

MITEL NETWORKS

## 5020 | IP Phone



it's about **YOU**

Mitel (design) is a registered trademark of Mitel Networks Corporation. © 2002, Mitel Networks Corporation. All other products and services are the trademarks of their respective holders. All rights reserved.

### 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**.