marco

5330 Handout
IP Set End User Training
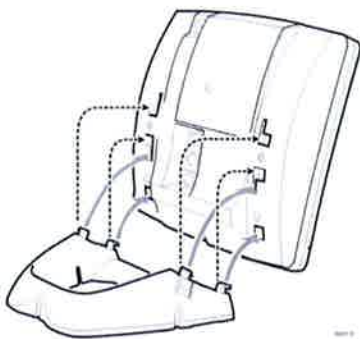

About Your Set

1 – Handset
2 – Programmable Buttons
3 – LCD
4 – Ring/Message Indicator
5 – Feature Buttons
6 – Dialpad Buttons
7 – Navigation Page Buttons
8 – External Speaker

Feature Buttons

(UP) and (DOWN): provide volume control for ringer, handset and speaker; also for scrolling through feature options

🔊 **Speaker**: Activates Handsfree Mode (speakerphone)

🎙 **Mute**: Turns microphone on/off

Applications: Activates Applications menu to view system info

⊗ **Special**: Activates features while on a call (to cancel features, press * button)

Redial: Calls the last external number dialed

Hold: Places the current call on hold. Also use as backspace when entering dialpad characters

Transfer: Transfers the current call. Also use as forward one character when entering dialpad characters

✉ **Message**: Connects to your voice mailbox and flashes to notify you of new messages

Adjust the viewing angle

1. Turn the phone so that the front faces away from you.
2. Hold the base unit firmly and press the release tabs on the sides of the stand to detach the base unit.
3. Hinge the hooks of the base unit into the notches on the back of the phone and snap into place as follows:

   a) For a high-angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.
   b) For a low-angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.

Customizing Your Phone Settings and Using Directory

To Change Volume Levels:
Press ⬤ or ⬤ until the volume is at the correct level

To Change Ringtone:
1. With the handset in the cradle, dial **398**
2. Using the dialpad, press **1** through **9** to hear the different ringtones (or press **0** to turn your ringer off)
3. To select a ringtone, press **#**

To Adjust the Display Contrast:
1. Press ⌨
2. Press **Brightness and Contrast**
3. Press the **+** or **–** softkeys to adjust the Brightness and Contrast
4. Press the **Save** softkey
5. Press **Close**

To Program a DSS/BLF button:
A DSS/BLF button is a button that shows the status of another extension.

If the button is:	the extension is:
Continuously lit	*busy or off-hook*
Slowly flashing	*in Do Not Disturb*
Quickly flashing	*ringing*

1. With the handset in the cradle, dial **397**
2. Press the button you wish to program
3. Enter the extension number you wish to assign to that button

To Program Station Speed Dial Numbers:
You can store up to ten speed dial numbers that are personal to your endpoint.
1. With the handset in the cradle, dial **383**
2. Enter the speed dial location (**0** through **9**)
3. Enter the Name of the speed dial contact
   - Press ✉ to switch between Alpha and Numeric modes
   - Press ⌂ to move back one character
   - Press ⟿ to move forward one character
4. Press **#** to save the name
5. Dial the number you wish to save. If you are saving an external number, enter **8** plus the phone number. For a long distance number, enter **8** plus **1** plus the phone number
6. Press **#** to save the number

To Call a Station Speed Dial Number:
1. Dial **382**
2. Enter the Station Speed Dial location (**0** through **9**)

Using Directory:
You can use the Directory to find extension numbers, contacts or feature codes.
1. Dial **307**
2. Press one of the following:
   - **1** for IC Directory (internal extension numbers)
   - **2** for the Outside Directory (system-wide speed dial numbers)
   - **3** for the Feature Directory (to locate a feature code)
3. Use the dialpad to enter characters
4. If there are multiple entries, use ⬤ or ⬤ to scroll
5. Press **#** to dial the displayed entry

Call Handling: Answering, Making, Transferring and Conferencing

To Make a Call:
1. Pickup your handset
2. Do one of the following:
   - For internal calls, dial the extension number of the person you wish to reach
   - For external calls, dial **8** plus the phone number

To Answer a Call:
Lift the handset, or press ◁)) to answer on speakerphone

To Place a Call on Hold:
While on the call, press ▢☎

To Retrieve a Call From Hold:
Press the flashing Line/Call key where the call is holding

To Retrieve a Call From Hold at Another Extension:
1. Dial **4**
2. Enter the extension number where the call is holding

To Transfer a Call:
1. While on the call, press ☎|⌘
2. Do one of the following:
   - To transfer internally, dial the extension number you wish to transfer to
   - To transfer externally, dial **8** plus the phone number you wish to transfer to
3. Stay on the line to announce your transfer, or hang up to complete your transfer

To Initiate a Conference Call:
1. While on the first call, press **Conference** (or dial **5**)
2. Dial the extension number of the next party, or dial **8** plus the phone number of the next party
3. Repeat Steps 1 and 2 until you have contacted all parties (up to three)
4. Press **Conference** (or dial **5**) _two times_ to connect all parties

To Forward All Calls:
1. Press **Forward** or dial **355**
2. Enter the extension number you wish to forward to, or dial **8** plus the phone number

To Cancel Call Forwarding:
1. Press **Forward** or dial **355**
2. Press ◁))

Using Call Logging:
Call Logs store the most recent 20 calls in three different categories.
1. Dial **333**
2. Select one of the following options:
   - **1** for MISS (missed calls)
   - **2** for RCV (received calls)
   - **3** for DL (dialed calls)
   - **4** for CLR (to clear all call log entries)
3. Press ● or ● to scroll through the entries
4. To call the party displayed, press **#**
5. To delete the displayed entry only, press **0**

To Turn Do Not Disturb On:
1. Press **Do Not Disturb** or dial **372**
2. Use ● and ● to scroll through the DND messages
3. Press ◁)) to select the message

To Turn Do Not Disturb Off:
Press **Do Not Disturb** or dial **372**

Programming a Speed Call on a Specific Button

To Program a Button:
1. With the handset on-hook, dial **397**
2. Press the button you want to program. If the button is:
   - *not programmed,* UNDEFINED KEY appears
   - *programmed,* the feature or extension programmed for the button appears
   - *not programmable,* NON-PROGRAMMABLE KEY appears
3. Enter the feature code or extension number 382
4. Enter the speed dial location (**0** through **9**)