Save and finally Activate to enable to profile.

To deactivate call forwarding via a profile:

- Press the MENU button(), press the Call Forwarding softkey, then the Deactivate softkey.

Call Conferencing

Ad-Hoc Conferencing

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference; Press TRANS/CONF button(), dial the number of the next party, wait for an answer and press TRANS/CONF button() to complete the process, other conferencing options are;

- To leave a Conference; hang up or press the cancel button().
- To Split a Conference and speak privately with the original party, press the Split softkey.
- To call another party when you are in an established two-party call, Press TRANS/CONF button(), then dial the number. To alternate between the two parties, press the Trade Calls softkey.

Voicemail

Listening to your voicemails

To check your voicemail press the MESSAGE button(). This will then dial your mailbox, follow the prompts to listen / delete your voicemails or change the mailbox options. The first time you access your voicemail you will be given a system tutorial.

Listening to group or shared voicemails

If you have access to a shared or group voicemail box, you will have a key programmed on to the idle page of your phone, this will flash to indicate that there is a new voicemail, press the button to access the voicemail box.

Built in help

Key Icons and Quick Help

Built within the phone is a help guide, to access this press the Help softkey from the idle page, you will then be able to select either the Quick Help or the Key Icons guide, you can page through the results using the Navigation Page Keys (6).

