


MITEL

SX-200 | IP Communications Platform

Subattendant User Guide
for the Mitel 5340 IP Phone

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Subattendant User Guide for the Mitel 5340 IP Phone
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Introduction

If your Mitel 5340 IP Phone has been programmed to provide Enhanced Subattendant features, then the features in this guide are available to you. These features are provided in addition to those already available on your telephone.

As a Subattendant, you can perform functions for other extension users. These functions include programming Call Forwarding, Advisory Messages, and Do Not Disturb.

Additional features are also available for use in hotel/motel environments. These include displaying and changing room occupancy status and condition; and setting wake-up calls.

As a Subattendant set, your 5340 IP Phone can have up to six Line Keys programmed as Listed Directory Number (LDN) keys. Up to six Line keys can be programmed as Hold Position keys. One Line Key is usually programmed as a Recall key.


Note: Some features require the use of the Superkey function. Superkey should be programmed to a key for more convenient access. For key programming instructions, see the 5340 IP Phone User Guide available on the Mitel Documentation web site at www.mitel.com.

Subattendant Functions

Using the LDN Keys

The LDN keys act as call queuing indicators. Unlike Line Keys, you can't use them for placing calls or having conversations. When you answer an LDN call, the call is automatically connected to your Prime or Intercom Line.

To answer LDN calls on a first-come, first-served basis:

- Do one of the following:
 - Lift the handset for a private conversation.
 - Press  (SPEAKER) for a handsfree conversation.

To selectively answer LDN calls:

- Press the **LDN** key of the desired call. The call is connected to your Prime line.

Calls Waiting Indication

As a Subattendant, you may have calls queued and waiting to be answered. The Calls Waiting Indicator in the top right corner of the display shows the total number of calls in the queue. Only calls ringing the LDN keys or the Recall key appear on the Calls Waiting indicator.

Using the Hold Position Keys

The **HOLD POSITION** keys allow you to answer an LDN call or a call to your Prime (Intercom) line without having to terminate your current call first.

To place a call on hold using a **HOLD POSITION** key:

- Press a free **HOLD POSITION** key. The associated Line Appearance indicator flashes, and the Add Held softkey appears on the display.

To retrieve a call from a Hold Position key:

- Press the **HOLD POSITION** key. The held call is transferred to your Prime line and the Prime Line Appearance indicator changes to solid (on) to indicate an active call. The Hold Position indicator goes blank indicating an empty Hold Position.

To add a call on hold to a current conversation:

1. Do one of the following:
 - Press the **Add Held** softkey for a private conversation.
 - Select a line for a handsfree conversation, and then press the **Add Held** softkey.
2. Press the desired **Hold Position** key.

The held call is transferred to the current conversation and the associated line appearance indicator changes from a flashing (on) state to an inactive (off) state.

Setting DND on an Extension

You can set up or cancel Do Not Disturb (DND) on behalf on other users.

To set up or cancel Do Not Disturb on an extension:

1. Press the key you have programmed as **Superkey**.
2. Press the **Stations** softkey.
3. Enter the extension number.
4. Press the **Do Not Disturb** softkey. The top right portion of your display shows whether DND is On or Off at the extension.
5. Press **SUPERKEY** to exit.

Using Paged Hold Access

If your system has paging equipment, you can place an incoming call on hold, page the called party, and then announce the digits the person needs to dial to pick up the call.

There are three ways to page:

- Dial a code to page specific zones (if set up).
- Press the **Page** softkey to page all zones.
- Press the **Hold Position** key used to place the call on hold twice in quick succession. By using this method you can page either over the paging equipment (all zones) or over the speakers in the telephones. System programming determines which type of paging you can do.


To page someone to pick up a call on hold at your telephone:

1. Place the incoming call on hold using a free **Hold Position** key.
2. Do one of the following:
 - Press the **Page** softkey.
 - Dial the "Paging Access to Specific Zones" access code, followed by the number (1-9) of the desired paging zone.
3. Press the same **Hold Position** a second time.
4. Page the party and tell the person to dial the digits shown on our your display to pick up the call. If the person is unable to pick up the call, your telephone is automatically recalled.

Handling Recalls

Calls you handle that go unanswered or that are left on hold too long recall your 5340 IP Phone. Recalls are automatically connected to your Prime line, except when you use the Recall key to answer them.

To answer a recall, do one of the following:

- Lift the handset for a private conversation.
- Press  (SPEAKER) for a handsfree conversation.
- Press **Recall** to avoid recalls tying up your Prime line.

Setting Up Advisory Messages on an Extension

You can read another extension's currently displayed advisory message, or choose one for display on the telephone, or program one for display.

To set up an Advisory Message:

1. Press the key you have programmed as **Superkey**.
2. Press the **Stations** softkey.
3. Dial extension number.
4. Press the **Advisory Msg** softkey.
5. Find the desired message using the **Next Msg**, **Previous Msg** and/or **Show Msg No.** softkeys.
6. Press the **Turn Msg On** softkey.

To cancel an Advisory Message:

1. Press the key you have programmed as **Superkey**.
2. Press the **Stations** softkey.
3. Dial the extension number.
4. Press the **Advisory Msg** softkey. The currently displayed message appears on your display.
5. Press the **Turn Msg Off** softkey.

Setting Up Call Forwarding on an Extension

You can set up and cancel Call Forwarding on behalf of an extension. You can also check the extension to determine its Call Forwarding status.

Depending on the programming of the other extension, two types of Call Forwarding may be available: Regular and Split. Split Call Forwarding allows you to redirect internal and external calls to different destinations (extensions). Regular Call Forwarding allows you to redirect all calls to the same destination.

To check the Call Forwarding status of an extension:

1. Press the key you have programmed as **Superkey**.
2. Press the **Stations** softkey.
3. Dial the extension number.
4. Press the **Forwarding** softkey. The display shows the current Call Forwarding status for that extension, if programmed. If not programmed, the display indicates the available Call Forwarding types.
5. Continue with programming as described in the next two sections or press Superkey to exit.

To program or change Call Forwarding on an extension:

1. Check the Call Forwarding status of the extension.
2. Press the **Change** softkey.
3. Press the appropriate softkey for the required type of Call Forwarding.
4. Press either the **Internal** or **External** softkey.
5. Enter the number of the extension to which you want to forward calls.
6. Do one of the following:
 - Press Save/On to save your programming and turn on forwarding.
 - Press Save/Off to save your programming and leave forwarding off.
7. Continue programming other types of Call Forward or press Superkey to exit programming mode.

To turn Call Forwarding on or off once programmed (if available):

1. Press the key you have programmed as **Superkey**.
2. Press **More** until Forwarding appears, and then press **Forwarding**.
3. Press **Next** or **Previous** until the type of Call Forward you want to turn on/off appears.
4. Press Turn FWD On or Turn FWD Off.
5. Press Superkey.

Setting the System Date and Time

You can change the time and date that appears on all Mitel telephones equipped with displays. The time can be displayed in either a 12- or 24-hour format, depending on system programming.

To set the system time:

1. Press the key you have programmed as **Superkey**.
2. Press **More** until **Time** appears and then press **Time**.
3. Using the dial pad, enter the time in the indicated format.
4. Press the **AM** or **PM** softkeys (if necessary).
5. Press the **Save** softkey.

To set the system date:

1. Press the key you have programmed as **Superkey**.
2. Press **More** until **Date** appears and then press **Date**.
3. Using the dial pad, enter the date in the indicated format.
4. Press the **Save** softkey.

Call Logging

Call Logging keeps track of the names (if available) and telephone numbers of all your incoming calls or only those you missed.

To program your phone to log your incoming calls:

1. Press the key you have programmed as **Superkey**.
2. Press the **Call Logging** softkey.
3. Press the **Missed Calls** or **All Calls** softkey.
4. Press the **Internal** softkey to log calls from other extensions only, **External** to log outside calls only, or **Both** to log internal and external calls.

To turn off call logging:

1. Press the key you have programmed as **Superkey**.
2. Press the **Call Logging** softkey.
3. Press the **Turn Off** softkey.

To display the call log:

1. Press the key you have programmed as **Superkey**.
2. Press the **Callers** softkey to display the number of new calls and old calls.
3. Press the **New Calls** or **Old Calls** softkey to display call details. (Note: These softkeys are not visible until calls have been logged.)
4. If more than one call is logged, use the **Next** and **Previous** softkeys to display the others.

To return a call in the call log:

1. Display the call you want to return.
2. Do one of the following:
 - If the call is internal, press the Call softkey.
 - If the call is external, dial 9 and then press the Call softkey.
 - If the call is long distance, dial 91 and then press Call softkey. You can dial up to three digits before pressing Call.

To delete calls from the call log

1. Display the call you want to delete
2. Press the **Delete** softkey to delete the displayed call only or the **Delete All** softkey to delete all other New or Old calls.
3. Press **Confirm** to validate your request.

Call Logging - Administration

The system has storage space for a total of 2000 call logs. As the subattendant you can monitor call log usage and delete logs if more space is needed. You can also turn off call logging at an extension to conserve space while the user is away from the office.

To view the number of call logs in use in the system:

1. Press the key you have programmed as **Superkey**.
2. Press the **More** softkey three times.
3. Press the **Call Logs** softkey. The total number of NEW and OLD calls are displayed.

To view and optionally delete an extension user's call logs:

1. Press the key you have programmed as **Superkey**.
2. Press the **Stations** softkey.
3. Dial the extension number.
4. Press the **Call Logging** softkey. The display shows whether calling log is on and the number of new and old logs.
5. (Optional) Press the **Delete All**, **Delete New**, or **Delete Old** softkey.
6. Press **Confirm**.

To turn off call logging at an extension:

1. Press the key you have programmed as **Superkey**.
2. Press the **Stations** softkey.
3. Dial the extension number.
4. Press the **Call Logging** softkey.
5. Press the **Disable Logs** softkey.

Programming System Abbreviated Dial Numbers

Abbreviated dialing allows extension users to call a telephone number or enter a feature access code by dialing a three-digit index number. You can program these numbers from your 5340 IP Phone.

To program a System Abbreviated Dial number:

1. Press the key you have programmed as **Superkey**.
2. Press the **More** softkey until **Feature Key** appears and then press **Feature Key**.
3. Press **System**.
4. Enter the Abbreviated Dial Index number.
5. Press **Enter**.
6. Enter the telephone number or feature access code that you want to store. (See below for information on entering codes for pauses and other special functions.)
7. Press **Make Private** to prevent the number from displaying when dialed (optional).
8. Press **Save**.
9. Press **Superkey** to exit.

The following codes can be inserted within the abbreviated dial number:

*3 = Wait for user to manually insert digits (2 digits)

** = DTMF digit *

= DTMF digit

*9 = 1-second pause

*1 = 5-second pause.

Example: For example, a typical number for external directory assistance is 9 + 1 + (area code) + 5551212; the area code is dialed manually. The number you would store is 91*3035551212.

Hotel/Motel Features

As the Subattendant in a hotel/motel, you can:

- Check current room status
- Change room occupancy and condition status
- Program multiple automatic wakeup calls that occur once or repeat daily
- Obtain a list and count of rooms by status and condition (Vacant/Clean, Vacant/Dirty, Maid in Room, etc.)
- Request reports of all current wakeup calls, message register counts, and status of rooms
- Block room to room calling
- Assign outgoing call privileges on a room to room basis
- Request a printout of wake-up calls, message register count, DID number and room status

Hotel/motel features are accessed through the **Guest Room** feature key on the 5340 IP Phone. The individual features are then available on softkeys.

Hotel/motel features can be accessed whether the 5340 IP Phone is idle or in the process of handling a call. While you are handling a call from a guest room, press the **Guest Room** key and the phone display shows information about the source of the call. The message area (second and third line of the display) indicates Room Number, Name, the state (busy or idle) of the room extension, whether Do Not Disturb (DND) is set and messages are waiting (MWI) and the message register (R) count. The feature softkeys are on the succeeding lines.

```

11:03a 10-JUL-03
11110 EXEC. SUITE
IDLE DND MWI R=12345
DND
Wake-Up      Status*
Print DID    O/G Rest*
More...

*label determined by system
programming

```

Figure 1. 5340 Display when Guest Room key pressed while handling call

Table 1. Guest Room Feature Keys

Key	Description
Wake-Up	Press this key to change or update existing wake-up times. See <i>Setting and Canceling Wake-up Times</i> on page 11. If this room is part of a guest suite, refer to <i>Suite Services</i> on page 12.
Print DID	Press this key to request a DID number printout (for rooms with DID number assigned).
DND	Press this key to toggle the Do Not Disturb feature.
Status or O/G Rest	The appearance of this key is dependent on system programming. Press the Status key to change or update the status/condition of a room. See <i>Displaying and Changing Room Data</i> on page 10. If "Outgoing Call Restriction" is enabled in your system programming, press the O/G Rest key to set call restriction to Local, Long Distance, or Internal.

Key	Description
More	Press this key to access the remaining options shown in Figure 2.

```

11:03a 10-JUL-03
-----
11110 EXEC. SUITE
IDLE DND MWI R=12345
-----
Clr Reg      Clr MWI
Read MWI
                More...

```

Figure 2: Additional keys

Key	Description
Clr Reg	Press this key to clear the Message Register count (must be greater than zero)
Read MWI	Press this key to check or delete any messages left by anyone in this guest room. Use the Next and Previous softkeys to scroll through messages. Use the Clr MWI softkey on this menu to delete the active message.
Clr MWI	Press this key to remove all messages left by the phone user in this guest room
More	Press this key to return to the menu shown in Figure 1.

Pressing the GUEST ROOM key while the phone is not engaged in a call produces the following display (see Figure 3):


```

11:03a 10-JUL-03
-----
ROOM NUMBER: _
-----
Status
Audits

```

Figure 3. Guest Room key pressed while idle

Key	Description
Status	Press this softkey to see a list and count of rooms by occupancy and status. See <i>Displaying a List and Count of Rooms by Occupancy and Status</i> on page 10.
Audits	Press this softkey to access a list of reports you can print. Depending on system programming, you may select DID, Wake-up, Msg Reg, and/or Rm Status.

Entering a valid ROOM NUMBER returns you to the display shown in Figure 1. Press  (CANCEL) to exit the Guest Room feature.

Displaying and Changing Room Data

Room data includes occupancy and condition status (Vacant/Clean, Vacant/Dirty, Out of Service, etc.), outgoing call restrictions, and the status of Message Waiting, Do Not Disturb, wake-up calls, and other guest services.

To display or change room information:

1. Press the **Guest Room** key.
2. Dial the room number (not necessary if you are already on a call to the room) and press the **Status** softkey. The display changes to show the status of the room extension on the third line.
3. Do one of the following:
 - Press the **Status** softkey to change the status (Vacant, Occupied, etc.) or condition (Clean, Dirty, Out of Service, etc.) of the room. Use the **More** softkey on the Status page to display additional conditions.OR
 - Press the **O/G Rest** softkey to change the room's outgoing call privileges (Local, Long Distance, Internal). **Note:** you will see either the Status key or the O/G Rest key, not both, depending on system programming.OR
 - Press the **More** softkey to access options for displaying/changing Message Waiting data. See *Reading/Clearing Message Waiting and Register* on page 12.
4. Press the **⊗** (CANCEL) key at any time to return to Guest Room main menu.

Displaying a List and Count of Rooms by Occupancy and Status

You can request a list and a count of rooms by occupancy and status—for example, vacant and clean rooms or rooms with maids in them. The system responds by displaying the room numbers and the total number of rooms matching your selection.

To display a list and count of rooms by occupancy and status:

1. Press the **Guest Room** key from an idle set.
2. Press the **Status** softkey.
3. Press the softkey that corresponds to the occupancy and status conditions you want (for example, Vacant/Clean, Vacant/Dirty, Occupied/Clean, etc.) Use the **More** softkey to display additional conditions. The first three rooms matching your selection will display on the second line. Use the **More** softkey to display the next three rooms.

Call Blocking

Call Blocking prevents guests from placing calls to other rooms.

To activate or deactivate Call Blocking:

- Press the key programmed as **Call Block**. Call blocking is in effect when the **Call Block** key is lit.

Setting and Canceling Wake-up Calls

Both you and the guest can set, change, and cancel wake-up calls which ring the guest room phone at a prearranged time.

If system programming allows, you can set multiple wake-up calls (up to three in a 24-hour period) that repeat daily. For each wake-up, you can specify whether the call is made by the system (an Automatic wake-up) or the attendant or other hotel employee (a Personal wake-up).

To set, change, or cancel a wake-up call time for a guest:

1. Press the **Guest Room** key.
2. Dial the extension number of the set that will receive the wakeup call.
3. Press the **Wake-up** softkey. The display shows any previously set wake-up call time and, if available, **Timer 2**, **Timer 3**, **Delete** and **Change**.
4. Enter the desired time in a 12-hour format (e.g. 01:45). In case of error, use the ← key.
5. Specify AM or PM by pressing the **AM/PM** softkey.
6. Specify a system or personal call by pressing the **Auto Wkup** or **Personal** softkey.
7. Specify a repeating or one-time only call by pressing the **Daily** or **Once** softkey.
8. Press **Save**.
9. Repeat for Timers 2 and 3 to set additional wake-up calls for the guest.

To change or delete a wake-up call, press the desired **Timer** softkey (not required to change/delete Timer 1), followed by the **Delete** or **Change** softkey.

Wake-up Alarm Notification

You can use the WkUp Alarm feature key to provide a visual notification of missed wake-up alarms. The LED of this feature key flashes if there are wakeup alarms.

To see the details of missed wake-up calls:

1. Press the key programmed as **WkUp Alarm**. The display indicates Room Number, Name, Wakeup not Ans and Wake-up time.
2. Do one of the following:
 - Press Next to view the next alarm
 - Press Delete to delete the current alarm

To exit from alarm notification, do one of the following:

1. Press **Backup**
2. Press the key programmed as **Superkey**
3. Press the **WkUp Alarm** feature key

Reading/Clearing Message Waiting and Register

You can manage message waiting and the message register using the Read MWI softkey.

To access MWI information:

1. Press the **Guest Room** key.
2. Dial the extension number of the set.
3. Press the **More** softkey.
4. Do one of the following:
 - Press Clr Reg to clear the message register count.
 - Press Clr MWI to remove any messages left by the subattendant.
 - Press Read MWI to access/delete messages left for this room. Use the Previous and Next softkeys to navigate multiple messages. Press Clear MWI on this page to delete the currently displayed message.

Printing Reports

You can request printed reports of message registers, room status and automatic wake-up calls. Some reports print automatically—for example, when a wake-up call is set or changed, a record of the event is printed.

To print a report:

1. Press the **Guest Room** key.
2. Press the **Audits** softkey. The display shows SELECT A PRINTOUT.
3. Press the softkey that corresponds to the report that you want to print (DID, Msg Reg, Wakeup or Rm Status).

Suite Services

For guest suites, you can set wake-ups and toggle DND for individual rooms in the suite. When you select the Wake-Up or DND key for a room number that is part of a guest suite, the display shows each room and the status of Wake-up/DND as shown in Figure 4:

11:03a 10-JUL-03	
A>11110wd	B>11111wd
C>11112w	D>11113 d
PHONE A	PHONE B
PHONE C	PHONE D
	More...

Figure 4: Wake-up/DND Settings for Suite Phones

The letter '**w**' indicates that a wakeup call is set for this room. The letter '**d**' indicates that DND is On.

To change the Wake-up or DND settings for a suite phone:

1. Press the softkey that represents the desired phone. (Press **More** to access Phone E, if required.)
2. Press **Timer 1**, **Timer 2**, or **Timer 3** to change Wake-up settings. (See Setting and Canceling Wake-up Calls on page 11.)
3. Press **DND** to toggle DND on/off.
4. Press **More** on the second-page display to return to the previous page.

