

## Mitel 5020 User Guide

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Using the 5020 IP Phone in Remote Mode Remote Mode allows the 5020 IP Phone to be used in the home or in other locations away from the office. For information on how to program the 5020 IP Phone for remote operation, refer to the Remote IP Phones Guide available at [www.mitel.com...](#)

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Introduction This guide provides instructions for using ACD supervisor and senior supervisor features on Mitel Networks 5020 IP, 5220 IP, SUPERSET 4025, and SUPERSET 4125 telephone. Refer to your telephone User Guide for a description the telephone and non-ACD features. Page 8: Using A Headset.

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Summary of Contents for Mitel 3300 5020. Page 1 User Guide for Mitel 3300 5020 IP Phone... Page 2 On-screen menu keys Fixed keys Fixed keys Open/user Open/user Programmable Programmable keys keys Do Not Disturb Pick Up Rollover Voicemail Prime line... Page 3: To Answer An Incoming Call.

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For information on how to program the 5020 IP Phone for remote operation, refer to the Remote IP Phones Guide available at [www.mitel.com](#). About Feature Access Codes. Use of some features requires dialing access codes. The codes are flexible and may be different than those in this guide. Ask your Administrator for a list of codes you should use.

*Mitel 5020 User Manual - ManualMachine.com*

The MITEL NETWORKS 5020IP Phone has ten fixed-function keys (SUPERKEY, TRANS/CONF, REDIAL, MESSAGE, HOLD, CANCEL, SPEAKER, MICROPHONE,) and 14 personal keys with built-in status indicators. The personal key on the bottom right is always your Prime Line; the remaining personal keys can be programmed as: z Feature keys (for example, Swap).

*Mitel SX-200 ICP - 1.0 5020 User Manual 2*

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This guide provides instructions for using ACD supervisor and senior supervisor features on Mitel Networks 5020 IP, 5220 IP, SUPERSET 4025, and SUPERSET 4125 telephone. Refer to your telephone User Guide for a description the telephone and non-ACD features. Some of the personal keys on your telephone are programmed as QUEUE STATUS keys or AGENT STATUS keys, and one may be programmed as a SHIFT key.

*Mitel 5020 IP, 5220 IP, SUPERSET 4125, SUPERSET 4025 User ...*

contents about your phone tips for your comfort and safety ? ^ ? ? ? ? customizing your phone?

*MITEL NETWORKS - Voice Communications Inc.*

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Mitel®5320/5330/5340 IP Phone User Guide – Issue 3, September 2009. Answering Calls. Lift the handset, or press (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode. Placing Emergency Calls. Dial the emergency number (911 U.S. or 999/112 Europe).

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Mitel® 5320/5330/5340 IP Phone User Guide – Issue 4, June 2010 Answering Calls Lift the handset, or press (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode. Placing Emergency Calls Dial the emergency number (911 U.S. or 999/112 Europe). The system immediately places the emergency call as soon as you dial the

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Mitel 5540 IP Console - User Guide 8 Adjusting the Console Adjusting the Ringer Volume To raise or lower the ringer volume while the console is ringing: