









5320 IP Phone – Quick Reference Guide



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|---|--|---|-----------------------|
| 1 | Display |  | Speaker |
| 2 | Ring / Message Indicator |  | Mute |
| 3 | Volume, Speaker and Mute Controls |  | Menu |
| 4 | Fixed Function Keys |  | Cancel |
| 5 | Dial Pad |  | Redial |
| 6 | Navigation Page Keys |  | Hold |
| 7 | Programmable Feature Keys and Softkeys |  | Transfer / Conference |
| 8 | Speaker |  | Message Light |
| 9 | Handset | | |

NOTE: For more information about using advanced features please see the full telephone handset guide. If you have any problems with your handset please contact the Information Centre (x7250). If you have any other queries please contact the switchboard (x0).

Make a Call

- 1 Lift the handset OR
- 3 press *Speaker*.
- 5 Dial the number OR
- 7 press a *Speed Call* key OR
- 4 press *Redial*.

Answer a Call

- 1 Lift the handset OR
- 3 press *Speaker*, and begin speaking.

End a Call

- 4 Press *Cancel* OR
- 1 replace the handset.

Place a Call on Hold

- 4 Press *Hold*. The line key flashes.
- 1 Replace the handset if necessary.

Retrieve a Call from Hold

- 1 Lift the handset OR
- 3 press *Speaker*.
- 7 Press the flashing Line Key.

Retrieve a message

- 4 The *Message light* flashes when a message is waiting.
- Call 7777 (internal) or 01786 467777 (external). Follow the voice mail prompts to retrieve your message OR
- Follow the Exchange UM Guide.

Pickup a Call (within you pickup group)

- 1 Lift the handset OR
- 3 press *Speaker*.
- 5 Dial *3

Transfer a Call

- 4 Press *Transfer*.
- 5 Dial the number. Wait for answer.
- 1 Announce the transfer and then hang up.
- 4 If there is no answer, or the line is busy, press *Cancel* to retrieve the call.

Conference a Call

- 4 Press *Transfer*
- 5 Dial the number. Wait for answer.
- 4 Press *Transfer*

Program a Speed Call

- 4 Press *Menu*
- Press *Settings*.
- Press *Programmable Keys*.
- Press the key you wish to program.
- Press *Speed Call*.
- Press *Edit Label* and enter the label for the speed call.
- Press *Save*.
- Press *Edit Number* and enter the phone number for the speed call.
- Press *Save* and then press *Save* again.
- Press *Close* and then press *Close* again.

Adjust Volume Levels

- Adjust ringer volume whilst the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.
- 3 Press *Up Arrow* repeatedly to raise the volume OR *Down Arrow* to reduce it.
 - 3 Press *Mute* to mute your microphone.

Enable Call Forwarding (all calls)

- 4 Press *Menu*
- Press *Call Forwarding*
- Enter Number (if not already present)
- Press *Activate*
- A forwarding symbol will appear at the top right of the screen

Disable Call Forwarding (all calls)

- 4 Press *Menu*
- Press *Call Forwarding*
- Press *Deactivate*