Mitel MiVoice 5360 IP Phone
Quick Reference Guide

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Note: For more information about other features and applications on your 5360 IP Phone, refer to *5360 IP Phone User Guide* located at www.mitel.com, or contact your Administrator.

#	Label	Icon	Label
❶	Display	🔊	Speaker
❷	Ring/Message Indicator	🔇	Mute
❸	Volume, Speaker and Mute Controls	⌨	Menu
❹	Fixed Function Keys	✕	Cancel
❺	Dial Pad	123↩	Redial
❻	Gadget Side Bar (see the other side)	⌢☎	Hold
❼	Navigation Page Keys and Context Icon	↗|🔄	Transfer/Conference
❽	Speaker	✉	Message
❾	Handset		

Make a Call

❾ Lift the handset OR
❸ Press 🔊
❺ Dial the number OR
❼ Press a **Speed Call** key OR
❹ Press 123↩ OR
❺ Dial the prefix for external calls (e.g. 9) and the number.

Answer a Call

❾ Lift the handset OR
❸ Press 🔊 and begin speaking.

End a Call

❹ Press ✕ OR
❾ Replace the handset.

Place a Call on Hold

❹ Press ⌢☎ The line key flashes.
❾ Replace the handset if necessary.

Retrieve a Call from Hold

❾ Lift the handset OR
❸ Press 🔊
❼ Press the flashing line key.

Retrieve a Message

❹ Press ✉ It flashes when a message is waiting.
Follow the voice mail prompts to retrieve your message.

Transfer a Call

❹ Press ↗\|🔄
❺ Dial the number. Wait for an answer.
❾ Hang up OR wait for the called party to answer, announce the transfer, and then hang up.

Conference a Call

❹ Press ↗\|🔄
❺ Dial the number of the next party. Wait for an answer.
❹ Press ↗\|🔄

Program a Speed Call

❹ Press **Menu** OR ⌨
Press **Settings**.
Press **Programmable Keys**.
Press the key you wish to program.
Press **Speed Call**.
Press **Edit Info** and enter the label for the Speed Call.
Press **Edit Number** and enter the phone number for the Speed Call.
Press **OK.**
Press **Save**.
Press **Close** and then press **Close** again.

Adjust Volume Levels

Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.

❸ Press ⌃ repeatedly to raise the volume OR ⌄ repeatedly to lower the volume.

❸ Press 🔇 to mute your microphone.

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Gadget Sidebar

The Gadget Sidebar is a vertical bar that runs down the right side of your phone. It contains quick launch icons for one-touch access to the most commonly-used phone applications and features. The Gadget Sidebar may contain the icons illustrated in the table below.

Application/Icon	Function
Call History	Use the Call History application to display lists of the calls that you have missed, made, and answered. This feature allows you to filter the call records and display information on each call in the list.
Voice Mail	Use the Voice Mail application to login and logout of voicemail boxes, and review messages.
People	Use the People application to add, delete and edit contact names and numbers. You can also dial anyone on your contact list from the People application. The People window displays up to eight contacts per page, ordered alphabetically by last name.
Call Forwarding	Use the Call Forwarding application to enable or disable Call Forwarding Always, and to view and modify default Call Forwarding settings.
Backlight	Turns the backlight off.
Help	Displays Help on the 5360 IP Phone.
Phone/Home	Returns the display to the main menu.

Touch Screen Setup

Calibrate the phone screen for touch accuracy. Turn on the button beep to receive an audible tone that indicates you have engaged the icon or button. See the procedures on the right.

Calibrating the Phone Screen

Press **Menu**

Press **Settings**

Press **Calibrate Display**

Touch the center of each + to calibrate the display.

Turning on the Button Beep

Press **Menu**

Press **Settings**

Press **Audio Feedback**

Enable the button beep

Accessing Applications

To open an application, touch the specific application icon on the Gadget Sidebar

OR

Press **Menu** to open the Menu window and then touch the application name.

Customizing Phone Settings

Press **Menu**

Press **Settings**

Cleaning the Phone Screen

Press **Menu**

Press **Clean Mode**

Press **Menu** key again when finished to exit Clean Mode.

Accessing Help on the 5360 Phone

Press the Help icon in the Gadget Sidebar if available.

Enabling Call Forwarding

Press the Call Forwarding icon.

If a number is already programmed, press **Activate** or enter a new destination number and press **Activate**.

Disabling Call Forwarding

Press the Call Forwarding icon.

Press **Deactivate**.

Adding Contacts to People

Press the People icon

Press **New**.

Press the desired letters to spell the name of your contact.

Press **Edit Number** and enter the number using the on-screen numeric keyboard.

Press **Save and then Close**.

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