



MITEL 5320 QUICK REFERENCE GUIDE

MAKING AND ANSWERING A CALL

Answer a Call

Do one of the following:

Select the programmable line key for the ringing line that is flashing.

Lift the handset or press (SPEAKER).

End a Call

Do one of the following:

Press Hang Up or Cancel Button (X).

Replace the handset.

If you are in Handsfree mode, press Cancel Button (X)

Redial

To redial the last number that you manually dialed:

Lift the handset (optional).

Press (REDIAL).

Handsfree Operation

To use Handsfree to make a call:

Dial the number.

Begin speaking when the called party answers. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To use Handsfree operation to answer calls:

Press the flashing line key.

Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To hang up while using Handsfree operation:

Press the Cancel Key (X)



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To turn Mute on during Handsfree operation:

Press (MUTE). The Mute key light turns ON.

To turn Mute off and return to conversation:

Press (MUTE). The Mute key light turns OFF.

To disable Handsfree operation:

Lift the handset.

To return to Handsfree operation:

Press (SPEAKER).

Hang up the handset.



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CALL HANDLING

Hold

To place a call on Hold:

Press the **Red (HOLD)** button.

Note: You can only retrieve a call from hold when the phone is idle.

To retrieve a call from Hold, do one of the following:

Lift the handset and press the flashing line key.

Press the flashing indicator.

Mute

Mute lets you temporarily turn your phone's handset, headset or hands-free microphone off during a call.

To turn Mute on during a call:

Press **(MUTE)**. The **(MUTE)** light turns ON.

To turn Mute off and return to the conversation:

Press **(MUTE)**. The **(MUTE)** light turns OFF.

Note: If you are on a Handsfree MUTED call and you lift the handset, the handset microphone is automatically enabled and the MUTE light turns OFF.

Transfer

To Transfer an active call:

Press **(TRANS/CONF)**.

Dial the number of the third party.

Do one of the following:



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To complete the Transfer, hang up.

To announce the Transfer, wait for an answer, consult, and hang up.

To cancel the Transfer, press **CANCEL (X)** key.

To transfer an active call during headset operation:

Press (**TRANS/CONF**).

Dial the number of the third party.

To complete the Transfer, press the Release feature key.

Transfer Directly to VM

To Transfer an active call:

Press (**Press Message Key (envelop)**).

Dial the extension number of the third party.

Do one of the following:

To complete the Transfer, hang up.

To cancel the Transfer, press **CANCEL (X)** key.

Conference

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**).

Dial the number of the next party.

Wait for an answer.

Press (**TRANS/CONF**).

To leave a Conference:

Hang up or press (**CANCEL**).

Conference Split



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To Split a Conference and speak privately with the original party:

Press the **Split** softkey.

Add Held

To move a call on hold to another line appearance:

Press an available line key.

Press the **Add Held** softkey.

Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

Press the **Add Held** softkey.

Press the flashing line key.

Swap

To call another party when you are in an established two-party call:

Press (**TRANS/CONF**).

Dial the number.

To alternate between the two parties:

Press the **Trade Calls** softkey.

Call Forwarding

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

To program and enable Call Forward Always:

Launch Applications and press **Call Forwarding** or Press the **Forwarding** feature key.

If a number is already programmed, you can



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Press **Activate** to enable forwarding to the current number or

Enter a new destination number and then press **Activate**.

Note: Call Forward Always takes precedence over all other types of forwarding.

To deactivate Call Forward Always:

Launch Applications and press **Call Forwarding** or Press the **Forwarding** feature key

Press **Deactivate**.