

MITEL NETWORKS

# 5201 | IP Phone

USER GUIDE

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## ABOUT THE 5201 IP PHONE

The Mitel Networks 5201 IP Phone is a digital telephone that connects directly to a 10/100BaseT Ethernet network. It is supported by the Mitel Networks 3300 Integrated Communications Platform (ICP) Release 3.1 and later software.

The 5201 IP Phone has three fixed-function keys along with a Volume Up/Down key and a standard numeric keypad. The fixed-function keys are **MESSAGE**, **HOLD** and **TRANS/CONF**.



1. Handset
2. Speaker
3. Volume Control
4. Message Waiting Indicator
5. Function Keys
6. Keypad

## Telephone Status Indicators

### **Situation:**

Line is idle

Line is ringing

Message waiting/Voicemail

### **The message waiting indicator is:**

Off

Flashing rapidly

Flashing slowly

## Tips for Your Comfort and Safety

### *Don't cradle the handset!*

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.

### *Protect your hearing*

Your phone has a control for adjusting the volume of the handset receiver. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

## CUSTOMIZING YOUR PHONE

### **Adjusting the ringer volume**

*To adjust the Ringer Volume while the set is ringing:*

- Press the Volume control button.

### **Adjusting the handset receiver volume**

*To adjust the Handset Receiver Volume when you are using the handset:*

- Press the Volume control button.

## **Making and answering calls**

*To make a call:*

1. Lift the handset.
2. Dial the number.

*To answer a call:*

- Lift the handset.

## **Redial**

*To redial the last number that you manually dialed:*

1. Lift the handset.
2. Dial **\*01**.

## **Redial - Saved Number**

*To save the last number that you manually dialed:*

1. Lift handset.
2. Dial **\*\*79**.

*To Redial a saved number:*

1. Lift handset.
2. Dial **\*6\***.

## **Hold**

*To place a call on Hold:*

- Press **HOLD** and replace the handset in the cradle.

*To retrieve a call from Hold:*

1. Lift the handset.
2. Press **HOLD**.

## Messaging

If the message indicator is flashing slowly while the phone is not ringing, this indicates that you have a message or voicemail.

**Note:** For voicemail to work properly with the 5201 IP Phone, Call Forward must be activated on the set.

*To forward your calls to voicemail:*

1. Lift the handset.
2. Dial **\*\*70** to have your calls forward when you are busy on the phone.
3. Dial the Message Center number **555**.
4. Dial **\*\*71** to have your calls forwarded when you don't answer your phone.
5. Dial the Message Center number **555**.
6. Hang up.

**Note:** Once Call Forward has been activated, you will hear an interrupted dial tone for a moment every time you lift the handset. To cancel Call Forwarding, see *Call Forwarding*.

The response to a message indication changes depending on whether the caller wants you to call back or if they have left a voice message.

*To respond to a message indication:*

1. Lift the handset.
2. Press **MESSAGE**.  
*If the caller has left a voice message, the phone will automatically call the voicemail system.*  
*OR*  
*If the caller has activated your message indicator instead of leaving a voice message, the phone will automatically call their number.*

*To leave a callback message at another extension:*

- While listening to ringing or busy tone, press the **MESSAGE** key.  
*The called extension user is informed of the message waiting indication by their Message Indicator flashing and the display screen showing "MESSAGE WAITING".*

*To cancel a Callback:*

1. Lift the handset.
2. Dial **\*1#**.
3. Dial the number of the called extension.
4. Hang up.

*To cancel all Callbacks:*

1. Lift the handset.
2. Dial **#1**.
3. Hang up.

## **Call Transfer**

*To Transfer an active call:*

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. Do one of the following:
  - To complete the Transfer, hang up.
  - To announce the Transfer, wait for an answer, consult, and hang up.
  - To retrieve the call, press the switchhook and dial the **\*1**.

## **Conference Calls**

*To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:*

1. Press **TRANS/CONF**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **TRANS/CONF**.

*To leave a Conference:*

- Hang up.

*To split a Conference and speak privately with the original party:*

1. Press **TRANS/CONF**.
2. Dial **\*41**.



## Call Forward

Incoming internal and external calls presented at your extension can be forwarded in the following ways:

- Call Forward All - forwards all your calls to another destination (extension or external number) without first presenting the calls at your extension.
- Call Forward No Answer - forwards your calls to another destination when you are busy on another call or away from your desk.
- Call Forward Busy - forwards your calls to another destination when you are busy on another call.

You can also forward your calls to voicemail, if available. The extension number of the voicemail system is **555**.

### *To program and activate Call Forward:*

1. Lift the handset.
2. Do one of the following:
  - To redirect all calls without ringing your phone first, dial **\*8**.
  - To redirect all calls when your telephone is busy, dial **\*\*70**.
  - To redirect internal calls when your telephone is busy, dial **63**.
  - To redirect external calls when your telephone is busy, dial **62**.
  - To redirect all calls when you don't answer, dial **\*\*71**.
  - To redirect internal calls when you don't answer, dial **65**.
  - To redirect external calls when you don't answer, dial **66**.
3. Dial the destination number.
4. Hang up.

### *To cancel individual Call Forward types:*

1. Lift the handset.
2. Do one of the following:
  - To cancel the redirect of all calls, dial **#8**.
  - To cancel the redirect of calls when your telephone is busy, dial **\*\*72**.
  - To cancel the redirect of calls when you don't answer, dial **\*\*74**.
3. Hang up.

*To cancel all Call Forward types:*

1. Lift the handset.
2. Dial **##8**.
3. Hang up.

### **Call Forward - Remote**

*To forward calls from a remote extension to your current location:*

1. Lift the handset.
2. Dial **\*\*8**.
3. Dial the extension of the remote extension.
4. Hang up.

*To cancel Call Forward - Remote from the extension that set the remote forwarding:*

1. Lift the handset.
2. Dial **\*\*77**.
3. Dial the extension of the remote extension.
4. Hang up.

*To cancel Call Forward - Remote from the extension that was forwarded:*

1. Lift the handset.
2. Dial **#8**.
3. Hang up.

### **Call Forward - End Chaining**

*To ensure that calls do not get forwarded again by the destination number:*

1. Lift the handset.
2. Dial **64**.
3. Hang up.

*To again allow calls to be forwarded by the destination number:*

1. Lift the handset.
2. Dial **\*\*73**.
3. Hang up.

## **Call Forward - Override**

*To override Call Forward and ring an extension:*

1. Lift the handset.
2. Dial **\*1\***.
3. Dial the extension number.

## **Call Park**

*To retrieve a call parked by the attendant:*

1. Lift the handset.
2. Dial **\*23**.
3. Dial the Console ID and the Hold Slot number.

## **Call Pickup**

*To answer a call that is ringing at another extension in your Pickup Group:*

1. Lift the handset.
2. Dial **\*6**.

*To answer a call that is ringing at a extension not in your Pickup Group:*

1. Lift the handset.
2. Dial **\*\*6**.
3. Dial the number of the ringing extension.

## **Camp-on**

*To Camp-on to a busy extension:*

- Dial **3**.
- OR-
- Wait for the time-out period to expire.

*To retrieve a call when you hear Camp-on tone:*

- Depress the hookswitch momentarily, and then dial **\*3**.  
The current call is put on hold. You are connected to the waiting call.

## **Do Not Disturb**

*To activate Do Not Disturb:*

1. Lift the handset.
2. Dial **\*5**.
3. Hang up.

*To deactivate Do Not Disturb:*

1. Lift the handset.
2. Dial **#5**.
3. Hang up.

*To activate Do Not Disturb from a remote extension:*

1. Lift the handset.
2. Dial **\*\*5**.
3. Dial the number of the extension to which Do Not Disturb is to apply.
4. Hang up.

*To deactivate Do Not Disturb from a remote extension:*

1. Lift the handset.
2. Dial **##5**.
3. Dial the number of the extension with Do Not Disturb activated.
4. Hang up.

## **Override**

*To use Override when you encounter busy or DND tone:*

- Dial **2**.

## **Paging**

*To use Paging:*

1. Lift the handset.
2. Dial **\*\*9**.
3. Dial the Paging zone number (if required).
4. Make the announcement.

## Direct Paging

Direct Paging allows you to page a party through their telephone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call.

*To page a party:*

1. Lift the handset.
2. Dial **\*37**.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

*To answer a Direct Page (indicated by a single burst of tone):*

- Lift handset.



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