

MITEL NETWORKS

5020 | IP Phone



it's about **YOU**

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Making a Call

- 6 Lift the handset.
- 4 Dial the number.
OR 5 Press a Speed Call.
OR 3 Press **Redial**.

Leaving a Message

- 1 If the message indicator is lit,
- 3 Press **Message**
OR
If a voice mail system answers, record a message.

Programming a Speed Call

- 3 Press **Superkey**.
- 2 Press **No** until "Personal Keys?" appears.
- 2 Press **Yes**.
- 5 Press a personal key.
- 2 Press **Change**.
- 2 Press **Yes**.
- 4 Dial the number
OR 3 Press **Redial**.
- 2 Press **Save**.
- 3 Press **Superkey**.

Retrieving a Message

- 3 Press **Message**.
- 2 If "Call Me Back" appears, press **Yes**.
- 2 Press **Call** to call the message sender.
OR Press **Erase** to erase the message.

Placing a Call on Hold

- 3 Press **Hold**.

Retrieving a Call from Hold

- 5 Press the flashing line key.

Transferring a Call

- 3 Press **Trans/Conf**.
- 4 Dial the number.
- 6 Hang up.
OR
Announce the transfer and hang up.

Conferencing Calls

- 3 Press **Trans/Conf**.
- 4 Dial the number.
Wait for an answer.
- 3 Press **Trans/Conf**.