

## Cloud VoIP Mitel Phone User Guide

### PURPOSE

This document will guide you through the basic use of the Mitel 5320, 5330 and 5340 model IP Phones. Should you have additional phone use questions or require assistance beyond the scope of this document, please contact Fuse Networks Support at 1-888-676-3873.

### Basic Mitel Phone Features

To place a call, simply lift the handset. Any time you have a free line available and lift the handset, the phone will always default to choose your next available line. If applicable, dial the 4-digit extension of the coworker you're trying to reach; otherwise, dial "9" first to reach an outside line. When placing a call to an outside line you must also dial the area code. It is not necessary to dial 1 for long distance calls in the United States.

If a call is ringing through to your handset, the line which is ringing will flash and your phone and will typically audibly ring. Again, this ringing line is selected in focus by default, so simply lift your handset and you'll be connected.

To place a call on hold, you push the red "Hold" button. To take a call off hold press the lighted button associated with the line the caller is on.



### Emergencies

In the event of an emergency, your telephone handset is equipped to dial Emergency Services.

Typically, you need to dial a "9" to get an outside line, and so dialing "9911" will call Emergency Services. Because in the heat of the moment it can be difficult to remember technical procedures, the telephone system will intelligently interpret "911" – dialed without the leading "9" for an outside line – as an attempt to contact Emergency Services and correctly route the call.

Dialed either way, the system will connect you to Emergency Service

### Getting Help




If you have any questions or issues with your phone or phone service, lift the handset and dial Fuse Networks support at 1-888-676-3873.




## Transferring and Conferencing

Some phones consider these separate features; Mitel does not. Our phone system is set up in such a way that whether or not you stay on the line, the button does the same thing: connects the person you're talking with to a third party. If you stay on the line, it's a conference. If you hang up, it's a transfer. You do not need to place a call on hold to transfer or conference another party into the call.

To transfer a call to another extension:

- ✓ Press Transfer/Conference 
- ✓ Dial the extension, or dial "9" plus the telephone number you wish to transfer to
- ✓ Press Transfer/Conference  again
- ✓ Hang up the phone or press Cancel 

To conference another party on a current call:

- ✓ Press Transfer/Conference
- ✓ Dial the extension, or dial "9" plus the telephone number you wish to transfer to
- ✓ Press Transfer/Conference  again

## Hot Desking

Hot Desking provides the ability to log into any Mitel phone set, allowing your personal extension, Direct Inward Dial (DID) number, user programmable soft keys, and voicemail features to follow. Certain phone sets will be designated solely for the purpose of "Hot Desking". These are unassigned phones /stations for any user to log into with their personal CloudVoIP settings.

To log into a Hot Desk phone set:

- ✓ Press the Hot Desk soft key on your Mitel set
- ✓ Press the Login soft key
- ✓ Enter your "Prime Phone" extension #, select OK
- ✓ Enter your Phone PIN, select OK (see CloudVoIP Welcome email for PIN)
- ✓ Login Completed should display on the phone set if successful

To log out of a Hot Desk phone set:

- ✓ Press the Logout soft key
- ✓ Press the Logout soft key again to confirm
- ✓ Logout Completed should display on the phone set if successful
- ✓ (Note: Logging into a device while already logged in to another device will automatically log you out from the previously device)

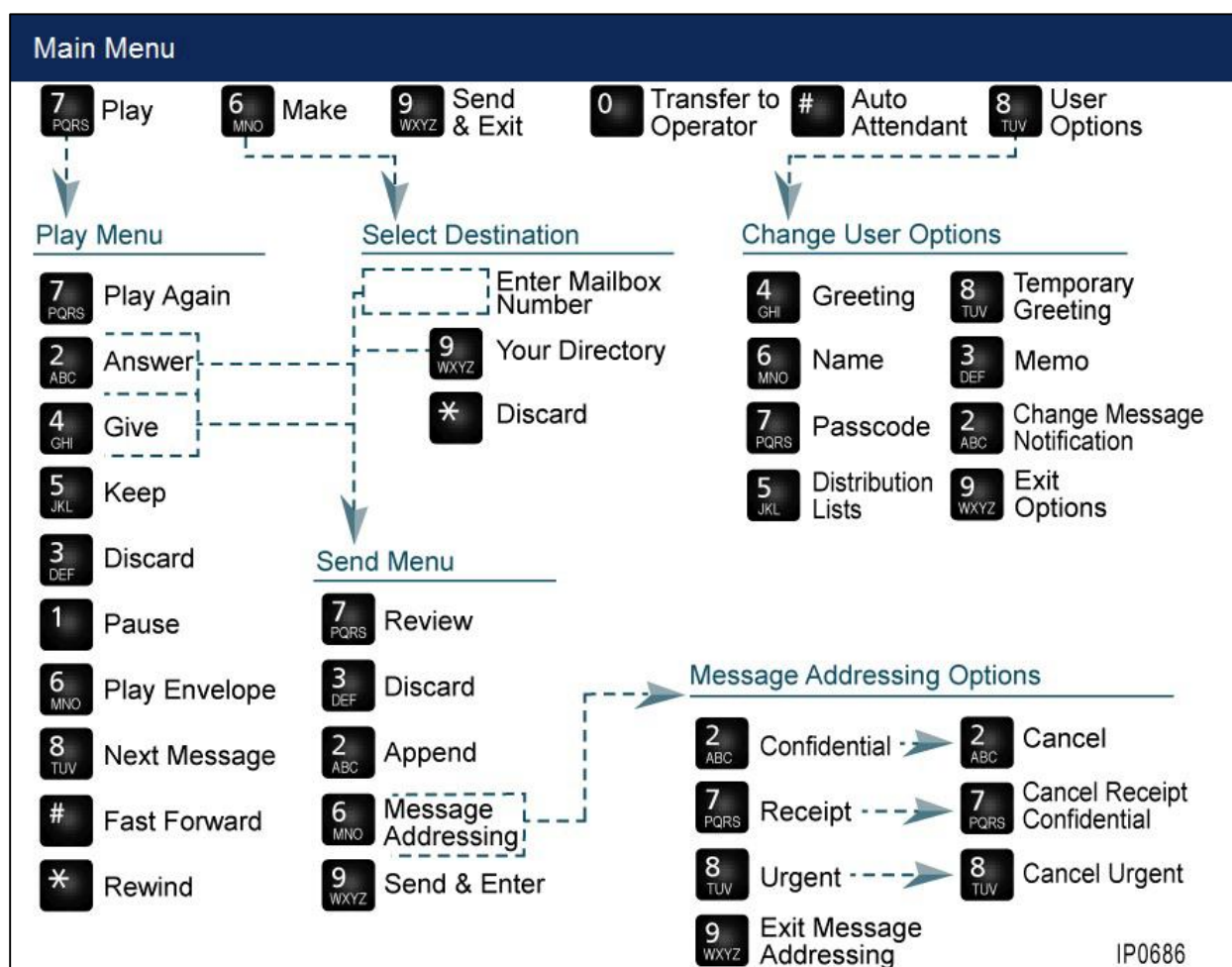
## Voicemail

Fuse CloudVoIP platform provides an automated voicemail system for handling telephone calls and taking messages. The voice mail system provides you with a mailbox for sending and receiving messages, which you can personalize with your name, a greeting, and a private passcode.

Calling the voice mail system for the first time:

- ✓ Lift the handset
- ✓ Dial the Message Center extension (7000) or press the Message key. The system prompts you for your passcode
- ✓ Enter your default passcode (see CloudVoIP Welcome email for voicemail passcode)
- ✓ A welcome tutorial will be activated on your mailbox for initial setup, guiding you through setup options

Mailbox Main Menu Overview:



See supplemental [CloudVoIP Voice Mail User Guide](#) for detailed information