

MITEL

# 5224 | IP Phone

USER GUIDE

 **MITEL** | it's about **YOU**

SX-200 ICP 3.0

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## ABOUT YOUR PHONE

The Mitel Networks 5224 IP phone is a full-feature, dual port, dual mode telephone that provides voice communication over an IP network. It features a back-lit liquid crystal display (LCD) screen, display-assisted access to features, on-hook dialing, handsfree speakerphone capability and a large ring/message indicator. It also offers 24 programmable keys with status indicators, and ten fixed feature keys that provide convenient access to features such as Conferencing and many customizable user settings. The 5224 IP Phone supports Mitel Call Control (MiNet) protocols and session initiated protocols (SIP). The 5224 IP Phone can also be used as a Teleworker phone.

The personal key on the bottom right is always your Prime Line; the remaining personal keys can be programmed as:

- Feature keys for one-touch launching of a variety of phone features (for example, Swap). You can program feature keys from your phone, or using the Desktop Tool. Your administrator can also program feature keys.
- Speed Call keys for one-touch dialing. You can program speed call keys from your phone, or using the Desktop Tool.
- Line Appearances for selectively answering calls according to incoming line. Only the administrator can program line appearances.

## Elements of Your 5224 IP Phone



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### Feature

1 Display

2 Softkeys

3 Ring/Message  
Indicator

### Function

Provides a two-line, 20-character liquid crystal display (LCD) viewing area that assists you in selecting and using phone features, accessing your voice mail, and identifying callers. When you are using the Superkey menu interface, prompts and feature information appear on the display screen.

Context-sensitive keys change depending on the modes of the operation and the menu currently displayed. Softkeys enable you to easily view and select a variety of features.

Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.







## Feature

4 Volume, Speaker and Mute Controls









## Function

Provide the following audio control capability:

-  (**UP**) and  (**DOWN**) provide volume control for the ringer, handset, and handsfree speakers.
-  (**SPEAKER**) enables and disables Handsfree mode.
-  (**MUTE**) enables Mute, which allows you to temporarily turn your phone's handset or handsfree speaker microphone off during a call.

5 Fixed Function Keys

Give you access to the following phone functions:

-  (**SUPERKEY**) : provides access to menus for your phone's additional features. **Note** : When navigating through Superkey menu options, press  (**CANCEL**) or  (**SUPERKEY**) to back up one menu level.
-  (**CANCEL**) : ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level.
-  (**REDIAL**) : calls the last number dialed.
-  (**HOLD**) : places the current call on hold.
-  (**TRANS/CONF**) : initiates a call transfer or establishes a three-party conference call.
-  (**MESSAGE**) : provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox. **Note** : The Ring/Message indicator also flashes when messages are waiting.

6 Keypad

Use to dial.

<b>Feature</b>	<b>Function</b>
7 Programmable Personal Keys and Designation Card	Provides 12 keys that can be programmed as speed call keys, feature keys, or line appearance keys, according to your communication needs. Personal keys have status indicators. The bottom right personal key is always your Prime Line key. Write the name (speed call, feature or line appearance) of the Personal keys that you program on the <b>designation card</b> (use the side of the card with the textboxes provided). Use the slot behind the plastic cover at the bottom of the phone to remove/insert the designation card.
8 Handsfree Speaker	Provides sound for Handsfree calls and background music.
9 Handset	Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

**IMPORTANT NOTE FOR HEADSET USERS:**

Mitel Networks Headsets with Feature Control Switch must be installed in the dedicated headset jack on the back of the phone. Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation.

**Ring/Message Indicators**

<b>When indicator is...</b>	<b>it means that...</b>
Flashing rapidly	Your phone is ringing
Flashing slowly	A message or Callback Message is waiting at your phone
On	Your phone is ringing on another phone
Off	Your phone is idle, or you are on a call

## **5224 IP PHONE AND LINE INTERFACE MODULE**

The Line Interface module is an optional device that adds an analog phone line (POTS) capability to your 5224 IP phone. If Emergency Call Routing is not programmed on your 3300 ICP, you must use the Line Interface Module to dial emergency calls. For more information on emergency number dialing, refer to Emergency Calls. If you have a Line Interface Module connected to your 5224 IP Phone, all programming of the Line Interface Module, except the Analog Key, is done by the Installer when your phone is installed. For more information, refer to "Using the Line Interface Module" elsewhere in this guide.

## **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. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

### **Protect your hearing**

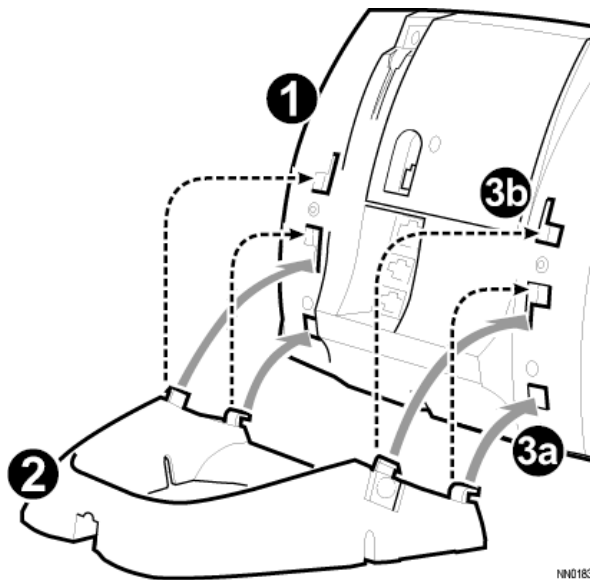
Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

## Adjust the viewing angle

The stand built into your phone tilts to give you a better view of the keys.

*To tilt your telephone for better viewing:*

1. Turn the phone so that the front faces away from you.
2. Hold the base unit firmly and press the release tabs on the sides of the stand to detach the base unit.
3. Hinge the hooks of the base unit into the notches on the back of the phone and snap into place as follows:
  - a. For a high-angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.
  - b. For a low-angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.





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# CUSTOMIZING YOUR 5224 PHONE

## Ringer Control

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



- Press  (UP) or  (DOWN).

*To adjust the Ringer Pitch while the phone is idle:*

1. Press  (SUPERKEY).
2. Press the No softkey until "Ringer Adjust?" appears.
3. Press the Yes softkey.
4. Press the Yes softkey.
5. Press  (UP) or  (DOWN) to adjust the ringer pitch.
6. Press #.
7. Press  (SUPERKEY).



## Handset Receiver Volume Control

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

- Press  (UP) or  (DOWN).



## Speaker Volume Control

*To adjust the Speaker Volume when making an on-hook call or when listening to background music:*

- Press  (UP) or  (DOWN).



## Display Contrast Control

*To adjust the Display Contrast while your set is idle:*



- Press  (UP) or  (DOWN).

## Feature Keys

*To display information about a key:*


1. Press  (**SUPERKEY**).
2. Press a personal key.
3. Press  (**SUPERKEY**).

*To program a personal key:*

1. Press  (**SUPERKEY**).
2. Press the No softkey until "Personal Keys?" appears.
3. Press the Yes softkey.
4. Press a personal key that isn't a line key.
5. Press the Change softkey.
6. Press the No softkey until the desired feature appears.
7. Press the Yes softkey.
8. Press  (**SUPERKEY**), or press another personal key and proceed to program another feature.
9. Write the feature name on the key label.

## Language Change

*To change the display language:*

1. Press  (**SUPERKEY**).
2. Press the No softkey until "Language?" appears.
3. Press the Yes softkey.
4. Press the Change softkey.
5. Press the No softkey until the desired language appears.
6. Press the Yes softkey.

# MAKING AND ANSWERING CALLS


If your telephone system operates as a private branch exchange (PBX), the Prime Line can be used for both incoming and outgoing calls. Outgoing calls require dialing a line access code (usually "9") followed by the telephone number.

In a key telephone system (KTS), the Prime Line is used for internal (Intercom) calls only. Outgoing calls require the use of Line keys.

## Make a Call - PBX

1. Lift the handset.
2. Do one of the following:
  - Dial the extension number or a line access code (usually "9") and the telephone number for an outside call.
  - Press a Speed Call key.

## Make an External Call - KTS

1. Lift the handset.
2. Press a Line key.
3. Do one of the following:
  - Dial the telephone number.
  - Press a Speed Call key.
  - Press  (REDIAL).

## Make an Intercom Call - KTS



An Intercom call is a call between two extensions, which either pages or rings the called extension.

*To switch between a ringing intercom call to a paged intercom call:*

1. Make a call.
2. Do one of the following while listening to ringback tone:
  - Press the **Direct Page** feature key.
  - Dial **\*48**.

## Answer a Call


*To answer a call, do one of the following:*

- Lift the handset.
- Press  (**SPEAKER**).
- Press the flashing Line Appearance key and lift the handset.
- Press the flashing Line Appearance key and press  (**SPEAKER**).

**Note:** The Auto-Latch Microphone feature described elsewhere in this guide allows you to answer and respond to internal calls handsfree.

## Redial

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

1. Lift the handset.
2. Press  (**REDIAL**).








## Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

*To dial a stored Speed Call number:*

1. Lift the handset.
2. Press a Speed Call key.

*To store a Speed Call number:*



1. Press  (**SUPERKEY**).
2. Press the No softkey until "Personal Keys?" appears.
3. Press the Yes softkey.
4. Press a personal key that isn't a line key.
5. Press the Change softkey.
6. Press the Yes softkey.
7. Do one of the following:
  - To store a new number, dial 9 or other digit(s) used to access an outside line (if required) then dial the telephone number.  
Press  (**HOLD**) between digits to create a one-second pause during dialing \*emdash; press  (**HOLD**) more than once to lengthen the pause.
  - To enter the last number dialed, press  (**REDIAL**).
8. If you want the number to be private, press the Priv softkey.
9. Press the Save softkey.
0. Press  (**SUPERKEY**).

## Speed Call - Personal

*To dial a stored personal Speed Call number:*

1. Lift the handset.
2. Dial **\*52**.
3. Enter an index number between **1** and **5**.

*To store a personal Speed Call number:*

1. Lift the handset.
2. Dial **\*51**.
3. Enter an index number between **1** and **5**.
4. Dial "9" or other digit(s) used to access an outside line (if required) then dial the telephone number.  
Press  **(HOLD)** between digits to create a one-second pause during dialing — press  **(HOLD)** more than once to lengthen the pause.
5. Hang up.

## Group Listen


*To allow others in the room to listen to the far end of a handset call:*

- Press the Group Listen feature key.

*To return to a private two-way handset call from Group Listen:*

- Press the Group Listen feature key.

*To change a Group Listen call into a Handsfree call so that allow others in the room can join the telephone conversation:*

1. Press  **(SPEAKER)**.
2. Hang up the handset.

*To return to a private two-way handset call from Speaker:*

- Lift the handset.

## Handsfree Operation

*To use Handsfree Operation to make calls:*

1. If you want to use a Non-Prime Line, press a Line Appearance key. **Note:** Your administrator must program Line Appearances to your phone.
2. Dial the number.
3. Begin speaking when the called party answers. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

*To use Handsfree Operation to answer calls:*

1. Press the flashing line key.
2. Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

*To hang up while using Handsfree Operation:*

- Press  (**SPEAKER**).

*To temporarily mute the microphone during a Handsfree conversation:*

- Press  (**MUTE**). The  (**MUTE**) key light turns on.


*To turn mute off and return to the conversation:*

- Press  (**MUTE**). The  (**MUTE**) key light turns off.

*To disable Handsfree Operation:*


- Lift the handset.


*To return to Handsfree Operation:*

1. Press  (**SPEAKER**).
2. Hang up the handset.


## Auto-Answer

*To enable or disable Auto-Answer when you are using a headset:*

1. Press  (**SUPERKEY**).
2. Press the No softkey until "Auto Answer?" appears.
3. Do one of the following:
  - To enable Auto-Answer, press the TurnOn softkey.
  - To disable Auto-Answer, press the TurnOff softkey.

**Note:** When Auto-Answer is enabled, the  (**MUTE**) key light flashes rapidly to notify you when an incoming handsfree call has been established.

*To answer a call when you hear ringback:*

- Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio. Your phone's  (**MUTE**) key light flashes rapidly to indicate that the Handsfree microphone is on and the calling party can hear you.


*To temporarily mute the Handsfree microphone:*

- Press  (**MUTE**). The  (**MUTE**) key light turns ON solid.

*To turn Mute off and return to the conversation:*

- Press  (**MUTE**). The  (**MUTE**) key light turns OFF.

*To end a call, do one of the following:*

- Press  (**CANCEL**).
- Wait for the caller to hang up.

# CALL HANDLING

## Hold

*To place a call on Hold:*

- Press  (HOLD).

*To retrieve a call from Hold:*

1. Lift the handset.
2. Press the flashing line key.


*To retrieve a call from Hold at another phone, do one of the following:*

- Press the flashing line key (if the phone has the same Line Appearance programmed).
- Dial \*23 and the number of the phone that placed the call on Hold.



## Hold and Page

The Hold and Page feature allows you to put a call on hold and page without having to use a feature key or code. You can also page after parking a call; see Call Park - Specific Orbit.

*To place a call on hold and page:*

1. Press the red  (HOLD) key twice.
2. Make the page.

*To place a call on hold and not page:*

1. Press the red  (HOLD) key.
2. Press any key except the red  (HOLD) key. The call is on hold.

## Mute

Mute lets you temporarily turn your phone's handsfree speaker microphone off during a call. You can also mute your handset microphone—see the **Handset Mute** feature description elsewhere in this guide.

*To turn Mute on during a call:*

- Press  (**MUTE**). The  (**MUTE**) light turns ON.

*To turn Mute off and return to the conversation:*

- Press  (**MUTE**). The  (**MUTE**) turns OFF.

## Handset Mute

*To mute your handset's microphone during a call:*



- Press the **Handset Mute** feature key.

*To restore handset microphone operation:*

- Press the **Handset Mute** feature key again.



## 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 cancel the Transfer, press  (**CANCEL**).

## Conference

*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 or press  **(CANCEL)**.

## Conference Split

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

- Press the Split softkey.

## Add Held

*To move a call on hold to another line appearance:*

1. Press an available line key.
2. Press the AddHeld softkey.
3. Press the flashing line key.

*To add a call on Hold to an existing conversation or conference:*

1. Press the AddHeld softkey.
2. Press the flashing line key.

## Swap

*To call another party when you are in an established two-party call:*

1. Press  **(TRANS/CONF)**.
2. Dial the number.

*To alternate between the two parties:*

- Press the Trade softkey.


## Call Forward

Call Forward lets you redirect incoming calls to an alternate number. You can select one of the following forwarding options:

- **Always** redirects all incoming calls regardless of the state of your telephone.
- **B-Int** redirects internal calls when your telephone is busy.
- **B-Ext** redirects external calls when your telephone is busy.
- **NA-Int** redirects internal calls after several rings if you don't answer.
- **NA-Ext** redirects external calls after several rings if you don't answer.


**Note:** For information about "I'm Here?", see Call Forward - Remote.

*To program Call Forward:*

1. Press  ( **SUPERKEY** ).
2. Press the No softkey until "Call Forwarding?" appears.
3. Press the Yes softkey.
4. Press the Next softkey until the type of Call Forward that you want to set up appears (see above).
5. Press the Review softkey.
6. If a number is already programmed, press the Change softkey.
7. Press the program softkey.
8. Dial the destination number. If you make an error while dialing, use the <— softkey to backspace and correct the number.
9. Press the Save softkey.




*To turn Call Forward on and off (once it has been programmed):*

1. Press  ( **SUPERKEY** ).
2. Press the No softkey until "Call Forwarding?" appears.
3. Press the Yes softkey.
4. Press the Next softkey until the type of Call Forward that you want to set up appears.
5. Press the Review softkey.
6. Press the Change softkey.
7. Do one of the following:
  - To turn Call Forward on, press the TurnOn softkey.
  - To turn Call Forward off, press the TurnOff softkey.

### **Call Forward - Remote (I'm Here)**


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

1. Press  ( **SUPERKEY** ).
2. Press the No softkey until "Call Forwarding?" appears.
3. Press the Yes softkey.
4. Press the Next softkey until "I Am Here" appears.
5. Press the Yes softkey.
6. Dial the extension of the remote station. If you make an error while dialing, use the <— softkey to backspace and correct the number.
7. Press the Save softkey.

*To cancel Call Forward - I'm Here from the phone that set the remote forwarding:*

1. Lift the handset.
2. Dial \*07.
3. Dial the extension of the remote station.
4. Hang up.

*To cancel Call Forward - I'm Here from the phone that was forwarded:*

1. Press  ( **SUPERKEY** ).
2. Press the No softkey until "Call Forwarding?" appears.
3. Press the Yes softkey.
4. When the "Always?" appears, press the Del softkey..

## Call Forward - Forced

*To force an incoming call to be forwarded:*

- Press the Forward softkey.

*To immediately transfer to another extension's No Answer forwarding destination when making a call:*

- Press the FwdMe feature key when it lights.

## Call Forward - Toggle

This feature is useful if you want call forwarding in effect for Busy and No Answer conditions most of the time, but need to override it with Call Forward Always occasionally — for example, when you're using a second phone such as a SUPERSET 4090 cordless phone. Instead of changing the call forward programming on your main phone to turn Call Forward Always on and off, you can program a key to do it.

You can also program keys to turn Call Forward Busy, No Answer or Busy/No Answer on and off.

*To toggle call forward:*


- Press the programmed feature key: **Forward Always**, **Forward Busy**, **Forward No Ans**, or **Forward Busy/NA**.

For information on programming a feature key, see "Feature Keys" elsewhere in this guide.


**Note:** You may also program a **Forward All** key to enable and disable all call forward types that have a destination programmed.

## Messaging - Advisory

*To turn Messaging - Advisory on:*

1. Press  **(SUPERKEY)**.
2. Press the No softkey until "Advisory Messages?" appears.
3. Press the Yes softkey.
4. Press the Next softkey until the desired advisory message appears.
5. Press the TurnOn softkey.

*To turn Messaging - Advisory off:*


1. Press  **(SUPERKEY)**.
2. Press the No softkey until "Advisory Messages?" appears.
3. Press Press the Yes softkey.
4. Press Press the TurnOff softkey.

## Messaging - Callback




*To leave a Callback Message on a telephone when you hear busy or ringback tone:*

- Press  **(MESSAGE)**.

*To respond immediately to a Message Waiting condition on your telephone:*

1. Lift the handset.
2. Press  **(MESSAGE)**. A call is placed to the message sender (voice mail system or extension user) that left the oldest message.


*To view information about the messages before responding:*

1. Press  **(MESSAGE)**.
2. Do one of the following.
  - To call the message sender, press the Call softkey (if available).
  - To delete the message, press the Erase softkey.
  - To view additional caller details (if available), press the More and Again softkeys.
  - To view the next message, press  **(MESSAGE)**.
3. Press  **(SUPERKEY)**.

# USING ADVANCED FEATURES

## Account Codes

*To enter an Account Code at the start of a call:*

1. Press  (**SUPERKEY**).
2. Press the No softkey until "Account Code?" appears.
3. Press the Yes softkey.
4. Dial the Account Code digits.
5. Press the Save softkey.

## Callback

*To request a Callback when you reach a busy or unanswered telephone:*

- Press the **Callback** feature key.

*To answer a Callback:*

- Lift the handset.

## Call Park

*To park a call that is on your prime line (Line 1 key):*

- Press the **Call Park** feature key.  
-OR-  
Press **TRANS/CONF** and then dial **\*33**.

The call is parked and you receive dial tone on your prime line.

*To retrieve a parked call from your phone while your phone is idle, or while you are off-hook and hearing dial tone:*

- Press the **Call Park** feature key.  
-OR-  
Dial **\*22**.

*To retrieve a parked call while you are on a call on your prime line:*

- Press the **Call Park** feature key.  
-OR-  
Press **TRANS/CONF** and then dial **\*22**.

You are connected to the parked call and the caller that was on your prime line is parked.

*To retrieve a parked call from another phone:*

1. Lift the handset.
2. Dial **\*23**.
3. Dial the prime line number (extension number) of the phone that parked the call.

**Note:** If the phone has both a parked call and a call on hold, dialing the Remote Hold Retrieve access code will retrieve the parked call.

## Call Park - System

This feature allows you to park a call from any line on your telephone not just the prime line. The number of calls you can park is limited only by the number available system park "orbits."

*To park a call in system orbit:*

1. Press the lit **System Park** feature key.
2. Do one of the following:
  - Hang up
  - Press a line key to answer a call, retrieve a call or hold, or get dial tone.

*To return to the caller if all the system orbits are busy:*

- Press **⊗ (CANCEL)** to return to the caller.

*To retrieve a call parked on a system orbit from any extension:*

- While listening to dial tone, dial **\*57** followed by the park orbit number.

## Call Pickup

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

1. Lift the handset.
2. Press the **Pickup** feature key.

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

1. Lift the handset.
2. Dial **\*09**.
3. Dial the number of the ringing station.

## Call Park - Specific Orbit

This feature allows you to park a call in a specific orbit by entering a two-digit orbit number or by pressing a feature key assigned to a specific orbit number.

*To park a call in a specific orbit:*

1. Press the **System Park** feature key.
2. Enter a two-digit Orbit Number (01-25).  
If the selected orbit already has a parked call, press **⊗ (CANCEL)** to return to the caller, and then repeat steps 1 and 2 but select a different orbit.

*To retrieve a call parked in a specific orbit:*

- While listening to dial tone, dial **\*57** followed by the park orbit number.

*To park a call in a specific orbit using an Orbit # feature key:*

- Press a free (unlit) **Orbit #** feature key. (See "Feature Key" for instructions on programming a feature key.)

Once a call is parked, you can press the same **Orbit #** to initiate a page.


*To retrieve a call parked using an Orbit # feature key:*

- Press the flashing **Orbit #** feature key.

## Call Park - Destination Phone

Call Park - Destination Phone allows you to park an answered call on another phone. If a parked call is not retrieved after a specified length of time, a reminder occurs.

*To park an active call on another phone:*

1. Press  (TRANS/CONF) to get dial tone.
2. Dial \*62, and then dial the extension of the destination phone.  
If the call is parked successfully, dial tone, busy tone or a page occurs. If the call is not parked, reorder tone occurs.

*To retrieve a call parked on another phone:*

- Do one of the following:
  - Press the flashing **Call Park** feature key.
  - Dial \*22.

## Campon

*To campon to a busy station:*

- Press the Wait softkey.

*To retrieve a call when you hear Campon tone:*

- Press the Trade softkey.

## Do Not Disturb

*To activate and deactivate Do Not Disturb:*

- Press the **Do Not Disturb** feature key. The key flashes to indicate that Do Not Disturb is active.

## Override (Intrude)

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

- Press the **Intrude** feature key.



## Paging - PA

*To use Paging:*

1. Lift the handset.
2. Do one of the following:
  - To page the default zone, press the **PA Page** feature key.
  - To page a specific zone, dial **\*13** followed by the zone number (0-9).
3. Make the announcement.

## Paging - Direct

Direct Paging allows you to page a party through their telephone speaker. If the paged party has Auto-Latch Microphone enabled, the page can be heard even when the party is on a handset or headset call. If the paged party has Handsfree Answerback enabled, your page automatically establishes a handsfree call with the paged party.

*To page a party:*


1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Dial the extension number.
4. Page the called party.

**Note:** If the phone you are paging has the "Can Be Paged" feature turned off, you hear a busy tone and the direct page cannot be connected.

How you answer a Direct Page depends on whether you have Handsfree Answerback to a Direct Page enabled on your phone. See "Handsfree Answerback to a Direct Page" elsewhere in this guide.


**Note:** You can also answer and respond to a Direct Page by enabling the Auto-Latch Microphone feature described elsewhere in this guide.

*To allow or disallow Direct Pages to your phone:*


1. Press  (**SUPERKEY**).
2. Press # until "Can Be Paged?" appears.
3. Do one of the following:
  - Press \* for "TurnOn" if you want to receive Direct Pages.
  - Press # for "TurnOff" if you do not want to receive Direct Pages. If you select "TurnOff", all paging parties hear a busy tone when they attempt to page you.

## Handsfree Answerback to a Direct Page


When you receive a Direct Page, Handsfree Answerback automatically establishes a Handsfree call on your phone. Your administrator enables or disables Handsfree Answerback on your phone. After your administrator enables Handsfree Answerback, you can choose to turn it on or off directly from your phone.

**Note:** By default, Handsfree Answerback is OFF at your phone. If the  (**MUTE**) key light is OFF when your set is idle, Handsfree Answerback is OFF.

*To turn Handsfree Answerback on:*

- When your phone is idle, press  (**MUTE**) once. The MUTE key light flashes slowly to indicate that Handsfree Answerback is ON.
- When a Direct Page arrives, the MUTE key light flashes rapidly and a Handsfree call is automatically established.

*To turn Handsfree Answerback off:*

- Press the flashing  (**MUTE**) key once. The MUTE key light turns OFF. You will still receive Direct Page calls, but a Handsfree call is not automatically established.

*To answer a call when Handsfree Answerback is ON, refer to the following table:*

<b>Phone state before Direct Page arrives</b>	<b>To answer the Direct Page</b>
Phone is idle, and MUTE is flashing slowly	<ol style="list-style-type: none"><li>1. Check that MUTE is flashing rapidly.</li><li>2. Listen for the paging party.</li><li>3. Begin speaking.</li><li>4. Lift the handset if you wish to switch from a Handsfree call to a handset call.</li></ol>
You are on a handset call, and MUTE is flashing slowly	<ol style="list-style-type: none"><li>1. Check that MUTE is ON solid.</li><li>2. Press MUTE. The light turns OFF and the Handsfree microphone turns ON.</li><li>3. Speak to the paging party.</li></ol> <p><b>Note:</b> Your handset microphone is still enabled.</p>
You are on a muted handset call, <b>OR</b> you are on a Handsfree call	The party paging you receives a busy tone. Handsfree Answerback does not interrupt your call.

*To answer a Direct Page when Handsfree Answerback is OFF, refer to the following table:*

<b>Phone state before Direct Page arrives</b>	<b>To answer the Direct Page (indicated by a single burst of tone)</b>
---	--

Phone is idle, or you are on a handset call, and MUTE is OFF



1. Check that MUTE is ON solid.
2. Lift the handset **OR** press MUTE key to answer in Handsfree mode. (The light turns OFF.)
3. Begin speaking.

**Note:** If you were on a handset call, your handset microphone is still enabled.

You are on a MUTED handset call, OR, you are on a Handsfree call

The party paging you receives a busy tone. Handsfree Answerback does not interrupt your call.

*To end a Handsfree Answerback call, do one of the following:*

- Hang up the handset to end a handset call.
- Press  (**SPEAKER**) to end a handsfree call.
- Press  (**CANCEL**).

**Note:** When the Handsfree Direct Page call ends, the MUTE key light returns to the state it was in before the call was established.

## Paging - All Sets

*To page all telephones simultaneously through their speakers:*

1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Press \*.
4. Page the called party.

*To answer an All Set Page:*

1. Lift the handset.
2. Dial \*49.

## Paging - Group

*To page all telephones in a paging group simultaneously through their speakers:*

1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Press #.
4. Page the called parties.

*To respond to a Group Page:*

1. Lift the handset.
2. Dial \*49.

## Direct Station Select/Busy Lamp Field (DSS/BLF)

Your phone may have keys programmed to place calls to other extensions and to show the status (idle, busy or DND) of those extensions.


*To call the DSS/BLF extension:*

- Press the **DSS/BLF** key.

*To transfer a call to DSS/BLF extension (without Secretarial option):*

1. Press **TRANS/CONF**.
2. Press the **DSS/BLF** key.

*To transfer a call to a station (with Secretarial option):*

- Press the  **(TRANS/CONF)**.

## **Direct Station Select (DSS)/Busy Lamp Field (BLF)/Call Pickup**

Your phone may have keys programmed to show the status (idle, busy, ringing, call on hold) of another destination and to retrieve calls ringing or on hold at the destination.

*To retrieve a call ringing at the DSS/BLF destination:*

- Press the slowly flashing **DSS/BLF** key.

*To retrieve a call on hold at the DSS/BLF destination:*

- Press the rapidly flashing **DSS/BLF** key.

## **Direct Page/Busy Lamp Field (BLF)**

Your phone may have keys programmed to show the busy/idle status of another extension and to page the extension.

*To page a DP/BLF extension:*

- Press the **DP/BLF** key.

You can page when the DP/BLF extension is idle (key dark) or busy (key steadily lit).

## **DSS/BLF/Direct Page/Call Pickup**

Your phone may have keys that show the status (idle, busy, ringing, or call on hold) of another extension. Depending on the programming of the key, pressing it will either call the extension if it is idle, or retrieve a call ringing or on hold at the extension, or page the extension.

*To pick up a call ringing at the DSS/BLF extension:*

- Press the slowly flashing **DSS/BLF** key.

*To retrieve a call on hold at the DSS/BLF extension:*

- Press the rapidly flashing **DSS/BLF** key.

*To page a DSS/BLF extension:*

- Press the dark or steadily lit **DSS/BLF** key.


## Headset Operation

To use a headset with your phone, ensure that the headset is connected to the dedicated jack on the back of the phone.

*To answer a call (when Auto-Answer is disabled):*

- Press the flashing line key.



*To switch between headset and handset operation while in a call (see Note 2):*

- Press  (**MUTE**). (You can talk using the **headset** when the MUTE key IS lit and with the **handset** when the MUTE key is NOT lit.

*To hang up:*

- Press  (**CANCEL**).

### Notes:

1. Lifting the handset on some 5224 IP phones while it is in headset mode also answers the call.
2. This feature is available on some versions of the 5224 IP phone only.
3. Disconnecting the headset while in a call puts your phone in speaker-phone, mute mode. You can hear the other party but they cannot hear you. To talk to the other party, press  (**MUTE**). To hang up, press  (**SPEAKER**).



## Headset Operation (Headset with Feature Control Switch)

**IMPORTANT NOTE:** Headsets with a feature control switch that are approved for use with the 5215 IP phone must be installed in the dedicated headset jack on the back of the phone. Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation. If handset operation is required for an extended period of time, you should press the Headset feature key to return the telephone to handset mode.

*To answer a call, do one of the following:*

- Press the flashing Line Appearance key
- Quickly press and release the headset's feature control switch.
- Lift the handset (see Note 1).


*To mute the headset microphone:*

- Press and hold the headset's feature control switch.



*To hang up:*

- Press **CANCEL**.
- OR-
- Quickly press and release the headset's feature control switch.

*To switch between headset and handset operation while in a call (see Note 2):*

- Press  (**MUTE**). (You can talk using the **headset** when the MUTE key IS lit and with the **handset** when the MUTE key is NOT lit.)

**Notes:**

1. Lifting the handset on some 5224 IP phones while it is in headset mode also answers the call.
2. This feature is available on some versions of the 5224 IP phone only.
3. Disconnecting the headset while in a call puts your phone in speaker-phone, mute mode. You can hear the other party but they cannot hear you. To talk to the other party, press  (**MUTE**). To hang up, press  (**SPEAKER**).

## **Park and Page**

With Park and Page, you can park a call and initiate a page all in one step. Park and Page options include

- **Park and Page Set:** After a call is parked, the system performs an all-set page.
- **Park and Page Group:** After a call is parked, the system pages your Paging Group.
- **Park and Page:** After a call is parked, you must enter the extension or Page Group number.
- **Park and PA Page:** After a call is parked, the you must enter a Paging Zone number (0-9).

See "Programming a Feature Key" for information on assigning this feature to a Personal Key.

*To park a call and page a call:*

1. Answer or make a call.
2. Perform one of the following:
  - To page all phones and the PA, press **Park & Page Sets**.  
-OR-  
Press **TRANS/CONF**, dial \*63 and dial \*.
  - To page all phones in a group and the PA, press **Park & Page Grp**.  
-OR-  
Press **TRANS/CONF**, dial \*63 and press #.
  - To page an extension number, press **Park & Page** and dial the extension.  
-OR-  
Press **TRANS/CONF**, dial \*63 and dial the extension.
  - To page all phones in a specified group and the PA, press **Park & Page** and dial the two-digit Page Group Number.  
-OR-  
Press **TRANS/CONF**, dial \*63 and dial the two-digit Page Group Number, then #.
  - To park a call in orbit and perform a PA Page to any or all nine Paging Zones, press **Park & PA Page** and dial the Paging Zone number (0 for all zones, 1-9 for a specific zone).  
-OR-  
Press **TRANS/CONF**, dial \*64 and dial the Paging Zone number (0 for all zones, 1-9 for a specific zone)

**Note:** To Park and Page call using speed call keys, press **TRANS/CONF** to get dial tone before pressing a speed call key programmed with the Park and Page access codes plus the digits for the required paging option (for example, an extension number to page a single phone or \* to page all phones plus PA paging).

## Record a Call

This feature uses your voice mail system to record your telephone conversations.

**Note:** You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your system administrator.

*To start recording while on a 2-party call:*

- Press the **Record Call** key. (See *Feature Keys* for instructions on programming a **Record Call** key to your phone.)

**Note:** Your system may be programmed to automatically begin recording external calls when you or the other answers.

*To pause recording:*


- Press the **Pause** softkey.

*To resume recording after pausing:*

- Press the **Resume** softkey.

*To stop and save a recording:*

- Press the **Save** softkey.

Putting the call on hold saves the recording; taking the call off hold starts a new recording. Depending on system programming, hanging up, or pressing  (**TRANS/CONF**) or a **DSS** key, may also save the recording.

*To stop a recording without saving it:*

- Press the Erase softkey or  (**CANCEL**).


*To listen to a recording:*

1. Lift the handset.
2. Access your voice mailbox.
3. Follow the prompts to retrieve the recording.


## 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  (**SUPERKEY**).
2. Press the No softkey until "Call Logging" appears.
3. Press the Yes softkey.
4. Press the **Missed** softkey to log missed calls only or the All softkey to log all calls.
5. Press one softkey as follows:
  - Press **Intl** to log calls from other extensions only
  - Press **Extl** to log outside calls only
  - Press **Both** to log internal and external calls.

*To turn off call logging:*

1. Press  (**SUPERKEY**).
2. Press the No softkey until "Call Logging" appears.
3. Press the Yes softkey.
4. Press the Off softkey.

*To display the call log:*

1. Press the **Callers** feature key.
2. Press the **New** softkey to display details for newly logged calls only, or the **Old** softkey to display details for previously logged calls. The display shows the caller's number. Press the **Name** or **Num** softkey to display the caller's name or number.
3. 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 the **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 Yes softkey to delete the displayed call only or the All softkey to delete all other New or Old calls.
3. Press the Confirm softkey to validate your request.


## **Music**

*To turn Music on and off when the phone is idle:*

1. Press  (**SUPERKEY**).
2. Press the No softkey until "Music?" appears.
3. Do one of the following:
  - To turn the music on, press the **TurnOn** softkey.
  - To turn the music off, press the **TurnOff** softkey.
4. Press  (**SUPERKEY**).


## Auto-Latch Microphone


*To set the handsfree microphone to automatically turn on when receiving a Direct Page or Intercom call:*

1. Press  (**SUPERKEY**).
2. Press the No softkey until "Auto Latch Mic?" appears.






**NOTE:** If your administrator has already enabled Auto-Latch Microphone on your phone, "Auto Latch Mic?" does not appear in your list of options.

3. Press \* for Yes.
4. Press the TurnOn or TurnOff softkey.





When Auto-Latch Microphone is enabled and your set is idle, the  (**MUTE**) key light flashes rapidly to notify you when an incoming page/intercom call has been established.

When Auto-Latch Microphone is enabled and you are engaged in a handset conversation, the  (**MUTE**) key light turns on solid to notify you when an incoming page/intercom call is waiting at your phone.

*To respond to an Auto-Latch call while your phone is idle:*

1. Begin speaking after the paging/intercom party addresses you. **Note:** The  (**MUTE**) key light flashes rapidly to indicate that the Handsfree microphone is on and that the calling party can hear you.
2. Press  (**MUTE**) if you wish to mute your handsfree conversation. The  (**MUTE**) key light turns on solid.
3. Press  (**MUTE**) again if you wish to turn mute off and return to the handsfree conversation. The  (**MUTE**) key light turns off.

*To answer an Auto-Latch call while you are on a handset call with another caller:*


- Press the lit (solid)  (**MUTE**) key. The handsfree microphone turns on and the  (**MUTE**) key light turns off to indicate that the paging/intercom party can hear you.
- Begin speaking after the paging/intercom party addresses you.
- Press  (**MUTE**) to alternate between handset and handsfree conversations. When you are speaking with the paging/intercom party, the  (**MUTE**) key light is off.




## Reminder

**Note:** The Reminder feature will not operate if Auto-Answer is enabled on your phone.

*To program a reminder:*

1. Press  (**SUPERKEY**).
2. Press the No softkey until "Timed Reminder?" appears.
3. Press the Yes softkey.
4. Enter the time in a 12-hour format—for example, 01:45.  
Press either the AM or PM softkey.  
Press the Save softkey.

*To view, change, and/or cancel a pending Reminder:*

1. Press  ( **SUPERKEY** ).
2. Press the No softkey until "Timed Reminder?" appears.
3. Press the Yes softkey.
4. Do one of the following:
  - To change the Reminder, press the **Change** softkey, enter the new time, and press the **Save** softkey.
  - To cancel the Reminder, press the **Clear** softkey.
  - To exit without canceling the Reminder, press SUPERKEY.


*To acknowledge a Reminder when your phone rings once:*

- Press the **Confirm** softkey.



## Reminder - Multiple

**Note:** The Reminder feature will not operate if Auto-Answer is enabled on your phone.

*To set multiple reminders (up to three):*

1. Press  (**SUPERKEY**).
2. Press the No softkey until "Timed Reminder?" appears.
3. Press the Yes softkey.
4. Enter the time for Timer 1 in 12-hour format—for example, 01:45. Press either the AM or PM softkey.
5. Press the Save softkey.
6. Press the Yes or No softkey depending on whether you want the reminder to repeat daily
7. Repeat the first three steps, and then press the Next softkey to set Timer 2.
8. Repeat the procedure for Timer 3.

*To view, change, and/or cancel a pending Reminder:*


1. Press  ( **SUPERKEY** ).
2. Press the No softkey until "Timed Reminder?" appears.
3. Press the Yes softkey. The reminder time for TIMER 1 appears (an asterisk beside the time indicates that the timer repeats daily, HH:MM indicates that the timer has not been programmed).
4. Press the Next softkey to display the other timers.
5. Do one of the following:
  - To change the time, press the Change softkey, enter the new time, press the Save softkey and then press the Yes or No softkey depending on whether you want the reminder to repeat daily.
  - To cancel the Reminder, press the Del softkey.
  - To exit without canceling the Reminder, press  (**SUPERKEY**).

*To acknowledge a Reminder when your phone rings once, do one of the following:*


- Lift the handset.
- Press the Confirm softkey (if available).

## Phonebook

*To access the Phonebook, do one of the following:*

- Press  (**SUPERKEY**) and then press the Yes softkey when "Phonebook?" appears.
- Dial \*65.

*To use the Phonebook:*

1. Enter the name of the person you wish to call, as follows:
  - For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.
  - Use the <— softkey to correct errors.
  - If the next letter in the name is on the same digit key as the previous letter, press the —> softkey before proceeding.
  - If required, use the —> softkey to add a space between the first and last name.
2. Press the Lookup softkey.
3. If no match exists, edit the original entry.
4. If more than one match is found, press the Next softkey.
5. Do one of the following:
  - To make the call, press the Call softkey.
  - To edit the entry, press the Retry softkey.
6. To exit, press  (**SUPERKEY**).

**Note:** Only extensions that have a voice mailbox can be dialed using Phonebook.

## Call Monitoring

This feature allows you to monitor another extension user's phone conversation, either with or without the user's knowledge.


If your system is programmed to notify users that they are being monitored, they hear a beep when monitoring begins. Users that have a display telephone also see your name and extension number in the display for the duration of the call.

When monitoring a call, you can listen to the conversation but you can't speak to either party, and they can't hear you. However, you can join the conversation by forming a three-party conference

### **A few conditions:**

- The system may be programmed to disallow monitoring of any or all extensions.
- A user can only be monitored from one extension at a time. If you try to monitor someone who is already being monitored, you receive busy tone and BUSY appears in your display.
- If the user puts the caller on hold, transfers the call, or ends the call, you are disconnected and your monitoring session ends. Note that the system can be programmed to allow monitoring to continue while the call is on hold.
- While you are monitoring, you can't make or receive calls. Anyone who calls your telephone while you are monitoring receives busy tone. The caller can leave a callback, but is unable to camp on or override your monitoring session. If you want to place an outgoing call, you must first cancel your monitoring session.

*To monitor a call:*

1. Lift the handset.
2. Dial **\*45** followed by the number of the extension you wish to monitor.  
If the user is on a call, **INTRUDING** followed by the user's extension number appears in your telephone display.  
If the user is not on the phone, you hear busy tone and the user's extension number followed by the words **IS IDLE** are shown in your telephone display.
3. Do one of the following:
  - Press  **(TRANS/CONF)** to form a three-party conference with the user and the other party.
4. Press **Exit** to end the monitoring session.

**NOTE:** If you wish to continue monitoring after exiting the conference, you must set up the monitor again.

## **Door Opener**

Door Opener allows you to operate a third-party door opener. For example, when someone requires entry into a third-party building, a designated extension (or extensions) rings and on answering, the extension user can press a feature key or dial a feature access code to open the door.



*To use Door Opener:*

- Press **Door Opener** or press **\*66**.

## Night Answer

Office telephone systems are often placed into Night Answer after regular hours. Calls then ring alternate answer points—either designated extensions or a night bell. You can dial the Trunk Answer From Any Station (TAFAS) code to answer calls ringing the night bell. If permitted by system programming, you can put your phone into one of two night answer modes, Night1 or Night2.


*To switch your phone to Night Answer or Day service, or to view which service your phone is currently in:*

1. Press  (**SUPERKEY**).
2. Press No until "Night Answer?" appears.
3. Press the Yes softkey.
4. Do one of the following:
  - To exit without making any changes, press  (**SUPERKEY**).
  - To change the mode of service, press Change, press No until the desired alternative appears, and then press Yes.


## Date and Time Setup

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

*To set the time:*

1. Press  (**SUPERKEY**).
2. Press the No softkey repeatedly until "Time?" appears on the display.
3. Enter the time in the correct format.
4. Press the AM or PM softkeys (if necessary).
5. Press the Save softkey.

*To set the date:*

1. Press  (**SUPERKEY**).
2. Press the No softkey repeatedly until "Date?" appears on the display.
3. Press the Yes softkey.
4. Enter the date in the indicated format.
5. Press the Save softkey.

## **Release**

Release lets you disconnect from an attempted Call Transfer or Conference Call without hanging up the handset. Release is useful when you encounter a busy or unavailable party.

*To release from an attempted transfer or conference call, do one of the following:*

- Press the Release softkey.
- Press the Release feature key.


## Secure Hot Swap

Secure Hot Swap allows you to "swap" your own phone programming when you are using any other IP phone that is enabled to support the feature. When you dial your phone's extension number and your assigned Hot Swap Personal Identification Number, the "swapped" phone immediately assumes most of your phone settings, including key programming. Any changes you make to the phone while you are logged in—for example, adding a speed dial—are saved to your personal profile.

*To Hot Swap a phone (the phone must be idle):*

1. Dial **\*68** or the appropriate feature access code.
2. Dial the extension number of the phone you wish to swap.
3. Enter your four-digit Hot Swap Personal Identification Number (PIN).

*To verify that the phone has been swapped:*

1. Press  (**SUPERKEY**).
2. Press the Prime Line key. If the phone is successfully swapped, the display shows the extension of the phone whose settings you wished to swap.

*To log out of the Swapped phone (the phone must be idle):*

- Dial **\*68** on the phone on which you initiated the Hot Swap.

**Note:** Your profile can only be active on one phone at a time. You must "unswap" from the current swapped phone before you can initiate a Hot Swap of another phone.



## USING THE LINE INTERFACE MODULE

5224 IP Phones support the Mitel Line Interface Module. The Line Interface Module allows you to make and receive calls over an analog line (referred to as the Line Interface Module line) connected to your phone, and operates in either of the following two modes (as determined by your System Administrator):

- Line Interface Module mode, where your phone allows you to use the Line Interface Module line at any time.
- Failover Mode, where you can use the Line Interface Module line only when the IP connection has failed.

**Note:** Handsfree and on-hook dialing are not supported on the Line Interface Module line.

## LINE INTERFACE MODULE MODE

### Make A Call

*To make a call using the Line Interface Module line:*

1. Lift the handset.
2. Press the Line Interface Module key. ANALOG CALL appears on the display.
3. Dial the number to make the call.

### Notes:

- When making external calls over the Line Interface Module line, a prefix (e.g. 9) is not required.
- If your phone's Line Interface Module key has the Privacy option enabled and another phone is on a call using the Line Interface Module line (that is, the Line Interface Module key is solid orange), you cannot access the Line Interface Module line. The user of the other phone must first hang up before you can access the Line Interface Module line. To determine whether the Privacy option is enabled, contact your System Administrator.

### Answer A Call

*To answer a call using the Line Interface Module line:*

1. Lift the handset.
2. Press the flashing Line Interface Module key. ANALOG CALL appears on the display.

### Answer a Waiting Call on the Line Interface Module Line

If you have subscribed to an analog call waiting service, you may use the hookswitch or press **⊗ (CANCEL)** to answer a waiting Line Interface Module call. When you are on a Line Interface Module call and a waiting Line Interface Module call arrives, you will hear a beep.

**Note:** This feature may not be supported in all regions.

*To answer a waiting Line Interface Module call, or to return to the original Line Interface Module call, do one of the following:*

- Press and release the hookswitch.
- Press **⊗ (CANCEL)**.
- Press the Line Interface Module key.

## **Hold a Call**

*To put a current call on hold to answer an incoming Line Interface Module call:*

- Press the flashing Line Interface Module key. The current call is put on hold.

*To switch between the current call and the held call when one of the calls is using the Line Interface Module line, do one of the following:*

- If your current call is using the Line Interface Module line, press the flashing Line key of the held call. The Line Interface Module call is automatically put on hold.
- If your current call is using an IP line, press the flashing Line Interface Module key. The IP line is automatically put on hold.

## **End a Call**

*To end a current call when an incoming Line Interface Module call arrives:*

- Press **⊗ (CANCEL)**, and then press the flashing Line Interface Module key. The current call ends, and you are connected to the caller on the Line Interface Module line.

*To end the current Line Interface Module call when an incoming call arrives:*

- Press **⊗ (CANCEL)**. The current Line Interface Module call ends, and you are connected to the new caller.

## **FAILOVER MODE**

### **Make A Call**

*To make a call using the Line Interface Module line during an IP connection failure:*

1. Lift the handset. IP FAIL: ANALOG CALL appears on the display.
2. Dial the number to make the call.

### **Answer A Call**

*To answer a call using the Line Interface Module line during an IP connection failure:*

- Lift the handset. IP FAIL: ANALOG CALL appears on the display, and the call is answered.

## **EMERGENCY CALLS**

**WARNING FOR EMERGENCY NUMBER DIALING:** Consult your local authorities for Emergency Numbers and 911 or equivalent service availability in your area. Emergency Number dialing should only be performed by picking up the handset and selecting the Line Interface Module key. If Privacy Mode is enabled and the Line Interface Module key local line is busy, dialing will not occur on the Line Interface Module line. Emergency dialing using an IP connection may not be supported due to ICP system configuration and country location. For more information, contact your System Administrator. You can make an Emergency Call to your Local Emergency Service using the Line Interface Module line when the IP connection has failed.

*To make an Emergency Call using the Line Interface Module line:*

1. Lift the handset.
2. Press the Line Interface Module key.
3. Dial your Local Emergency Number. ANALOG CALL appears on the display.

## FEATURE ACCESS CODES

Direct Paging	*48
Retrieve Personal Speed Call	*52
Store Personal Speed Call	*51
Call Forwarding - Cancel I'm Here	*07
Call Park	*33
Call Hold Retrieve (Local)	*22
Call Hold Retrieve (Remote)	*23
Call Park Orbit Retrieve	*57
Directed Call Pickup	*09
Call Park Remote	*62
Paging Access To Specific Zones	*13
Group Page Meet-Me-Answer	*49
Call Park and Page - Telephone	*63
Call Park and Page - PA	*64
Phonebook	*65
Silent Monitoring	*45
Open Door	*66
Secure Hot Swap	*68

