

OfficeSuite® 24-Key Phone Quick Reference Guide



Fixed Function Key Legend			
	Directory key - displays company internal directory	Hold key - puts current call on hold	
	Cancel key - cancels current action	Transfer and Conference key - press once to start transfer, twice to start conference	
	Redial key - displays list of recently dialed calls. This key can also be used to dial from a displayed list	Message key - Accesses your voicemail	

<p>Make a call</p> <ol style="list-style-type: none"> Lift the Handset, or press a Line Appearance memory key, or press the  function key. Dial the number from the keypad. - OR - Press a speed dial memory key. 	<p>Place a call on Hold</p> <p>While on a call press the  function key.</p>
<p>Make a call using Redial</p> <ol style="list-style-type: none"> Press the  function key (or the REDIAL softkey), then: Choose the number by scrolling through the list with the Arrow keys. Press the Dial softkey. 	<p>Retrieve a call from Hold</p> <p>Press the flashing Line Appearance memory key.</p>
<p>Make a call using Redial</p> <ol style="list-style-type: none"> Press the  function key (or the REDIAL softkey), then: Choose the number by scrolling through the list with the Arrow keys. Press the Dial softkey. 	<p>Transfer a call</p> <p>While on a call:</p> <ol style="list-style-type: none"> Press the  function key (or the TRANS softkey). Dial the number. Press the  function key (or the TRANSFER softkey) and hang up. - OR - Announce the call, press the  function key (or the TRANSFER softkey) and hang up.
<p>Make a call using the Directory</p> <ol style="list-style-type: none"> Press the  (DIR softkey) Enter the first letter of the last name using the keypad. Use the Arrow keys to find the name. Press the DIAL softkey. 	<p>Make a three way call</p> <p>While on a call:</p> <ol style="list-style-type: none"> Press the  function key twice (or the CONF softkey once). Dial the second number. Announce the call. Press the  function key once (or the CONF softkey) to join the parties.
<p>Mute a call</p> <p>While on a call, press the  function key to toggle between turning off and on the microphone.</p>	<p>Retrieve a message</p> <ol style="list-style-type: none"> Press the  function key. Follow the voice instructions.

Additional Information on the operation of this phone is available in the *Mitel IP Phone User Reference Guide* or by selecting **Help** from the web administration interface.

For additional instructions, go to <http://officesuite.broadviewnet.com/?tenant=/> log in, and click **Help**; or visit the **OfficeSuite Customer Information Center** at <http://www.broadviewnet.com/OfficeSuiteSupport>. If you still have questions, email us at OfficeSuiteSupport@broadviewnet.com or call 1.888.623 VOIP (8647).
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① Activating a phone

To activate a phone you need (1) an extension number, (2) a phone, and (3) a PIN. The administrator can provide you with an extension number and default PIN.

1. Connect one end of an Ethernet cable to your network LAN jack and the other to the phone port marked by the  symbol on your 5224/5324 IP phone.
2. If your network is not configured with Power Over Ethernet, connect the phone power pack to a power outlet.
3. If you also need to connect your computer to the LAN, connect an Ethernet cable from your computer's network port to the phone port marked PC.

4. Wait for the phone to display the following (this may take 30 seconds or more):

Logged Out
ACTIVATE

5. Press the **ACTIVATE** softkey. The display will show:

Extension:
QUIT

6. Enter your extension. If you have login/logout privileges, the display will show:

PIN:
ENTER : QUIT

7. Enter your PIN.

8. Press the **ENTER** softkey. The display will show:

Extension: xxx
REDIAL CALLS MENU

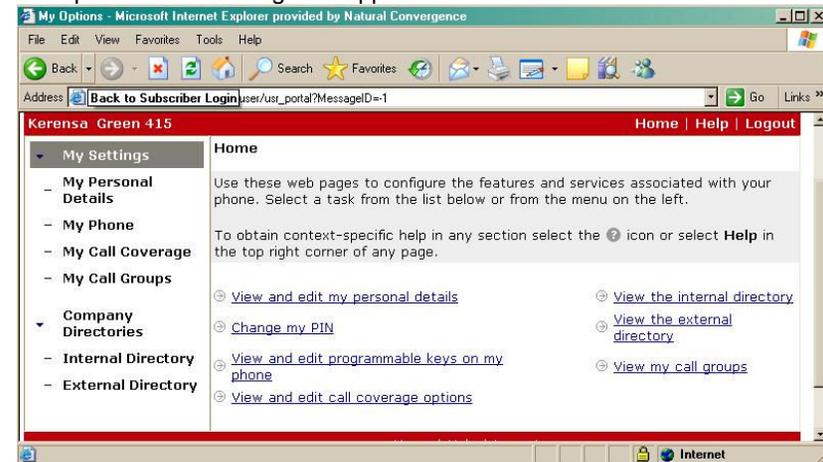
where **xxx** is the extension of your phone.

You have successfully activated the phone and are ready to make calls.

② Logging in to the web administration interface

To log in to the web administration interface, follow these steps:

1. Open your web browser (Internet Explorer 6.0 or higher or Mozilla Firefox 1.5.0.4 or higher).
2. Enter the URL for telephone users (provided by your administrator). The Login screen appears.
3. Enter your extension and PIN (provided by your administrator). Your personal Home Page will appear.



For assistance on performing any of the functions on this page, select **Help** or refer to the *Mitel IP Phone User Reference Guide*.

③ Programming Memory Keys

To customize your phone features, follow these steps:

1. Log in to the web administration interface.
2. Select **My Phone** in the left-hand menu.
3. Select **Mitel 5224 IP Phone** or **Mitel 5324 IP Phone** from the **Phone Model** drop-down list if this is not already displayed. **Note:** The phone that you are currently logged into will be marked with an *.
4. Select the memory key that you want to program.
5. Enter the information in the fields displayed in the **Program Memory Details** window.
6. Select **Save** to save your changes or **Close Window** to cancel your changes.
7. Select the **Print Key Labels** button.

④ Setting up your call coverage

Call coverage allows you to specify where calls you do not answer should be directed. Call coverage options include voice mail, an auto attendant, a co-worker's extension, or another phone number such as your home number or cell phone.

To configure your call coverage, follow these steps:

1. Log in to the web administration interface.
2. Select **My Settings** in the left menu.
3. From the menu appearing in the main frame, select **View and edit call coverage options**. The main frame will display the call coverage options.
4. Follow the on-screen instructions.
5. Select the **Save** button to save your changes.

⑤ Recording your name announcement

Callers hear your recorded name announcement as confirmation when they use the auto attendant name directory to contact you.

Note: The recorded announcement is for the auto attendant. It is not your voice mail greeting.

To record, or re-record your name announcement, follow these steps:

1. Log in to the web administration interface.
2. Select **Personal Details** in the left menu.
3. Select the **Record** button on the **Personal Details** page.
4. When a Record Prompt pop-up window is displayed, follow the instructions.