silhouette Release 9.1 Quick Reference Guide
Mitel 5360 IP Phone

Date/Time Display

Control Area

List Area

Gadget Sidebar

Message Waiting Lamp

Volume, Speaker & Mute Controls

Fixed Function Keys

Keypad

Navigation Keys

Fixed Function Key Legend

	Settings key - allows the user to set the contrast and brightness of the display	**Hold** key - puts current call on hold
	Cancel key - cancels current action	**Transfer and Conference** key - pressing once starts transfer, twice starts conference
	Redial key - displays list of recently dialed calls. This key can also be used to dial from a displayed list.	**Message** key - accesses your voicemail

Additional Information on the operation of this phone is available in the *Phone User Guide* or by selecting **Help** from the web administration interface.

Make a call

- Dial a number from the People application.
- Press the programmed key associated with the party you want to call.
- Dial the number using the dial pad.
- Use the Phone Book

Make a call using Redial
1 Lift the handset (optional).
2 Press (**REDIAL**).

Place a call on Hold
Press (**Hold**).

Retrieve a call from Hold
Left the handset and press the flashing line key.

Transfer a call
1 Press the function key (or the **TRANS** softkey).
2 Dial the number.
3 Press the function key (or the **TRANSFER** softkey) and hang up.
 - or -
Announce the call, press the function key (or the **TRANSFER** softkey) and hang up.

Answer a Call
Do one of the following:
- Select the programmable line key or Float Key for the ringing line that is flashing.
- Lift the handset or press (SPEAKER).

Make a three-way call
While on a call:
1 Press the function key twice (or the **CONF** softkey once).
2 Dial the second number.
3 Announce the call.
4 Press the function key once (or the **CONF** softkey) to join the parties.

Mute a call
While on a call press to toggle between turning the microphone off and on.

Retrieve a message
1 Press the function key
2 Follow the voice instructions.

1 Activating a phone

To activate a phone you need (1) an extension number, (2) a phone, and (3) a PIN. The administrator can provide you with an extension number and default PIN.

1. Connect one end of an Ethernet cable to the network LAN jack and the other to the phone port marked by the ⬛⬛— symbol on your 5360 IP phone.
2. If your network is not configured with Power Over Ethernet, connect the phone power pack to a power outlet.
3. If you also need to connect your computer to the LAN, connect an Ethernet cable from your computer's network port to the phone port marked PC.
4. Wait for the phone to show "Logged Out".
5. Press the **ACTIVATE** softkey.
   The Information area display will show:

   > **Extension:**

6. Enter your extension. If you have login/logout privileges, the Information area display will show:

   > **PIN:**

7. Enter your PIN.
8. Press the **ENTER** key. The Information area display will show:

   > **Extension: xxx**

9. where **xxx** is the extension of your phone.
   You have now successfully activated the phone and can now make calls.

2 Logging in to the web administration interface

To log into the web administration interface, follow these steps:

1. Open your web browser (Internet Explorer 6.0 or higher or Mozilla Firefox 1.5.0.4 or higher).
2. Enter the URL for telephone users (provided by your administrator). The Login screen appears.
3. Enter your extension and PIN (provided by your administrator). Your personal Home Page will appear.
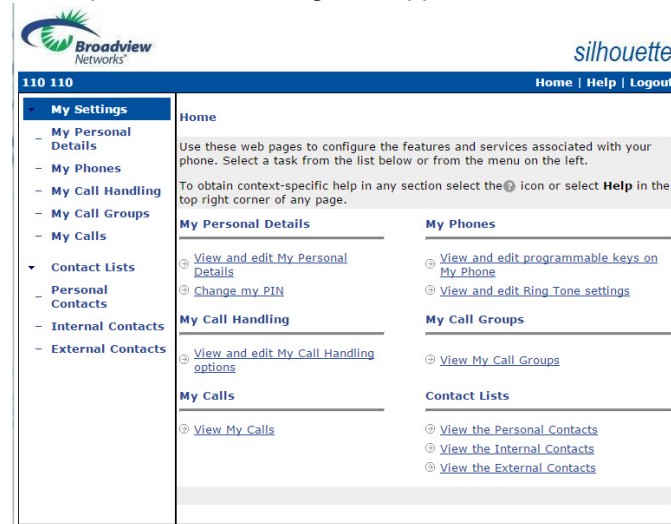
For assistance on performing any of the functions on this page, select **Help** or refer to the *Phone User Guide*.

3 Programming memory keys

To customize your phone features, follow these steps:

1. Log into the web administration interface.
2. Select **My Phone** in the left-hand menu.
3. Select **Mitel 5360 IP Phone** from the **Phone Model** drop-down list if this is not already displayed.
   NOTE—The phone that you are currently logged into will be marked with an *.
4. Select the page of the key you want to program.
5. Select the memory key that you want to program.
6. Enter the information in the fields displayed in the **Program Memory Details** window.
7. Click **Save** or **Close Window**.
8. The programmed memory key labels will be shown beside the keys on the phone's Memory Key Label Display.

4 Setting up your call coverage

Call coverage allows you to specify where calls you do not answer should be directed. Call coverage options include voice mail, an auto attendant, a co-worker's extension, or another phone number such as your home number or cell phone.

To configure your call coverage, follow these steps:

1. Log into the web administration interface.
2. Select **My Settings** in the left menu.
3. From the menu appearing in the main frame, select **View and edit call coverage options**.
   The main frame will display the call coverage options.
4. Follow the on-screen instructions.
5. Click **Save**.

5 Recording your name announcement

Callers hear your recorded name announcement as confirmation when they use the auto attendant name directory to contact you.

> NOTE—The recorded announcement is for the auto attendant. It is not your voice mail greeting.

To record, or re-record your name announcement, follow these steps:

1. Log into the web administration interface.
2. Select **Personal Details** in the left menu.
3. Select the **Record** button on the **Personal Details** page.
4. When a **Record Prompt** pop-up window is displayed, follow the instructions.