Mitel MiVoice Office 250

5624 WIFI PHONE USER GUIDE FOR MIVO 250

Release 6.2

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5624 Wifi phone User guide for MiVO 250
Release 6.2
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About Your Phone

This document describes the features and settings of the Mitel® 5624 (WiFi) handset on MiVoice Office 250. This feature-rich handset has a color display, telephony, and messaging. It is designed to be used in demanding environments, such as hospitals, and in office environments.

The 5624 handset is suitable for users who need to readily be reached and/or have a need for mobile voice and messaging features. It is ideal for applications where the user needs either one way messaging or needs to interact with other users. The color display enhances and simplifies the use of the handset.

The 5624 Standard Handset can be upgraded to 5624 Services License with Messaging functions, or Mitel 5624 Personal Alarm upgrade with messaging functions.

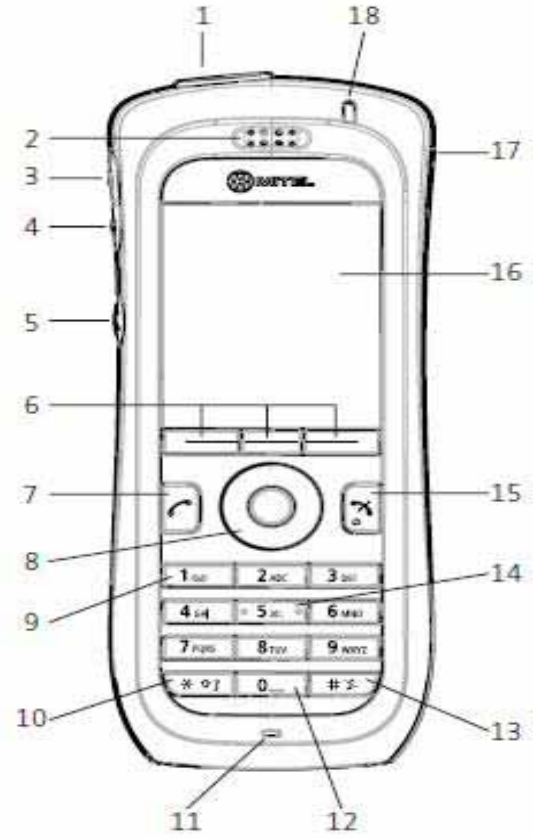


Figure 1: 5624 Handset

CAUTION: The handset/headset must be fully charged before starting regular use.

Elements of the Handset

1	**Multi-function[a] button** This button can be used as a short cut to functions. The button has two modes: long or double press modes. In the Mitel 5624 Personal Alarm, the button is used as an alarm push button only. See *Define the Multifunction or Alarm Button* on page 37 and *Push-button Alarm* on page 37.
2	**Earpiece speaker**
3	**Volume button (up)** To increase the speaker earpiece, headset, and loudspeaker volume
4	**Volume button (down)** To decrease the speaker earpiece, headset, and loudspeaker volume
5	**Mute and PTT button** To turn on/off audible signals in standby mode, or silence the ring signal for an incoming call. During a call, a long press on the button changes between microphone on/off. This button has the same function as (13) Sound off key. To open the microphone during a Push-to-Talk (PTT) group call. The microphone is open as long as the button is depressed.
6	**Soft keys** The 3 soft keys can be pre-programmed or used with GUI
7	**Call key** To answer a call, to pre-dial a number, and a short cut to the Call list.
8	**Four-way navigation key** Navigation key with Left, Right, Up, Down with Confirmation (in the middle). You can program these keys for short cuts, except the middle key.
9	**Voice mail access*** (System-dependent feature) Quick access to the handset's Voice mail by long press
10	**Key lock and Upper/Lower case** Combined key lock and Upper/Lower Case This key is to lock the keypad in combination with the soft key "Lock". This key is also for switching between upper/lower case and digits.
11	**Microphone**
12	**Space** Used to add space between text and as a multi-purpose connector
13	**Sound off key** To turn on/off audible signals in idle mode, silencing the ring signal at incoming call, and to turn on/off the microphone during a call.
14	**Tactile indicators** There are two tactile indicators to indicate the centre of the key pad
15	**On-hook and On/Off key** Combined button: to end a call, to return to standby mode, and to switch the handset on/off by long press
16	**Color display** The full graphic type display is 128 pixels wide and 160 pixels high. The display has multiple colors and backlighting.
17	**Headset connector** The headset connector is used to connect a headset. The headset connector cover protects it from dust.
18	**LED** Indicates incoming call, messaging, low battery, and charging.

a. This feature is system dependent.

Features and Functions

IMPORTANT:The handset may retain small magnetic objects around the mouth cap or ear cap region.

Case

The plastic cover parts are made of durable PC/ABS material.

The Mitel WiFi 5624 Handset has the enclosure protection IP44 and it also fulfils IEC 60068-2-32, procedure 1, which makes it drop proof from 1 meter onto concrete. Ascom approves 12 drops from 1.5 metre.

Antenna

The antenna is integrated inside the handset.

Display

The display is an illuminated 28 x 35 mm, TFT display.

Keypad

While not in use, the keypad should be locked to prevent pressing a key accidentally.

Loudspeaker

The handset has a separate loudspeaker for the Loudspeaking function. It is placed on the back side of the handset.

Microphone

The microphone is placed on the front bottom side of the handset.

Clip

There are two different belt clip options for the handset: a hinge-type clip (standard), and a swivel-type clip. Use the clip to attach the handset to a pocket or belt. You can use the handset without a clip on. See the *Mitel 5624 Wireless Handset Configuration Guide*.

Battery

The battery is a rechargeable Li-pol battery, placed under a battery cover. See “Replace the Battery” on page 53.

The battery is fully charged within 2.5 hours. See “Charge the Battery” on page 53.

The battery can be charged separately with a special battery charger. See “Charge Spare Batteries” on page 53.

Chargers

Desktop Charger

Figure 2: Desktop Charger

You use the desktop charger to charge the handset and the Mitel 5624 Desktop Programmer to download new software and synchronize parameters. The units look the same except that the Desktop Programmer has an USB connection.The handset is fully operational while placed in the charger.

The charger is delivered with a plug-in power supply and is connected into an ordinary wall socket.

Note: Use the charger only within the temperature range of +5° C – +40° C.

CAUTION: Use only the provided power supply.

Rack Charger

The Rack Chargers is used to charge six 5603/5604/5607/5624 handsets simultaneously and is used for charging only.

For more information, see the *5603/5604/5607/5624 Rack Charger Installation and Operation Guide*.

Battery Pack Charger

The battery pack charger can charge up to six spare batteries. For more information, see the *5603/5604/5607/5624 Rack Charger Installation and Operation Guide*.

Contacting Emergency Services

This handset, like any wireless phone, communicates using radio signals. As with any wireless phone, you may not be able to establish a connection under all conditions; therefore, you should not rely solely on a wireless telephone for essential, emergency communication. The key lock feature disables the handset keypad and prevents the accidental dialing of numbers that may result in nuisance calls. It also prevents accidental calls to emergency services numbers like 911, 999, or 112.

To disable the key lock feature, press the * key and then press the **Yes** softkey.

If configured, any one of up to five predefined emergency numbers can be called, even if the handset or keypad has been locked.

Currently, mobile IP phones do not support Enhanced 911 (E911) operation. If emergency services are required, it is necessary to keep the system administrator and location database up-to-date.

Tips for your Comfort and Safety

Don't Cradle the Handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your Hearing

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Frequency Range

The handset is a radio transmitter and receiver. When it is on, it receives and sends out radio frequency (RF) energy. The handset operates on different frequency ranges depending on market and employs commonly used modulation techniques:

EU	b/g: 2400–2483.5 MHz (Ch 1–13) and a: 5150–5350 MHz (Ch 36, 40, 44, 48, 52, 56, 60, 64), 5470–5710 MHz (Ch 100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140)
USA/CAN	b/g: 2400–2483.5 MHz (Ch 1–11) and a: 5150–5350 MHz (Ch 36, 40, 44, 48, 52, 56, 60, 64), 5470–5710 MHz (Ch 100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140), 5725–5875 (Ch 149, 153, 157, 161, 165)

Note: DFS channels should be avoided as Mobile devices are prevented from using these channels without a period of listening to ensure radar avoidance. This listening time causes delays in the ability to communicate with the WiFi infrastructure and therefore are not suitable for voice. Instead configure the PP to use UNII-1 channels.

Exposure to Radio Frequency Signals

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured when used at the ear is 1.38 W/kg. The telephone has also been tested when worn on the body using belt clip. The maximum measured SAR value in this configuration is 1.16

W/kg. This device must not be co-located or operating in conjunction with any other antenna or transmitter.

Use of non-Mitel approved accessories may violate the FCC and IC guidelines for RF exposure and should be avoided.

Environmental Requirements

5624 Handset

- Only use the handset in temperatures between -5° C to +45° C (23° F to 113° F).
- Avoid exposing the handset for direct sunlight or close to other heat sources.
- Connect AC (power supply) to the desktop battery charger only to designated power sources as indicated on the product.
- Never change the AC cord or plug. If the plug does not fit into the outlet, have a proper outlet installed by a qualified electrician. Improper connection increases the risk of electric shock.
- Avoid volume levels that may be harmful to your hearing. Exposure to excessive sound pressure from a handset's earpiece or headset may cause permanently hearing loss.
- Do not expose the handset to open flame.
- Keep the handset away from excessive heat and moisture.
- Avoid sudden temperature changes to prevent condensation in the handset. It is recommended to put the handset into an air tight plastic bag until the temperature is adjusted, for example, when entering or leaving a cold/heated building on a warm/cold day.
- Protect your handset from aggressive liquids and vapors.
- If the handset has been exposed for water or condensation, remove the battery immediately and let it dry completely before re-inserting the battery.
- The handset may retain small metal objects around the mouth cap or ear cap region.
- Keep the handset away from strong electromagnetic fields.
- Do not place a cold handset in a charger.

Chemical Resistance

The alpha and numeric characters printed on the exterior of the handset have been tested and found resistant to chipping, fading or wearing off when the handset is treated with common cleaners and disinfectants or perspiration. The following chemicals have shown no harmful effect:

- 3% Hydrochloric Acid
- M-alcohol (70% Methylated Ethanol)
- 60% Chlorhexidin 0.5mg/ml

Acetone can be damaging to the plastic casing of the handset and should not be used.

Icons and Text in the Display

All functions and settings available to the user are shown as icons and text in the display. The display normally displays date and time, the Owner ID and handset number. The Owner ID can manually be set by the user.

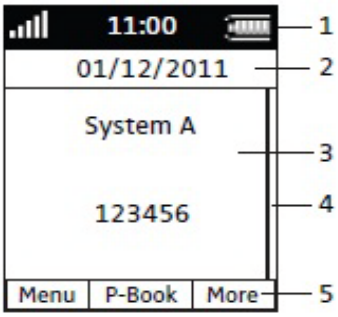


Figure 3: Display Configuration in Standby Mode

The Status bar (1) is used for icons which give the user information about signal strength, missed calls, new messages, phone lock, key lock, sound off, time and battery status. This row is always visible in all screens.

The Header bar (2) displays the current date, headset connection, and system connection. During call it also displays microphone on and loudspeaker on.

The Active area (3) is used for information such as the name of the system to which the handset is connected. A user identity provided from the system and/or an Owner ID can also be displayed if configured in the Settings menu. This is also the area for dialog window text, for example "missed calls", or to confirm an action.

The Scroll bar (4) is placed to the right of the "Active area". It becomes visible when a menu screen has more than six menus, or if the complete text in a message cannot be displayed on the screen simultaneously.

The Soft key bar (5) is used for soft keys which can be used as short cuts for functions in the handset. See the *Mitel 5624 Wireless Handset Configuration Guide*.

Icons

	“Signal strength” icon is visible in the upper left corner. The staples shown in display depend on the signal strength.
	“Full battery” icon appears in upper right corner

	"Low battery warning" icon is shown when the battery has 10% or less remaining capacity
	"Empty battery warning" icon flashes when the battery has 5% or less remaining capacity
	“Sound off” icon appears when the Sound off key or Mute button is pressed
	"Microphone off" icon indicates a silenced microphone. It appears after a long press on the Sound off key, or Mute button during a call During a PTT call, the microphone is silenced when the PTT button is released
	“Loudspeaking” icon appears in the soft key bar during a call. Pressing this icon turns on the loudspeaker.
	“Loudspeaking off” icon appears after the soft key for the Loudspeaking icon is pressed. Pressing this icon turns off the loudspeaker.
	“Headset connected” icon indicates that a corded headset is connected to the handset.
	Voice mail message” icon appears in the message box when voice mails are received. The icon remains until you listen to your the voice mail.
	“Read message” icon or “Read Interactive message” icon in front of a message shows that the message was already read.
	"Sent message" icon.
	"New colored message" icon indicates that a new colored text message(s) has arrived. The messages can be labeled with different colors.
	"Read colored message" icon indicates that a colored text message(s) has been read. The messages can be labeled with different colors.
	"Profile active" icon.
	“Missed call” icon is added to all missed calls in the call list.
	“Incoming call” icon is added to all answered calls in the call list.
	“Outgoing call” icon is added to all outgoing calls in the call list.
	“Missed call” icon indicates missed calls in the status bar.
	“Connected call” icon indicates an ongoing call.

	“Call on hold” icon indicates a paused call
	“Call diverted” icon indicates that all calls are diverted to another 5624 Handset.
	“To contacts” icon indicates a soft key function that opens the contact list.
	“Locked keypad ” icon indicates a locked keypad.
	"Locked entry" icon indicates that the contact can not be edited or deleted by the user.
	“Locked handset” icon indicates a locked handset.
	"Personal Services" icon indicates the handset has a 5624 Personal Services license.
	"Personal Alarm" icon indicates the handset has a 5624 Personal Alarm license.
Menu icons	
	The ”Contacts” menu contains all of the names/numbers in the local phonebook. In addition, a company phonebook* with up to 1000 entries can be downloaded to the handset using the Portable Device Manager (WinPDM). You can is also access a central phonebook* from the "Contacts" menu.
	The "Services" menu contains menu short cuts used to customize your phone Only available if the Services or Alarms licenses are installed.
	The “Messaging” menu contains all message handling such as reading and writing messages Only available if the Services or Alarms licenses are installed.
	The “Calls” menu contains the Call list, Missed calls, Presence*, and Diverted calls*.
	The “Connections” menu contains headset selection, system selection, and In charger selection.
	The “Settings” menu contains personal handset settings such as changing the ringer volume and selecting a language
	The “Short cuts” menu contains short cuts for the Soft keys (of the active profile), Hot keys, Navigation keys and the Multifunction button (if applicable).
	The “Profiles” menu contains the possibility to add/select up to four additional profiles with individual settings for incoming calls and their ring signals and volume, message alerts, vibrating alerts, key sound, answer behavior, diversion, and so forth. This menu also contains the complete list of added Soft keys. By default the “Normal” profile is active.

* System dependent

Keys and Buttons

Off-hook Key

This key is used to answer calls, to pre-dial numbers and as a short cut to the Call list. One short press in standby mode opens the call list.

On-hook and On/Off Keys

This key is used to disconnect calls and return to the main screen. A long press in standby mode switches the handset on/off.

Navigation/Confirmation Key

This key is used to step in the menu and is used when working in text mode. ◄, ►, ▲, and ▼ are used for stepping left/right and up/down in the menu. The navigation key can be programmed. ▲ is (by default) a short cut to the inbox and ▼ is a short cut to Call contact. During a call you can increase/decrease the volume by pressing ▲ and ▼.

Sound Off Key

A long press on the Sound off Key in idle mode toggles between ring signal on/off. When you receive an incoming call, a long press on the key silences the ring signal. During a call, a long press on the key changes between microphone on/off.

Mute and PTT Button

A long press on the Mute button (on the side of the phone) in idle mode changes between ring signal on/off. When an incoming call is received a long press on the button silences the ring signal. During a call, a long press on the button changes between microphone on/off.

During a PTT call, the microphone is silenced when the PTT button is released.

Key Lock and Upper/Lower Case Key

This key locks the keypad in combination with the soft key "Lock". It is also used for switching between upper/lower case and digits.

Soft Keys

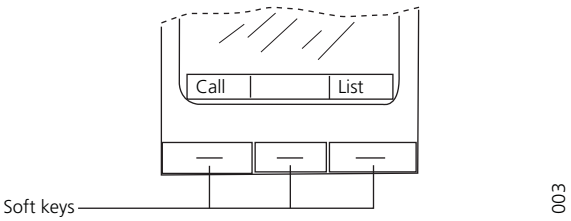


Figure 4: Soft Keys

The three soft keys are located just beneath the display. The function of each soft key is indicated by text in the display just above the keys.

In standby mode, the soft keys can be used for specific functions defined by the user of the handset.

Hot Keys

Any key "0", "2" - "9" can be set to a hot key. A long press on any of these numbers in stand by mode provides a short cut to the Call contact list. The list is in alphabetic order. Which key you press depends on where the contact appears in the list.

A hot key can be programmed to give access to frequently used functions such as dialing a specific handset number, a short cut on the menu, or sending an SMS.

Multifunction Button

Note: This feature does not apply to the 5624 Personal Alarm license.

This button can be used as a short cut to functions and has long and double press modes as defined by the user of the handset. If the button is defined, it can be used in standby mode only.

Volume Button

The two buttons on the upper left side of the handset are used for increasing/decreasing the earpiece, headset, and loudspeaker volume.

Alphanumeric Keys

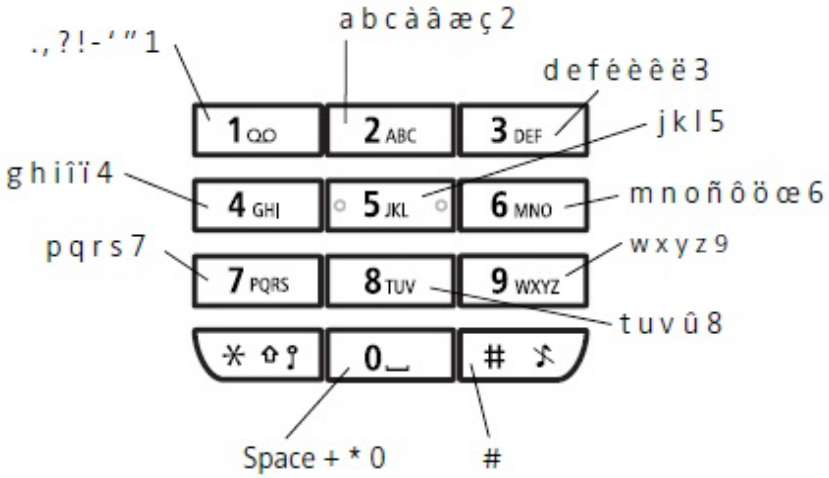


Figure 5: Available Characters

Note: Depending on the selected menu language, other characters can be available. This means that the character order can differ from the table above.

In Standby Mode and Number Input Mode

- A short press on a key enables you to enter the digits “0” - “9” and the characters * and #.
- A long press on 0 enters the character + (used, for example, to enter an international number), if the hot key function on key 0 is deactivated, see *Define Hot Keys* on page 36.
- You enter a pause in the number input mode by a long press on the # key. A pause is indicated by a "P" in the display.

In Text Input Mode

- A short press on a key 0-9, displays the first available character on that specific key. The marked character is selected after a timeout, or when another key is pressed.
- You change to upper/lower case, by pressing the * key before entering the character. The * key can also be used to display only the digits.
- To add space in the text, make a short press on key 0.
- The first character entered in a message, or when adding/editing a name in the Contacts menu, will be an upper level character followed by lower level characters (unless the * key is pressed before you enter the character). To switch between Abc, ABC, abc, and 123 you press the * key.
- A long press on the #-key displays special characters.
- A long press on the * key changes the language used during text entering. It is possible to enter specific characters, like for example Å, Ä, Ö, during a Central Phonebook search, or when writing a message, if “Writing lang.” is changed to “Svenska”. Dependant on the current writing language, other language characters can be chosen

Headsets

If you will use your handset frequently, we recommended you use a headset so you have both hands free. The headset comes in two versions: microphone integrated in the cable or microphone on a boom. You can use any headset with a 2.5 mm connector and configure options for the headset using the user’s headset profile.

In order to achieve optimal audio quality with your headset we recommend you select the corresponding headset profile. See the *Mitel 5624 Wireless Handset Configuration Guide* for more information.

Customizing Your Phone

Switch the Handset On

When the handset is switched off:

1. Press and hold the On-hook key .

   When pressing the On-hook key, the handset vibrates and the display lights ups.

2. Press "Yes" to confirm.

Switch the Handset Off

Note: If the handset is a shared/hot desk phone, it must first be logged out to be able to switch off the handset. See the *Mitel 5624 Wireless Handset Configuration Guide*.

1. Press and hold the On-hook key .

   The "Switch off?" window appears.

2. Press "Yes" to confirm.

Easy Deployment

A handset is automatically installed in the WLAN system without the need for the WinPDM, if the WLAN system is configured for Easy Deployment. Refer to the *Mitel 5624 Wireless Handset Configuration Guide*.

1. If needed, switch off the handset by pressing the End key
2. Switch on the handset by pressing the End key
3. Select the language to be used (Settings > *Language) or press “Cancel”. If Cancel is pressed, the default language English is used.
4. When the handset displays the dialog window “Login:”, enter the handset´s Call ID (endpoint number), that is, the phone number of the handset, in the “User:” field.

   Tip: If, by mistake, a wrong number is entered, make a factory reset, and start over again.

   Leave the “Password:” field empty (if there is no common, or individual, password set in the IMS3/Unite CMWSM3WSM server for the handset).

   The handset displays “Searching” followed by “No access”, (and can restart automatically, displaying “Shutting down” followed by “Remotely updated”.

   Note: If no system is found within 2 minutes or “Cancel” is pressed, the handset returns to the Idle mode. In this case, continue with registering the handset manually, using the Device Manager in WSM3.

Notes: If there are no “Number records” already configured in the Device Manager before the handset logs in for the first time, perform as follows:

1. In the Device Manager, be sure to manually check and save the automatically created “Numbers record” by right-clicking on the “Number’s” entry.
2. Check in the created record, under *Device >Unite > IP address*, that the IP address for the Messaging system is correct. Then the handset can login to the same Device Manager again.

Log a Shared/Hot Desk Phone On/Off

Note: This feature requires that the parameter "Phone mode" is configured. See the *Mitel 5624 Wireless Handset Configuration Guide.*

The shared/hot desk phone feature allows more than one user to use a handset. All parameters and settings that are set in the Device Manager are loaded onto the handset upon logon. Parameters that are changed in the handset by a logged-in user are stored by the Device Manager. When the handset is logged out or switched off, the message list and call list in the handset disappears and will be empty when a new user logs onto the handset.

The 5624 handsets are configured to be shared/hot desk using the Device Manager. When a handset is configured to be a shared/hot desk phone, it can be used by any shared/hot desk phone user in the system. The user profile must have the phone mode “personal” disabled in the WinPDM. If the user is configured as personal (that is, not shared), the handset will become a personal phone upon first log on.

Log On a Handset

Before you log on to the handset, ensure it has been switched on. See the *Mitel 5624 Wireless Handset Configuration Guide* for more information.

1. When the "Login?" window appears, press "Yes".
2. Enter the Call ID.
3. If required, enter the password.
4. Navigate by using Up and Down on the Navigation key.
5. Press “Log in”.

If the handset does not find the WLAN upon start-up, a “No system” dialog window is shown together with a beep tone and/or vibrator, if enabled. When the dialog window is acknowledged, a “No Network” screen is shown. If the handset does not receive an IP address from the system, a “No Access” screen is shown.

Log Off a Handset

Note: The handset must be in idle mode. While in a menu, press the End key to return to idle mode.

1. Press and hold .
2. When the "Log off?" window appears, press "Yes".

Note: If a handset is shared and one of the users logs off the shared/hot desk phone, the lock that prevents the handset from unauthorized use is deactivated. For additional information, see *Lock/Unlock the Handset* on page 15.

Turn On/Off the Audible Signal

The handset must be in idle mode. A long press on the # ♪ or in idle mode toggles the ring signal on/off.

The icon in the status bar indicates a silenced handset.

Lock/Unlock the Keypad

Lock/Unlock the Keypad in Idle Mode

You can lock keys to prevent you from accidentally pressing them.

Lock Keypad

1. Press * ⇧.
2. Press "Lock".

Unlock keypad

1. Press * ⇧
2. Press "Yes".

Note: You can answer/close an incoming call and/or press the alarm button while the keypad is locked. If configured in Portable Device Manager (WinPDM), you can call a pre-defined emergency number while the keypad is locked. See the *Mitel 5624 Wireless Handset Configuration Guide.*

Lock/Unlock the Keypad during a Call

To prevent accidentally pressing keys you can lock keys during a call. This is useful when wearing a a headset and a handset attached to a pocket or belt.

Lock the Keypad

1. Press * ⇧.
2. Press "Lock".

Unlock Keypad

1. Press * ⇧
2. Press "Yes".

Note: You can press the volume buttons and the mute button during the call. If the 5624 Personal Alarm license is used it is also possible to press the alarm button.

Lock/Unlock the Handset

The handset can be protected from unauthorized use. If this function is activated, a PIN code has to be entered at power on, or when the handset is placed in a charger – this behavior will first be activated when the handset is placed in the charger. The default phone lock code (0000) can be changed to any 4–8 digit personalized code.

1. Enter the “Settings” menu. *See the Mitel 5624 Wireless Handset Configuration Guide.*
2. Select “Locks”
3. Select “Phone lock”.

4. Select "Auto phone lock"
5. Select "On", "On in charger", or "Off".
6. Enter your PIN code.
7. Press "OK".

Note: Press “OK”. If a handset is shared and one of the users logs off the shared/hot desk phone, the lock that prevents the handset from unauthorized use is deactivated. For additional information, see *Log a Shared/Hot Desk Phone On/Off* on page 14.

Note: If the handset is configured in WinPDM you can call a pre-defined emergency number while the handset is locked. See the *Mitel 5624 Wireless Handset Configuration Guide.*

Using the Loudspeaking Function

There are several options to activate the loudspeaking function:

- Press a Navigation key, Hot key or Soft key defined as short cut to a Phone call function. When pressing the key, a predefined number is called, see “Short cuts Menu” on page 35.
- When receiving a call, press the soft key
- During a call, press the soft key

This function can also be activated by selecting another answering method, that is, "Automatically" and/or "Loudspeaking" See “Answer a Call” on page 18.

Making and Answering Calls

Call List

1. Press "Menu",
2. Select "Calls" .
3. Select "Call list".
4. Select a number.
5. Press or the "Call" soft key to dial. The number can be edited before the call is dialed. Press "More" and select "Edit number". The 25 last received, dialed, or missed calls are stored in a call list. See the *Mitel 5624 Wireless Handset Configuration Guide*.

Make a Call

Pre-Dial

Enter the number on the handset and press to get the line. The number is shown on the display while dialing. If required, you can press the "Clear" soft key to erase the number. You can use the navigation key to step and add/delete a digit in the middle of a number.

An international number can be dialed from the handset by entering a + character followed by the country code and local number. To enter the + character, long press the 0 key until the character is shown in the display.

Note: The + character cannot be entered and international numbers cannot de dialed this way, if the 0 key has been configured as a hot key, see *Define Hot Keys* on page 36.

You can turn on the tone sender in a pre-dialed number with a long press on the *-key.

Dial Using a Pre-programmed Hot Key, Soft Key or Multifunction Button

Note: The Multifunction button does not apply to the 5624 Personal Alarm license.

The Multifunction button, hot keys, and soft keys can be programmed with a handset number. Press the pre-programmed hot key, soft key or Multifunction button to dial the number. The call will automatically be connected.

Dial a Number from the Call List

1. Press .
2. Select a number and press or the "Call" soft key to dial.

   The number can be edited before the call starts.
3. Press "More".
4. Select "Edit number".

Dial a Number from the Local Phonebook

1. Press "Menu".

2. Select "Contacts".
3. Select "Call contact".
4. Select a contact from list, or search name/number by entering characters in the "Search" field.
5. Press the "Call" or the Off-hook soft key to make the call.

Dial a Name from the Central Phonebook

1. Press “Menu”.
2. Select “Contacts”.
3. Select "Central phonebook".
4. Select "Search by name".
5. Enter the first name and/or the last name. The whole name does not have to be entered.

   Tip: When searching for a contact, adding and editing a contact, it is possible to change the language by a long press on the * key. This can be used to access characters in a foreign language.
6. Press “Search”.
7. Select the name to call from the list.
8. Press “Call” or to make the call.

Dial a Number from the Company Phonebook

1. Press “Menu”.
2. Select “Contacts”.
3. Select “Call contact”.
4. The local and company phonebook appears in the same list but the company names are indicated by a “Locked entry” icon in front of the name. Select a contact from the list or search for the name/number by entering characters in the “Search” field.
5. Press the “Call” or the Off-hook soft key to make the call.

Answer a Call

The flashing LED, accompanied by a ring signal and/or a vibrating handset, notifies you of calls. The ring signal and vibrator can be disabled. The calling party’s handset number or name is shown. The name will be shown if the calling party’s handset number is stored in the local phonebook. When a headset is connected to the handset, the answering button on the headset can be used to answer the call.

Other answering methods can be specified in the Settings menu. See the *Mitel 5624 Wireless Handset Configuration Guide*. The answering methods are Automatically, Loudspeaking, and Quick answer.

When “Automatically” is enabled, all incoming calls are connected automatically.

Answer a Call

When the signal sounds press to answer the call, or press the soft key to answer the call in loudspeaking mode. The name/number of the calling party appears if calling line information is available.

End a Call

1. If necessary, select the call to end by using Up and Down on the Navigation key.
2. Press “End” to end the call. The selected call ends.
3. If needed, press “Rear.” to resume talking with the remaining call.

The duration of the call is shown in the display. The total time of the call can also be retrieved from the Calls menu > Call time.

During a Call

Note: Some of these functions are system dependent. The parameters are set up in WinPDM. See the *Mitel 5624 Wireless Handset Configuration Guide*, and the *Mitel Portable Device Manager Installation and Maintenance Guide.*

Additional In-call functions can be added by the administrator.

If the handset is configured in WinPDM you can call a pre-defined emergency number while the handset/keypad is locked. During the ongoing emergency call, the “More” soft key is disabled.

Adjust the Volume during a Call

Press the “Volume up” button to increase the volume, and the "Volume down" button to decrease the volume. The handset will now store and keep the new volume level. You can also use the navigation keys ▲ and ▼ to adjust the volume.

Open Contacts during a Call

1. Press the "More" soft key.
2. Select "Contacts".
3. Press "Select".
4. Select "Call contact" to search a local or company phonebook contact, or select "Central phonebook" to search a central phonebook contact.
5. Press "Select".
6. Select a contact.

Note:
You can call the selected contact by pressing "Call". When calling the contact, the first call will be put on hold. See the *Mitel 5624 Wireless Handset Configuration Guide*.

Turn on/off the Microphone during a Call

1. Press "More".
2. Select "Microphone off".
3. Press "Select".

The icon indicates a silenced microphone. This means that the other party in an ongoing call cannot hear you.

To turn the microphone back on:

1. Press "More".
2. Select "Microphone on".
3. Press "Select".

You can turn the microphone off/on by a long press on .

Lock/Unlock the Keypad during a Call

To prevent accidentally pressing keys, you can lock the keys during a call. This can be useful when a headset is used and the handset is attached to a pocket or belt.

Lock the Keypad

1. Press .
2. Press "Lock".

Unlock the Keypad

1. Press
2. Press "Yes".

You can press the volume buttons and the mute button during the call. If the 5624 Personal Alarm license is used, it is also possible to press the alarm button.

Start a New Call during a Conversation

1. Press "More".
2. Select "New Call". The first call will automatically be put on hold.
3. Press "Select".
4. Enter the number, or press to access the phonebook.
5. Press . or "Call".

Switch Between Calls

To switch between two ongoing calls:

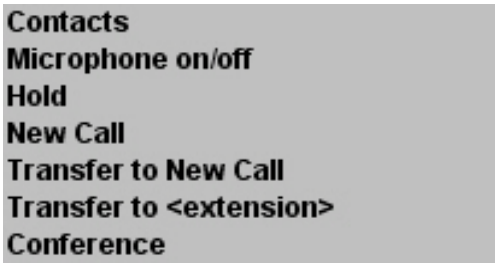
1. Select the call on hold using the Navigation key.
2. Press "Retr.".

The retrieved call is indicated with . The call on hold is indicated with .

Call Handling

During a call you may need to use features, such as Hold, Transfer, Conference, Callback, and Call Park.

You access these features during a call by pressing the "More" soft key. It displays the In Call menu.



Hold

1. Press the "More" soft key.
2. Select "Hold" to put the call on hold.

To Retrieve a Held Call

1. Select "Retr." to retrieve the call.

Transfer Call

There are two ongoing calls.

1. Select the call on hold using Up and Down on the Navigation key
2. Select "More".
3. Select "Transfer to".

   The two calls are connected. "Transferred" is displayed and the handset enters idle mode.

Transfer to a New Call

To transfer a call to another party when there is one ongoing call:

1. Press "More".
2. Select "Transf. to new".
3. Press "Select".
4. Enter the number to which the party will be connected or select a contact in the local or company phonebook.
5. Press "OK" to transfer the call.

Conference

Prerequisite: A new call has been started during conversation. See *Start a New Call during a Conversation* on page 21. A call has to be invited to the conference call as follows:

1. Step to the call on hold (indicated with ⏸) with the five-way Navigation key.
2. Press “More” during the call.

3. Select “Conference”. Now two people are in an ongoing call (indicated with ▶).

The person initiating the conference call is the conference leader, and the other are participants of the conference call.

Conference Split

1. If desired, either of the participants in the ongoing conference call can be put on hold by selecting the soft key “Hold”.
2. Continue talking with the other party.
3. To rejoin the two lines, select the held line (indicated with ⏸).
4. Press "More".
5. Select "Conference."

Answer Call Waiting

While on a call, if you hear a two-beep tone for an incoming call, the soft keys “Accept” and “Decline” are displayed.:

1. Press "Accept" to answer the incoming call.

   The new call is connected and the first call is placed on hold.

2. You can press the "Retr." soft key to alternate between calls.

   The call on hold is indicated with ⏸ and the ongoing call is indicated with ▶.

3. Any of the calls can be ended by pressing the "End" soft key.

Note: If there is no call waiting indication, a configuration in the WinPDM/Device Manager is set, to either automatically reject calls when busy, or to direct them to the “Missed calls” list.

Advanced Features

Voice Mail

Note: This feature is available only if configured in the system.

Receive a Voice Mail

When receiving a voice mail, the content of the voice mail notification appears automatically on the screen, and is also indicated by the “Voice mail message” icon in the status bar.

If the content of the notification appears, press “Call” to dial the voice mail. If "Close” is selected, you can dial the voice mail by a long press on digit key “1” in standby mode or from the Inbox menu.

Information is stored in the “Messaging” inbox until you listen to the voice mail messages.

Check the Voice Mail Inbox

The voice mail is indicated by a “Voice mail message” icon in the front of the voice mail message, and is also displayed first in the inbox list.

1. In the “Messaging” menu, select “Inbox”.
2. Select the voice mail message.
3. Press “View”.
4. Press “Call”.

Voice mail will be displayed with one entry in the message list regardless of the number of voice mail received.

One Key Voice Mail Access

A long press on digit key “1” in standby mode will call your voice mail. If the extension number is not available the “Voice mail number not defined" window appears.

Note: Some systems require the mailbox extension number to be downloaded to the handset. See the *Mitel 5624 Wireless Handset Configuration Guide.*

Menu Tree

Customizing the Menu Tree

You can customize the menu tree, hiding any functions that you do not use. The functions to be hidden are defined in WinPDM. See the *Mitel 5624 Wireless Handset Configuration Guide*.

Calls

Call list	>	1234 12:00	>	Call				
		1235 14:00		More	>	Time of call		
		etc.				Edit number		
						Save number	>	Work number
								Mobile number
								Other number
						Send message	>	
						Delete	>	Yes
								No
						Delete all	>	Yes
				Back				No
Missed calls	>	2345 15:00	>	Call				
		2346 23 Sep 03		More	>	(same as above)		
		etc.		Back				
Divert calls[a]	>	All calls	>	Enter number:	>	Activ.		
		No reply		(same as above)		(same as above)		
		When busy		(same as above)	>	(same as above)		
				Back				
Presence[b]	>	(examples below)			>	Deactivate	>	Yes
		Lunch break	>	Return time				
		Left for the day	>	Return date				No
		Away from desk						
		Meeting	>	Return time				
		Business trip						
		Part-time						
		Vacation	>	Return date				
		Be on leave of absence	>	Return date				
		Back soon	>	Return time				
		Sick-leave						
		VAB (Parental leave)						
		Info						
Call services[b]	>							

a. Depends on the VoIP protocol used.

b. This function is configured by the administrator.

Contacts

Call contact	>	Search				
		From contact list				
Add contact	>	New	>	Name	>	
				Work number	>	
				Mobile number	>	
				Other number	>	
				Ring signal	>	
		From call list	>			
Edit contact	>	Search				
		From contact list	>	Name		
				Work number		
				Mobile number		
				Other number		
				Ring signal	>	
Delete contact	>	Search				
		From contact list	>			
Central Phonebook[a]	>	Search by name	>	Call		
		(First name:)		More	>	View contact
		(Last name:)				Add to cont.
						Send message
		Search by number	>	Call		
		(Phone number:)		More	>	(same as above)
		Last result	>	Call		
				More	>	(same as above)

a. This function is system dependent.

Profiles

Normal/Profile X	>	Name				
		Volume	>			
		Ring signals	>	Internal call	>	Play
						Back
				External call	>	(same as above)
				Callback	>	(same as above)
		Message alert	>	Play		
				Back		
		Vibrating alert	>	On		
				On if silent		
				Off		
		Key sound	>	Click		
				Tone		
				Silent		
		Answering	>	Answering key	>	Call key
						Any key
			>	Answer behaviour	>	Automatically
						Loudspeaking
		Divert calls[a]	>	All calls	>	Enter number
						Off
				No reply	>	(same as above)
				When busy	>	(same as above)
		Activate alarm[b] [Edit]	>	Man-down		
				No-movement		
		[More[c]]	>	Add setting	>	Answering
						Call services[d]
				Remove setting	>	Delete?
				Import from	>	
		Message absence[e]	>	On	>	Add setting
						Import from
				Off	>	Add setting
						Import from
		Soft keys	>	Left	>	Name
						Function
						Value
						Control question
				Middle	>	(same as above)
				Right	>	(same as above)
Add new	>	(same as Normal above)				

a. Depends on the VoIP protocol used.
b. Applicable to Mitel5624 Personal Alarm only.
c. To add, remove, or import settings is applicable to Profile X only (not profile “Normal”).
d. The Call service is applicable to Profile X only (not profile “Normal”).
e. Applicable to Mitel5624 Services and Mitel5624 Personal Alarm only.

Short cuts

Soft Keys	>	Left	>	Name				
				Function	>	Not used		
						Phone call	>	Enter number
						Phone call Loudsp		
						Call list		
						Contact list		
						Central Phonebook[a]		
						Message inbox		
						Send message	>	Enter number
						Change profile	>	Profile X (example)
						Open a menu	>	Main menu
								Calls
								Connections
								Contacts
								Messaging
								Services
								Profiles
								Settings
						Presence[b]	>	
						Services	>	
						Logout		
						Divert calls		
						Show RSSI		
				Control question	>	Off		
						On		
				Value[c]				
		Middle	>	(same as Left key)				
		Right	>	(same as Left key)				
Hot Keys	>	0, 2–9	>	Function	>	(same as above)		
				Control question	>	Off		
						On		
Navigation keys	>	Up	>	Function	>	(same as above)		
				Value[c]				
				Control question	>	Off		
						On		
		Down	>	(same as Up key)				
		Left	>	(same as Up key)				
		Right	>	(same as Up key)				
Multifunction button[d]	>	Long press	>	Function	>	(same as above)		
				Value[c]	>			
				Control question	>	Off		
						On		
		Multi press	>	(same as Long press)				

a. This function is system dependent.
b. This function is configured by the administrator.
c. Dynamic, appears only for certain functions.
d. Applicable to Mitel 5624 and Mitel 5624 Services only.

Connections

Headset	>	Mic on boom				
		Mic on cable				
Network	>	Select	>	Network A (example)		
In charger	>	Call behavior	>	No action		

				End call		
				Loudspeaker on		
	>	Other actions	>	No action		
				Switch off		
				Sound off		
				Change profile	>	Edit
						Back

Settings

Sound & Alerts	>	Volume	>	Silent, Volume: 1–8		
		Ring signals	>	Internal call	>	15 different signals
				External call	>	(same as above)
				Callback	>	(same as above)
		Message alert	>	Message alert 1 (example)	>	Play
						Back
		Vibrating alert	>	On		
				On if silent		
				Off		
		Key sound	>	Click	>	Play
						Back
				Tone	>	(same as above)
				Silent		
		Battery warning	>	Repeated sound		
				Sound once		
				Sound off		
		Hearing aid	>	Off		
				On		
Locks	>	Automatic key lock	>	On		
				Off		
		Phone lock	>	Auto phone lock	>	On
						On in charger
						Off
				Change PIN code	>	
		Auto lock time	>	5sec (example)	>	Select
						Back
		Auto key unlock	>	On		
				Off		
Display	>	Brightness	>	Normal		
				Power save		
		Screen saver	>	Information		
				Black		
				Black also in call		
		Rotate display text	>	Normal		
				Inverted		
		Font style	>	Normal		
				Bold		
Time & Date	>	Time format	>	12:00am/pm		
				12:00		
		Date format	>	01 Jul 10		
				Jul 01 2010		
				2010-07-01		
				07/01/2010		
				01/07/2010		

				01-07-2010		
				01.07.2010		
Answering	>	Answering key	>	Call key		
				Any key		
		Answering behaviour	>	Automatically	>	Change
						Back
				Loudspeaking	>	(same as above)
				Quick answer	>	(same as above)
Messages	>	Text size	>	Normal		
				Large		
Language	>	German (Deutsch), Dutch (Nederlands), French (Français) and so forth.				
Owner ID	>	Name:				
Alarm[a]		Activate alarm	>	Man-down		
				No-movement		
		Edit alarm data				
Device info	>	Software				
		Hardware				
		License				
		WLAN info				
		Network info				
		User ID				

a. Applicable to Mitel 5624 Personal Alarm only.

In Call

You access the In Call menu during a call by pressing the "More" soft key.

New call	>	Call					
		“Phonebook access”					
		Cancel					
Transfer[a]	>						
Transf. to new[b]	>	Call					
		“Phonebook access”					
	>	Cancel					
Retrieve[b]	>						
Hold	>	Retr.					
		More					
		End					
Conference[a]	>						
Call Back	>	Retr.					
		More					
		End					
Call Park	>						
Contacts	>	Call contact	>	Call			
				View			
				Back			
		Add contact	>	New	>	Name	>
						Work number	>
						Mobile number	>
					>	Other number	>
					>	Ring signal	>
				From call list	>		
		Edit contact	>				
		Delete contact	>				
		Central Phonebook[c]	>	Search by name	>	Search	
						Clear	
						Back	
				Search by number	>	(same as above)	
				Last result	>	Call	
						More	>
						Back	
Loudspeaker on	>	More	>	Loudspeaker off	>	Select	
						Close	
Microphone off	>	More	>	Microphone on	>	(same as above)	

a. Dynamic, appears only for certain call situations.

b. Can appear on left soft key or in More menu depending on the current call status.

c. This function is system dependent.

Additional In Call Functions can be added by the administrator.

Navigate the Menu

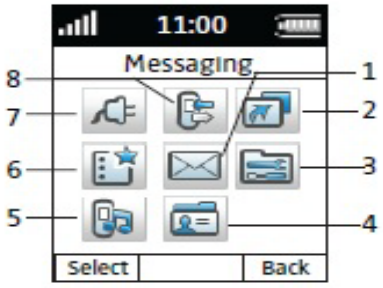


Figure 6: Main Menu

(1) Messaging
(2) Short cuts
(3) Settings
(4) Contacts
(5) Profiles
(6) Services
(7) Connections
(8) Calls

Connections Menu

1. Enter the menu by pressing the “Menu” soft key, or Confirmation on the Navigation key.
2. Select in the menu, and press the confirmation button or the "Select" soft key.

Headsets

In order to achieve optimal audio quality we recommend you specify a headset type: Mic on boom, Mic on cable or Hearing protection.

To specify a headset type:

1. Select "Headset".
2. Select a headset type from the list.
3. Press "Select".

If the pre-configured headset profile does not match the headset in use, or the audio performance is poor, you can configure a headset profile in WinPDM which will be available in the handset menu. See the *Mitel 5624 Wireless Handset Configuration Guide*.

Network

1. Select “Network”.
2. Select network in the list. The handset restarts if the network is changed.

In Charger Action

It is possible to determine actions to be performed when a handset is placed in the charger.

Switch the handset off

The handset can be switched off automatically when it is placed in the charger. When it is removed from the charger, it will switch on again. When the handset is switched off in the charger, the Owner ID of the handset will be shown. This simplifies the identification of the handset when, for example, charging it together with other handsets.

1. Enter the menu by pressing the “Menu” soft key.
2. Select “Connections” in the menu.
3. Select “In charger”.
4. Select “Switch off”.

Turn the sound off

When the handset is placed in the charger it will be muted. When it is removed from the charger, it will switch on the sound again. When the handsets sound is off/muted in the charger, the Owner ID of the handset will be shown. This simplifies the identification of the handset when, for example, charging it together with other handsets.

Note: If handset restrictions are enabled, the handset might not be switched off/muted when placed in the charger

1. Enter the menu by pressing the “Menu” soft key.
2. Select “Connections” in the menu.
3. Select “In charger”.
4. Select “Sound off”.

Change profile

The handset can change profile automatically when it is placed in the charger. The profile is changed back when the handset is removed from the charger.

1. Enter the menu by pressing the “Menu” soft key.
2. Select “Connections” in the menu.
3. Select “In charger”.
4. Select “Other actions”.
5. Select “Change profile”.
6. Press “Edit”.
7. Select a profile.

Deactivate the In charger action

1. Enter the menu by pressing the “Menu” soft key.
2. Select “Connections” in the menu.
3. Select “In charger”.

4. Select “No action”.

Calls Menu

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select in the menu and press the confirmation button or the "Select" soft key.

Call List

The 25 last received, dialed or missed calls are stored in a call list. If a number occurs more than once, the last time stamp and the total number of occurrences are shown.

Note: If supported by the system, the number’s contact name can be displayed in the call list.

1. Select Call list, and step with the ▲ and ▼ to scroll in the call list.

Dial a Number from the Call list

1. Select a number to call.
2. Press the "Call" soft key to dial.

View the Time of a Call

1. Press the "More" soft key.
2. Select "Time of call".

   The time and date are displayed.

Edit a Number from the Call list

1. Press the "More" soft key.
2. Select "Edit number".

Save a Number

1. Press the "More" soft key.
2. Select "Save number".
3. Select "Work number", "Mobile number", or "Other number’>
4. Add name and press "OK".
5. If desired, a specific ring signal can be chosen for this contact.

Send a Message

1. Press the "More" soft key.
2. Select "Send message".

Note: This feature is system dependent.

Delete an Entry from the Call List

1. Press the "More" soft key.
2. Select an entry to delete.

3. Select "Delete".
4. Select "Yes" to delete the entry from the list.

Delete all Entries from the Call List

1. Press the "More" soft key.
2. Select "Delete all".
3. Select "Yes" to delete all of the entries from the list.

Missed Calls

1. Select Missed calls, and step with the ▲ and ▼ to scroll in the list.
2. Press the "Call" soft key to call back.

You can use the "More" soft key to view the time/date of the call, edit the received number, add contacts and delete received numbers. See the *Mitel 5624 Wireless Handset Configuration Guide* for information about this functionality.

Note: The number's contact name can be displayed in the Call list if it is supported by the system.

Short cuts Menu

Predefined functions can be set as short cuts for the soft keys, hot keys, navigation keys, and the Multifunction button. For example, you can to define a soft key to make a call, as a short cut for sending a message, or as a short cut to a menu.

Note: The active Soft key is shown in the "Short cut" menu. The complete list of added Soft keys to choose from is in the "Profiles" menu.

1. Enter the menu by pressing the "Menu" soft key, or the confirmation button on the Navigation key.
2. Select in the menu, and press the confirmation button or the "Select" soft key.

Define Soft Keys

1. Select "Soft keys".
2. Select "Middle" or "Right".
3. Press "Select".
4. Enter a name for the soft key.
5. Press "OK".
6. Select "Function".
7. Select a function from list.
8. Press "Back".
9. Select "Value" (applies to some of the functions).
10. Press "Select".
11. Enter a value (for example, enter a handset number).
12. Press "Back".

13. Select "Control question".
14. Press "Select".
15. Press "Back".
16. Press "Save".

Define Hot Keys

1. Select "Hot keys".
2. Select "0", "2" to "9".
3. Select "Function".
4. Press "Select".
5. Select a function from list.
6. Press "Back".
7. Select "Value" (applies to some of the functions).
8. Press "Select".
9. Enter a value (for example, enter a handset number).
10. Press "Back".
11. Select "Control question".
12. Press "Select".
13. Press "Save".

Tip: Select *Function: Not used* to turn the hot key function off.

Define Navigation Keys

1. Select "Navigation keys".
2. Select "Up", "Down", "Left", or "Right".
3. Select "Function".
4. Press "Select".
5. Select a function from list.
6. Press "Back".
7. Select "Value" (applies only to some functions).
8. Press "Select".
9. Enter a value for example a handset number.
10. Press "Back".
11. Select "Control question".
12. Press "Select".
13. Press "Save".

Define the Multifunction or Alarm[1] Button

The Multi-function button can be defined with two different functions: a long press activates one function, and a double press activates another function.

1. Select "Multi-function button"/"Alarm button".
2. Select "Long press", or "Multi press".
3. Select "Function".
4. Press "Select".
5. Select a function from list.
6. Press "Back".
7. Select "Value" (applies only to some functions).
8. Press "Select".
9. Enter a value (for example, enter a handset number).
10. Press "Back".
11. Select "Control question".
12. Press "Select".
13. Press "Save".

Services Menu

A list of predefined menu functions are available. Using the Services menu you can customize the menu with functions you use often.After adding a name for a new service, a list of predefined services/functions are available: Phone call, Send data, Send message, PTT, and Edit alarm data.

Note: The Services menu is only available on handsets with a Services or Alarm license.

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select in the menu, and press the "Select" soft key.

Add a Service

1. Select "Add new".
2. Enter a name of the service in the field and press "OK".
3. Select a function by using the ▲ and ▼ on the navigation key.
4. Press "Select", or the confirmation button.
5. If necessary, enter values in the fields (applies only to some functions) and press "Save."

Edit a Service

1. Select a service by using the ▲ and ▼ on the navigation key.
2. Press "More"
3. Select "Edit".

1. Applies to the 5624 Personal Alarm license only.

4. Edit the service parameters.
5. Press "Back".

Delete a Service

1. Select a service by using the ▲ and ▼ on the navigation key.
2. Press "More".
3. Select "Delete" by using ▼ on the navigation key.
4. Press "Yes" to delete the service.

Profiles Menu

You can set up your own profiles for incoming calls and their ring signals and volume, message alerts, vibrating alerts and key sound, answer behavior, diversion, and so forth. This can be useful when there are many users on the same handset and they want different sound profiles. It can also be used for temporary settings, for example to silence the ring tone for incoming calls while in a meeting. You can readily switch between different profiles.

If no profile is selected, the “Normal” profile setting is used.

The Profile menu also contains the complete list of added Soft keys to choose from. (The active Soft key is also shown in the “Short cut” menu).

Note: The settings of a profile are overridden if the corresponding settings in a system profile[a] are active. When the system profile is active, its settings are not shown in the handset menu. It is, however, possible to show when a system profile is active, see *System Profiles* on page 49.

a. This feature is applicable to Mitel 5624 Services and Mitel 5624 Personal Alarm only.

Add a new Profile

1. Press "Add new".
2. Enter name of the profile.
3. Select "Save".
4. Press "More".
5. Select "Add settings".
6. Select the settings to be added to the profile.
7. Repeat steps 4 to 6 to add additional settings.
8. Select a setting and press "Edit" to make the changes.

It is also possible to create a new profile based on an existing profile, by doing the following:

1. Select “Add new”.
2. Enter name of the profile.
3. Press “Save”.
4. Press “More” and then select “Import from”.
5. Select the profile which settings are to be used for the new profile.

6. Press “More” and then select the corresponding option to add/import additional settings, or to remove settings.

Activate Profile

- Select profile from the list.

  When a profile is activated, the icon and the name of the profile is displayed in idle mode.

Delete a Profile

1. Select a profile from the list.
2. Press "More".
3. Select "Delete" from the list.
4. Press "Delete".
5. Press "Yes" to confirm.

Edit a Profile

1. Select a profile from list.
2. Press "More".
3. Select "Edit" from menu.
4. Select the information to be edited.
5. Press "Edit".
6. Perform any of the following options:
   - Edit a setting by marking it and then press "Edit".
   - Add additional settings by pressing "More" and selecting "Add setting" or "Import from".
   - Remove a setting by selecting it and selecting "More > Remove setting".
7. Make changes and press "Edit" to confirm.

Contacts Menu

The handset has a local phonebook with 250 entries: you can add, delete, or edit names and numbers. The phonebook lists all names in alphabetical order. three numbers can be added for each contact: work number, mobile number, and other number.

In addition, a company phonebook with up to 1000 entries can be downloaded to the handset via the WinPDM/WSM. The company phonebook names and numbers can not be edited or deleted by the user. The phonebook lists all names in alphabetical order. The local and company phonebook appears in the same list, but the company contacts are indicated by a “Locked entry” icon , which means that they are not editable. The contacts only include work number. The local phonebook and central phonebook will altogether have up to 1250 entries.

You can also access a central phonebook[1]. See the *Mitel 5624 Wireless Handset Configuration Guide*. You send a request to a messaging server with the first characters entered and the messaging server returns a list of names and numbers that matches the search.

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select in the menu. See the *Mitel 5624 Wireless Handset Configuration Guide*.

1. This is a system dependent function.

Call a Contact

1. Select "Call contact".
2. Select contact from the list or enter name or number in the search field.
3. Press the "Call" soft key.

You can select "View" > "More" to edit the contact and send a message.

Add a Contact

1. Select "Add contact".

Add a New Contact

1. Select "New".
2. Select "Add".
3. Enter the name of the contact.
4. Press "OK".
5. Select "Work Number", or "Mobile number", or "Other number".
6. Press "Add".
7. Enter a number and press "OK".
8. Press "Save"
9. Press "Back".

Different ring signals can be set to distinguish between contacts.

Add a Contact from the Call List

1. Select "From call list".
2. Select a number.
3. Press "Add".
4. Select a number type.
5. Press "Add".
6. Enter a name for the contact.
7. Press "OK".
8. Press "Save".

Edit a Contact

1. Select "Edit contact".
2. Select a contact.
3. Press "Edit".
4. Select "Work Number", or "Mobile number", or "Other number".
5. Press "Edit".
6. Enter a new name or number.
7. Press "OK".

8. Press "Save".

Delete a Contact

1. Select "Delete contact".
2. Select a contact.
3. Press "Delete".
4. Press "Yes" to confirm.

Central Phonebook

In the Central Phonebook it is possible to search by name or number. One or more search results can be displayed.

When the search result is ready you can view contact information, add the number to a new contact, or send a message by selecting the "More" soft key. You can also call the number by selecting the "Call" soft key.

- Select "Central phonebook".

Search by Name

1. Select "Search by name".
2. Enter a first name and/or a last name.
3. Select "Search".

   The search result appears.

Search by Number

1. Select "Search by number".
2. Enter a handset number.
3. Select "Search".

   The search result appears.

View the Last Search Result

1. Select "Last result".

   Only the last result appears.

Settings Menu

The following settings apply to the 5624 handset.

1. Enter the menu by pressing the “Menu” soft key.
2. Select in the menu.

Sound and Alert Settings

Adjust the Ringer Volume

1. Select "Sound & Alerts".
2. Select “Volume”.

3. Step with ▶ to increase the volume and with ◀ to decrease it.
4. Press "Back" to save the setting.

It is also possible to adjust the ringer volume with the volume buttons in idle mode.

If a handset restriction is enabled, it might not be possible to set the ring volume to “Silent”, see the *5624 Wireless Handset Configuration Guide*.

Set Ring Signals for Internal Calls, External Calls and Call Backs

1. Select “Sound & Alerts”.
2. Select “Ring signals”.

   You can set different signals for internal calls, external calls and call backs.
3. Select "Internal call", "External call", or "Callback".

   The handset has 15 different ring signals.
4. Select a sound.

   You can press "Play" to listen to the different sounds.
5. Press "Back".

Set Message Alerts for Mail

1. Select "Sound & Alerts.
2. Select “Message alert”.

   You can select from 10 different message alerts.
3. Select a message alert from list.

   You can press "Play" to listen to the different sounds.
4. Press "Back".

Turn the Vibrator On/Off

1. Select "Sound & Alerts.
2. Select “Vibrator alert”.
3. Select “On”, “On if silent” (that is, the vibrator is on when the handset is muted), or “Off”.
4. Press "Back".

Set the Key Sound

When you set the sound key, every time a key is used the handset produces a faint sound.

1. Select "Sound & Alerts".
2. Select “Key sound”.
3. Select “Silent, “Click”, or “Tone”.
4. Select a key sound.
5. Press "Back".

You can listen to the key sound by pressing the "Play" soft key.

Set the Battery Warning Tone

If desired, a low battery can be indicated by a tone, a repeated sound or be set to silent.

1. Press “Menu”.
2. Select “Settings” in the menu.
3. Select “Sound & Alerts”.
4. Select “Battery warning”.

   The default battery warning is “Repeated sound”.
5. Select “Repeated sound, “Sound once” or “Sound off”.
6. Press “Back”.

Configure Handset for Hearing Aid

The handset may be configured for use with hearing aid.

1. Press “Menu”.
2. Select “Settings” in the menu.
3. Select “Sound & Alerts”.
4. Select “Hearing aid”.
5. Select “On“ or “Off”.
6. Press “Back” repeatedly until the idle screen appears.

Phone Lock Settings

Activate the Automatic Key Lock

Note: You can answer/end an incoming call and/or press the alarm button while the keypad is locked. Any one of five predefined emergency numbers can also be called while the keypad is locked, If configured in WinPDM/Device Manager. See the *Mitel 5624 Wireless Handset Configuration Guide.*

1. Select “Locks”.
2. Select "Automatic key lock".
3. Select "On" to activate the automatic key lock, also during an ongoing call.

Tip: It is possible to change the time for activation of this lock (default 20 seconds). It is also possible to choose whether the handset will not be unlocked automatically at incoming calls and messages (default), to avoid unintentional key presses, see *Activate the Automatic Key Lock* on page 43 and *Deactivate the Phone Lock* on page 44.

Deactivate the Automatic Key Lock

1. Select “Locks”.
2. Select “Automatic key lock”.
3. Select “Off” for deactivation of automatic key lock.

Activate the Phone Lock

You can protect a handset from unauthorized use. If the Activate phone lock function is activated you must enter a PIN code at power on, or when the handset is placed in a charger. The phone

lock is activated when the handset is placed in the charger. The default phone lock code (0000) can be changed to any 4 -8 digit code It is possible too change the time for activation of this lock (default 20 seconds), see “Automatic lock time” on page 44..

Note: Any one of up to five emergency numbers can be called while the handset is locked, if configured in the WinPDM/Device Manager. See the *Mitel 5624 Wireless Handset Configuration Guide.*

1. Select “Locks.
2. Select "Phone Lock".
3. Select “Auto phone lock”.
4. Select “On”, or "On in charger".
5. Enter a PIN code.
6. Press "OK".

If the PIN code is forgotten it can be removed by your distributor.

Deactivate the Phone Lock

1. Select “Locks > "Phone Lock" > “Auto phone lock”.Select "Phone Lock".
2. Select “Off”.
3. Enter a PIN code.
4. Press "OK".

Change the PIN Code

1. Select “Locks”.
2. Select "Phone Lock".
3. Select "Change PIN code".
4. Enter the old PIN code.
5. Press "OK".
6. Enter a new PIN code twice.
7. Press "Save".

Automatic lock time

It is possible to change the lock time for the phone lock or key lock to suit personal choice, for example, to shorten it from 20 seconds (default) to 5 seconds, to avoid accidental redailing when the handset is in a pocket. It can also be good to extend it

1. Press “Menu”.
2. Select “Settings” in the menu.
3. Select “Locks”.
4. Select “Auto lock time”.
5. Select desired lock time of 5, 10, 20 30 seconds or 1 or 3 minutes
6. Press “Back”.

Deactivate automatic key unlock

It is possible to turn off the automatic key unlock at incoming calls and messages, to avoid unintentional key presses.

1. Press “Menu”.
2. Select “Settings” in the menu.
3. Select “Locks”.
4. Select “Auto key unlock”.
5. Select “Off”.
6. Press “Back”.

Display Settings

Screen Saver

1. Select “Display”.
2. Select “Screen saver”.
3. Select “Information”, or “Black””, or “Black also in call”. Time, Owner ID and status information is displayed when “Information” is selected, and the display will turn off when the handset is not used.

Note: It is recommended to only use the screen saver setting “Black also in call”, when extended battery life is needed. Use also other screen saver settings than “Black also in call” if the handset needs to be set to silent (muted).

Tip: When using the screen saver “Information”, the Owner ID is also shown when the handset is in the charger (even if switched off). This simplifies identification when many handsets are charged together.

4. Press “Back”.

Brightness

1. Select “Display”.
2. Select “Brightness”.
3. Select “Normal” or “Power save”.
4. Press "Back".

Contrast

1. Select “Display”.
2. Select “Contrast”.
3. Increase/decrease the contrast by pressing ▲ and ▼ on the Navigation key.
4. Press "Back".

Rotate Display Text

The handset may be configured to show the contents of the display (except the soft key bar) upside-down at incoming calls or messages. This setting makes it possible to check the display

while the handset remains clipped to a belt or pocket. The display will revert to normal when any key is pressed (except up/down on the Navigation key).

1. Press “Menu”.
2. Select “Settings” in the menu.
3. Select “Display”.
4. Select “Rotate display text”.
5. Select “Normal” or “Inverted”.
6. Press “Back” repeatedly until the idle screen appears.

Font style

The handset may be configured to show menu texts in bold font for increased readability.

1. Press “Menu”.
2. Select “Settings” in the menu.
3. Select “Display”.
4. Select “Font style”.
5. Select “Normal” or “Bold”.

Time and Date Settings

The time and date are received from the system. If the time and date are changed in the system, it takes up to 24 hours before the changes appear in the handset. If the handset is turned off and then turned on, the changes will be applied immediately. However, it is possible to change the format of the time and date.

Set the Time Format

1. Select "Time & Date".
2. Press "Select".
3. Select a time format.

   The actual time format will be displayed. The time formats include:

   - 12:00 (AM/PM)
   - 24:00
4. Press "Select" to save the setting.

Set the Date Format

1. Select “Time & Date”.
2. Press "Select".
3. Select “Date format”.
4. Press "Select".

   The date formats include:

   - DD MMM YY, for example 30 Jan 11
   - MMM DD YYYY, for example Jan 30 2011
   - YYYY-MM-DD, for example 2011-01-30 (ISO 8601)

- MM/DD/YYYY, for example. 01/30/2011 (also called US)
- DD/MM/YYYY, for example 10/01/2011 (also called Europe)
- DD-MM-YYYY, for example 30-01-2011
- DD.MM.YYYY, for example. 30.01.2011

5. Press "Select" to save the setting.

Answering

By default, the handset uses the Off-hook key when answering calls. You can configure the handset to answer calls automatically (without pressing a key) and can set loudspeaking mode.

You can associate the answering behavior with any key. If you select "Any key", any key except the "On-hook" and "Sound off" keys, can be used to answer a call.

1. Select in the menu. See the *Mitel 5624 Wireless Handset Configuration Guide*.

2. Select “Answering”.

Answering Key

By default the answering key is set to *Off-hook.*

1. Select "Answering key"

2. Select “Call key”, or “Any key".

3. Press "Back" to save the setting.

Answering Behavior

1. Select "Answering behaviour".

2. Select "Automatically", "Loudspeaking", or "Quick answer".

At Quick answer, the call is connected by lifting the handset out of the charger.

3. Press "Change" to change the setting.

The check box will be selected.

4. Press "Back" to save the setting.

5. To optionally remove the setting, press "Change".

The check box will be cleared.

Change Text Size for Messages

1. Select "Messages".

2. Select "Text size Normal".

The default text size is "Normal".

3. Select "Normal" or "Large".

4. Press "Back".

Change the Menu Language

1. Select “Language”.
2. Select the laungague to be used: Brazilian Português (Brazilian Portuguese), (Czech), Dansk (Danish), Deutsch (German), English, Español (Spanish), Français (French), (Greek), (Hungarian), Italiano (Italian), Nederlands (Dutch), Norska (Norwegian), (Polish), (Russian), (Slovakian), Soumi (Finish), Svenska (Swedish), or (Turkish).
3. Press "Back".

Note: The languages mentioned above are the default languages. You can download an additional language to the handset. See the *Mitel 5624 Wireless Handset Configuration Guide*.

Change Owner ID

The Owner ID is set to identify the handset.

1. Select "Owner ID".
2. Enter a name/identity.
3. Press "Save".

To view the handset’s software version, enter *#34# in idle mode.

System Profiles

Note: This feature is applicable to Mitel 5624 Services and Mitel 5624 Personal Alarm.

A system profile can be used when certain settings in a handset are required that the user is not allowed to change. The settings require configuration in the WinPDM or Device Manager and include alarm settings, soft key settings and presence settings. For additional information, see the Configuration Guide for the handset. When a system profile is activated, its settings are not displayed in the handset's menu. It can be shown that a system profile is activated in the handset by showing its profile name in idle mode.

The system profile can be used in combination with the user profile (see *Profiles Menu* on page 38). If there is conflict between the settings in the system profile and the settings in the user profile, the settings in the system profile are used.

If a user changes a setting via the handset menu that is determined by a system profile, the menu is updated but the setting remains unchanged.

For example, in the figure below (left-hand view), the System Profile SK1 is active, as indicated by the system profile name "Sys Profile SK1" shown in the handset in idle mode. The left soft key "Inbox" and the middle soft key "PTT 4" are determined by the system profile. If a user, for example, attempts to change the middle soft key name to "PTT 5", by using the handset menu Short cuts > Soft keys > Middle (middle view in figure), the soft key shows "PTT 5" and the setting can be saved. However, the system profile settings will not be overridden. When the handset returns to idle mode, the system profile settings are redisplayed, showing "PTT 4" instead of the user changed "PTT 5"(right-hand view in figure).

Tip: If the system profile is to always be active, it is recommended to hide the Soft keys menu in the handset.

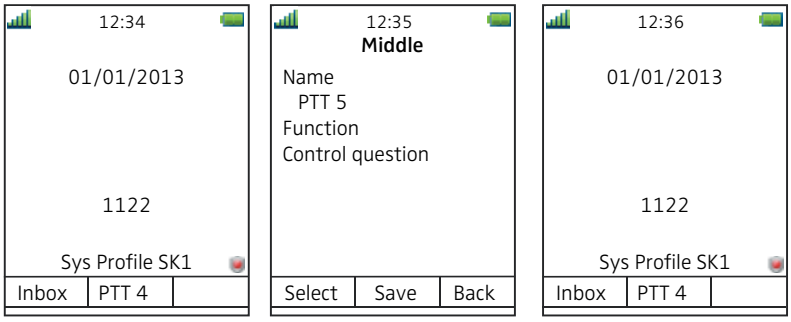


Figure 7: The system profile overrides the settings changed by the user

Troubleshooting

This section contains information on how to solve common operational problems and warnings you may receive.

If you cannot resolve the issue contact your system administrator.

If others are experiencing similar problems there may be a system error.

Error or Warning Messages

Display shows	Probable cause	Action or comment
No network The handset beeps once a minute (during max 30 minutes) with a low tone followed by a high tone (if enabled the vibrator also follows the beeps).	The handset has lost connection of either state of No network/No access/Voice only/Messaging only	Acknowledge the popup or press the mute button (the later keeps the popup visible). It is possible to configure the beep to Sound off or Sound once (for each new state), contact the system administrator Note: When leaving a bad state for another bad state the popup will be reopened and the beep will sound again (if enabled)
No display	The battery level is low, screen saver is set to “Black also in call” or the handset is defective.	Charge the battery, change screen saver setting (Display>Screen saver) or contact system administrator.
No ringing	The sound off icon is on, or the ringer volume is set to silent, or the handset is defective	Long press the Sound off key or Mute button, or increase the volume, or contact system administrator
Not possible to mute the handset by long press on the Sound off key/mute button Not possible to set the ring volume to “Silent” Handset with In Charger > Other actions > Sound off enabled, is not muted when placed in charger	A handset restriction preventing the user to silence the handset	Enable the parameter Prevent silent, see Configuration Guide for the handset.
No entries in Call list	A handset restriction preventing calls from being saved in the call list.	Enable the parameter Enable call list, see Configuration Guide for the handset
No change in time & date setting	PBX dependent	Changes in the handset appear after a maximum of 24 hours after a change in the system or by turning the handset off and on again.
Remotely updated	The handset restarts after a parameter upgrade.	

LED Error Indications

See the *Mitel 5624 Wireless Handset Configuration Guide*.

Operation Notice

Accessibility and Voice Quality

The WLAN network is not always available. If you do not get in contact with your network, contact your system administrator. For best voice quality, avoid positioning near computer, radio or similar equipment.

Operating Area

You can only use the handset in the area that is covered by your system. Outside this area you will lose contact with the system. The signal strength icon will be low and the text “No network” will appear in the display.

Out of Range

When you leave the system's coverage area, a short beep sounds and the text “No network” will appear in the display.

The out of range beep will be repeated every minute for 30 minutes. You can turn off the sound by long pressing , or .

When re-entering the coverage area it can take a couple of minutes before the handset automatically registered with the system.

Maintenance

Maintenance of Batteries

Battery Warnings

	The "Low battery" icon appears when the battery has 10% or less remaining capacity. In addition; a warning signal sounds every minute, the LED flashes orange, and the dialog window shows "Battery low". "Charge now" appears.
	The "Empty battery" icon flashes when the battery has 5% or less remaining capacity. In addition; a warning signal sounds every second, the LED flashes red, and the dialog window "Battery empty. Shutting down." appears.

During a call, only the corresponding battery warning signal will notify the user. The warning signal cannot be silenced during a call. When not in call, the warning signal can be silenced by pressing or .

Charge the Battery

Place the handset in the desktop charger or in the rack charger. The battery is being charged when the LED on the handset is steady orange. When the battery is fully charged the LED will be green.

The animated battery icon indicates the battery is charging. The icon indicates a fully charged battery.

Note: Only use the prescribed chargers for charging.

Charge Spare Batteries

Spear batteries can be charged with a separate battery pack charger. It can charge six batteries at the same time.

Replace the Battery

If the standby time for the handset becomes too low you must replace the battery with a new one. Contact your system administrator or your supplier to obtain new batteries.

Attach the battery as described in the following illustration. You attach the battery inside the battery lid. It is connected it to the handset in such a way that "no miss-contact" is possible.

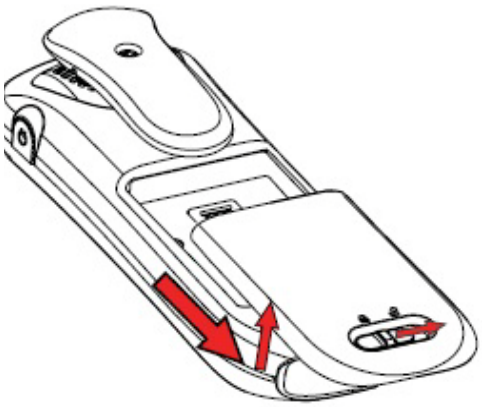


Figure 8: Easy Replaceable Battery - Unlock the Lid and Remove the Battery

Clip

It is possible to use the handset without any attached clip. See “Attach a Cover without a Clip” on page 55.

Belt clips cannot be used if the handset will be placed in a case. The leather casing is especially designed for the handset. The casing comes with a swivel-type belt clip, and the handset is fully operational while placed in the casing.

Attach the Hinge-type Clip

Attach the hinge-type belt clip as shown in the illustration below.

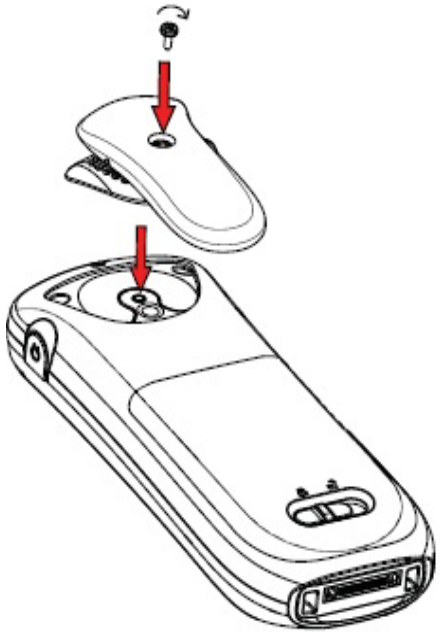


Figure 9: Screw the Hinge-type Clip into Position

Attach the Swivel-type Clip

Attach the swivel-type belt clip as shown in the illustration below.

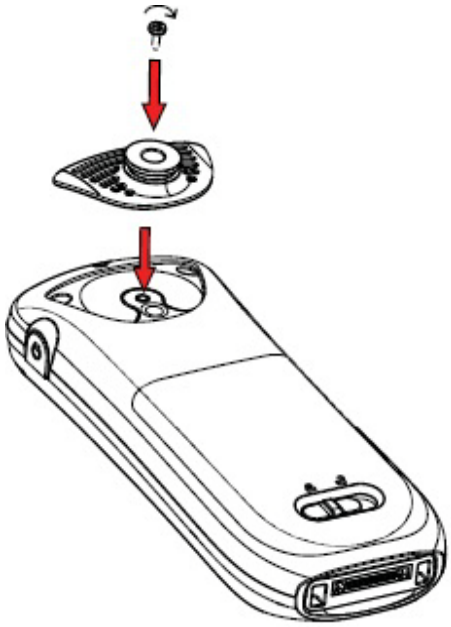


Figure 10: Screw the Swivel-type Clip into Position

Attach a Cover without a Clip

Attach the enclosed cover as shown in the illustration below when no clip is to be used.

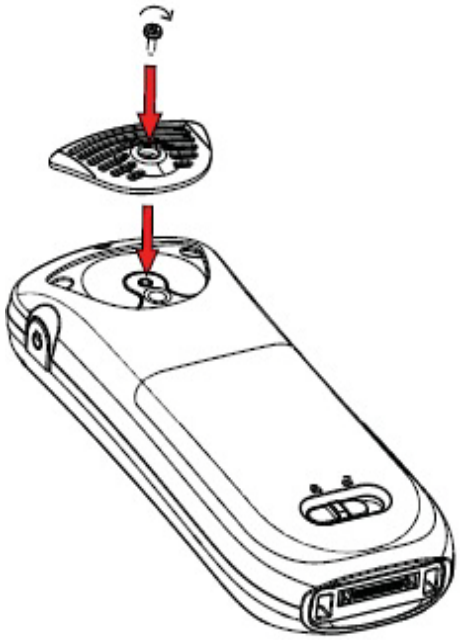


Figure 11: Screw the Cover into Position

Security Cord

The security cord is 800 mm long. It is attached directly to the handset.

Replacement of Handsets

A handset can be replaced with a new one if it is broken. See the Mitel 5624 Wireless Handset Configuration Guide.

Related Documents

- Mitel 5624 Wireless Handset Datasheet
- Mitel 5624 Wireless Handset User Guide
- Mitel 5624 Wireless Handset Quick Reference Guide
- Mitel 5624 Wireless Handset Configuration Guide
- Portable Device Manager, Windows Version, Installation and Operation Guide
- WSM3 Installation and Operation Guide

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