

Mitel 5360 IP Phone User Guide



1. Handset
2. Display and Menu buttons – you can use the buttons to view and select features.
3. Status Bar
4. Gadget Sidebar
5. Ring/Message Indicator
 - i. Rapidly flashing – you have an incoming call
 - ii. Slowly flashing – you have a message waiting
 - iii. On – you are on a call
 - iv. Off – your phone is idle
6. Feature Buttons – explanation of these buttons is show in the grid below
7. Dial pad Buttons
8. Fixed and programmable buttons – any blank buttons can be programmed accordingly with extensions, groups or features.
9. Navigation Buttons – us to move between the 3 available pages of buttons
10. Speaker

All feature codes mentioned in this guide are system default. If you have issues with any of the codes then they may have changed, please contact our support team for assistance.

Feature Buttons

Button	Action	Button	Action
▲ (Up)	Provides volume control.	☎ (Hold)	Places the current call on hold.
▼ (Down)	Scrolls through feature options.		Left/Backspace when entering dialpad characters.
🔊 (Speaker)	Activates Handsfree Mode.	🔄 (Transfer)	Transfers the current call.
🔇 (Mute)	Activates features.		Right/Forward when entering dialpad characters.
📁 (Applications)	Mutes the microphone during a call.	✉ (Message)	Allows you to view station messages.
	Activates the Applications menu to use the conference unit or cordless devices, program various phone settings, and enable Clean Mode.		Toggles between Alpha Mode and Numeric Mode.
ⓧ (Special)	Activates features while on a call.		
	The ⓧ (Special) button does not cancel features. To cancel features, press the Star button (*).		
🔄 (Redial)	Calls the last external number dialed. You cannot redial internal numbers.		

Handling Calls

Make A Call

- Lift the handset (or leave handset in the cradle to dial handsfree)
- External Call – Dial 9 then the telephone number
- Internal Call – Dial the internal extension number or press a pre-programmed button
- To end the call, replace the handset (or if handsfree press the speaker button).

You can speed up the dialling of an external number by pressing # after the telephone number

Answer A Call

- Lift the handset (or press the speaker button to answer handsfree or if using a headset).

Place a Call on Hold

- Whilst on a call press the red hold button, you can then replace the handset
- To return to the call press the red hold button or the flashing Call button.

Mute

- Press the mute button to toggle mute on or off. The caller will not be able to hear you but you will be able to hear them.

Transfer a call

- Whilst on a call press the transfer button then you can either:
 - Transfer internally by dialling the extension number
 - Transfer externally by dialling 9 followed by the telephone number
 - Transfer a call to someone's mailbox by dialling 2500 then enter the extension number
- Connect the call to the recipient by replacing the handset either before or after they have answered the call.
- Press the flashing call button to return to the call if you do not wish to transfer it.

If you have a pre-programmed button for an extension you do not have to press the transfer button first you can simply press the button.

To Pick up a call ringing elsewhere

- Either press the button assigned as Pick up
- Or dial 4 followed by the extension number or button assigned to the extension or group that is ringing (which should be flashing to indicate a ringing call).

Redial

- Press the redial button to dial the last number you dialled

Features

Do Not Disturb

- Press the DND button or dial 372
- Select the DND Message by scrolling through options using the volume buttons
- Press the speaker button to select or wait for a short time and it will be automatically selected.
- Press the DND button or dial 372 to disable

Directory

- To access the system directory press the Directory button or dial 307
- Press 1 for Internal, 2 for Outside Dir (External)
- Spell out the name of the person you want to search for on the keypad i.e. to enter DAVE dial 3283
- To scroll through the entries press the volume up and down buttons or use the arrows in the display
- Press # to dial the number currently shown on the display or select using the buttons in the display

Call Logs

- Press the button programmed as 'Logs' or dial 333
- Select 1 for Missed, 2 for Received, 3 for Dialed or 4 to Clear the history
- To scroll through the list of calls you can press the volume up and down buttons or use the arrows in the display
- Press # to dial the number currently shown on the display

Conferencing

- With a caller on the line press the button labelled 'Conference' or press the special key then dial 5
- Call the next party in usual way for either an internal or external number.
- When that call is answered press the Conference Button twice (or special key then 5 twice) which will connect all parties to the call.
- Repeat the process for any additional parties (up to eight parties on newer systems)

Headset

- To enable or disable headset mode press the button labelled 'Headset' or dial 317

Configuring your Phone

Change Ring Tone or Volume

- Use the volume keys to adjust ringing volume when the phone is idle or the call volume whilst on a call
- To change the ring tone, leave the handset down and dial 398, use the volume buttons to scroll through to select the ring tone you want.

Programming Buttons

- To view how buttons are currently programmed leave the handset down and dial 396 then press the button
- To change your programmable buttons leave the handset down and dial 397.
- Press the blank button you wish to program.
- Enter the extension number, group number, speed dial or feature code you wish to programme. Commonly used feature codes:
 - 381 = System Speed Dial
 - 333 = Logs

- 385 = Record a Call
- 317 = Headset

Forward All calls to another number

- Press the button programmed Forward then select 'ALL' from the display or dial 355.
- Enter the forward destination:
 - Internal Number—enter the extension or group number or press one of your pre-programmed buttons
 - Voicemail—Enter 2500
 - External Number—dial 9 followed by the telephone number
- To cancel the forward, press the Forward button or dial 355 then #

Voicemail and Record A Call

The first time you use the voicemail you need to initialise your mailbox by changing the default passcode, recording your name for the internal directory and listen to the voicemail introduction entirely:

- Dial the voicemail on 2501 or press the pre-programmed button 'My Mailbox'
- Enter your password which will in default will be your extension number and # or just #
- Then follow the prompts to change your passcode, record your name and then remain on the call until you have heard the entire introduction.

To change your voicemail greeting:

- Dial 2501 and then enter your passcode when prompted followed by #
- Dial 4 for greetings then 1 for personal greetings then 1 for primary greeting
- Follow the prompts to listen, re-record and save your greeting.

To change your passcode:

- Dial 2501 and then enter your passcode when prompted followed by #
- Dial 4 for personal options then 3 to change passcode

To listen to a message received:

- Press the flashing message key
- Enter your passcode then # and follow the prompts
- The message notification will remain on the phone until a voicemail is either saved or deleted.

Whilst listening to a message you can skip past the callers number and date/time by pressing #

To listen to saved messages:

- Dial 2501 or press the button labelled 'My Mailbox'
- Enter your passcode then #
- Press 3 to listen to saved messages.

Record a call

- With a caller on the line press the 'Record a call' button or press the special button then dial 385.
- The recording is then saved into your mailbox and can be retrieved the same way as a normal voicemail message.

Record a call is a feature that needs to be enabled on your phone first before you can use it. This must be done by the system administrator.