

## Mitel 5020 User Guide

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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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For information on how to program the 5020 IP Phone for remote operation, refer to the Remote IP Phones Guide

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available at [www.mitel.com](http://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).

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### Mitel 5320/5330/5340 IP Phone User Guide

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

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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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Adjusting the Ringer Volume To raise or lower the ringer volume while the console is ringing:

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