

MITEL

3000

5330 IP Phone Quick Reference  
User Guide



## Introduction to your Mitel 5330 IP Phone

The Mitel 5330 IP Phone provides the similar functionality as the Mitel 3000 Feature Phone. It can be connected directly to the Mitel 3000 system or installed at a remote location and connected to the system via the Internet. When connected remotely, it retains all the functionality and features of an extension directly connected to the system.



### Extension Pairing

The IP Phone can be paired with another extension. For example, a user can have two paired extensions, one in the office and one at home. By entering a 3-digit code in either extension, the office extension can be transferred to the user's home and the home extension transferred to the office. The extension number and all programmed features, including voicemail, are transferred, providing the user with all their normal telephony facilities at home.

### Call Quality

When the IP Phone is installed at a remote location, it uses the Internet to connect to the Mitel 3000 system. The call quality depends on the amount of bandwidth available to the IP Phone via the Internet connection. If the IP Phone is sharing the Internet connection with PCs which are browsing or engaged in file transfers, the call quality may vary during this activity.

## Introduction to Programming your Mitel 5330 IP Phone

There are three steps of programming before your Mitel 5330 IP Phone is active.

- Step 1. Program the Broadband Module.
- Step 2 Connecting the Mitel 5330 IP Phone.
- Step 3 Program the Mitel 5330 IP Phone.

## 1. Programming the Broadband Module.

Before attempting to program IP extensions it is important that the following are checked:

- If any of the IP extensions are located remotely ensure that the broadband service is connected to and working on the Broadband Module. The VoIP programming is not available unless an IP address is provided on the WAN interface. This address is shown on the status page. See the broadband module manual for more information.
- The broadband service provides a static IP address.
- If the IP extensions are located on the LAN only and no broadband service is supported then the VoIP interface must be changed to IP LAN. See the broadband module manual for more information.



**WARNING** Your service provider **MUST** provide a static IP address for IP phones to work remotely.

1. Connect to the Broadband Module programming Interface using the Wizard or Browser Click **VoIP** from the Setup panel in the main Broadband Module screen.

**Broadband Module**

**Broadband Module**

- Basic Configuration
  - Status
  - System Backup / Restore
  - System Restart
  - Advanced Configuration
- Setup
  - LAN Gateway
  - ADSL Modem
  - ETH/DMZ Port
  - VoIP
  - ISDN
  - WLAN

### Basic Configuration

This page shows general status information about the Broadband Module  
Tell me [more about the status information...](#)

#### Internet Access settings

Internet Access is provided by the **ADSL Modem**.

The default gateway is **not currently set**.

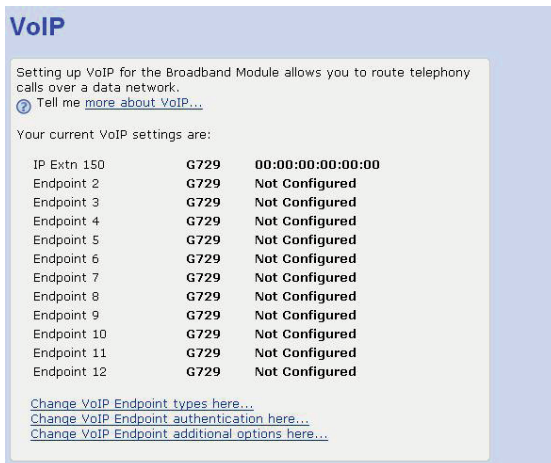
No name (DNS) servers have been configured.

#### About the Broadband Module

The hardware revision for the Broadband Module is **C**.

The firmware version for the Broadband Module is **191**.

2. Click the link **Change your VoIP endpoint types here ...**



**VoIP**

Setting up VoIP for the Broadband Module allows you to route telephony calls over a data network.  
Tell me [more about VoIP...](#)

Your current VoIP settings are:

IP Extn 150	G729	00:00:00:00:00:00
Endpoint 2	G729	Not Configured
Endpoint 3	G729	Not Configured
Endpoint 4	G729	Not Configured
Endpoint 5	G729	Not Configured
Endpoint 6	G729	Not Configured
Endpoint 7	G729	Not Configured
Endpoint 8	G729	Not Configured
Endpoint 9	G729	Not Configured
Endpoint 10	G729	Not Configured
Endpoint 11	G729	Not Configured
Endpoint 12	G729	Not Configured

[Change VoIP Endpoint types here...](#)  
[Change VoIP Endpoint authentication here...](#)  
[Change VoIP Endpoint additional options here...](#)

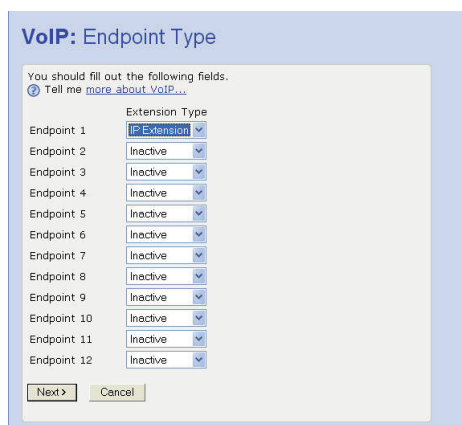


Note

If the Endpoint screen is not shown it is because an IP address is not available to the WAN.

Ensure the broadband connection is available and working on the Broadband Module.

3. Choose a free endpoint and select IP Extension from it's drop-down menu. **Note** that the extension number associated with the endpoint will be assigned to the Mitel 5330 IP Phone.



**VoIP: Endpoint Type**

You should fill out the following fields.  
Tell me [more about VoIP...](#)

	Extension Type
Endpoint 1	IP Extension
Endpoint 2	Inactive
Endpoint 3	Inactive
Endpoint 4	Inactive
Endpoint 5	Inactive
Endpoint 6	Inactive
Endpoint 7	Inactive
Endpoint 8	Inactive
Endpoint 9	Inactive
Endpoint 10	Inactive
Endpoint 11	Inactive
Endpoint 12	Inactive

Next >    Cancel

**VoIP: Endpoint Type**

You should fill out the following fields.  
Tell me [more about VoIP...](#)

Endpoint	Extension Type
Endpoint 1	IP Extension
Endpoint 2	Inactive
Endpoint 3	Inactive
Endpoint 4	Inactive
Endpoint 5	Inactive
Endpoint 6	Inactive
Endpoint 7	Inactive
Endpoint 8	Inactive
Endpoint 9	Inactive
Endpoint 10	Inactive
Endpoint 11	Inactive
Endpoint 12	Inactive

Click Next >

4. Click **Confirm Changes**.

**VoIP: Confirm**

The endpoint settings will be:

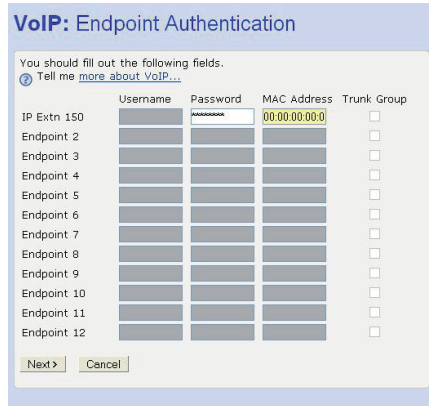
Endpoint	Type
Endpoint 1	IP Extn
Endpoint 2	Inactive
Endpoint 3	Inactive
Endpoint 4	Inactive
Endpoint 5	Inactive
Endpoint 6	Inactive
Endpoint 7	Inactive
Endpoint 8	Inactive
Endpoint 9	Inactive
Endpoint 10	Inactive
Endpoint 11	Inactive
Endpoint 12	Inactive

To confirm this setting, click on the **Confirm Changes** button below. If you do not wish to apply this setting, click on the **Cancel** button.

5. Enter the password (this must match the password programmed into the Mite 5330 IP Phone, in default this is "iptpassw")  
The password is set at iptpassw which matches the default password in the IP phones. This should not be changed.

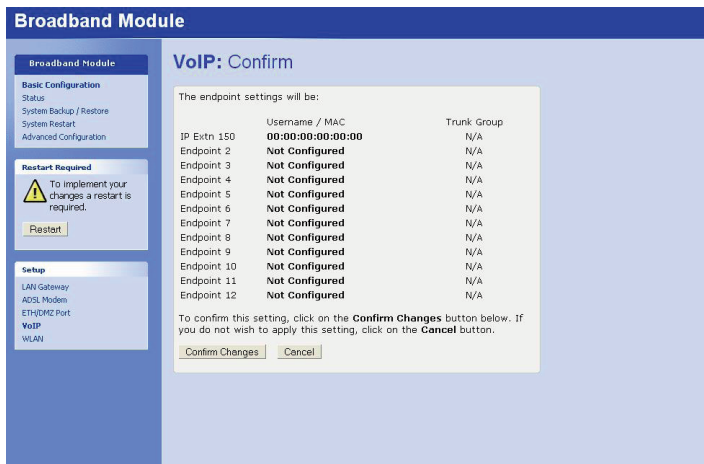
The **MAC address** is printed on a label on the base of the IP Phone.

# Mitel 5330 IP Phone Quick Reference User Guide



Click Next >

## 6. Click Confirm Changes



## 7. Click Restart

Restart the Broadband Module. Once the Broadband Module has restarted step 1 of the programming is now complete. The Mitel 5330 IP Phone will now connect to the Mitel 3000 system.

## 2. Changing the VOIP Interface.

Programming the IP Phone involves entering the ICP IP ADDRESS. This IP address will be provided by the Mitel system administrator. The WAN address is for users who will be accessing Remotely and internally. The LAN address is used for local users when no external internet connection is available. If you want to use the LAN address, you must change the VOIP Interface to IPLAN.

1. Connect to the Broadband Module programming Interface using the Wizard or Browser

Click **VoIP** from the Setup panel in the main Broadband Module screen.

The screenshot shows the 'Broadband Module' configuration interface. On the left is a navigation menu with 'Broadband Module' selected, containing sub-items for 'Basic Configuration', 'Setup', and 'Advanced Configuration'. The 'Basic Configuration' section is active, displaying a status message, 'Internet Access settings' (showing 'ADSL Modem' and 'not currently set' gateway), and 'About the Broadband Module' (showing hardware revision 'C' and firmware version '191').

2. Scroll down and Click the link **Change Advanced VoIP Settings here ...**

The screenshot displays a list of advanced VoIP settings. It includes SIP User domain, SIP Registrar Proxy Server, SIP Registrar Server port (5060), SIP Registrar Server expiry time interval (3600), and SIP Transport (UDP). It also shows QoS settings (RTP DSCP 0, Signalling DSCP 0), Outbound Server (port 5060, transport UDP), and VoIP Interface (iplan). The VoIP Gateway Address is 0.0.0.0. A note states 'Only accept calls to Registered Endpoint Numbers DISABLED.' At the bottom, there are two links: 'Change Advanced VoIP settings here...' and 'Change TFTP Server address settings for IP Phones software...'

3A. From the VOIP Interface section select **IPWAN (default)** from the drop-down menu if used as a remote user.

3B. **ONLY** if the IP phone is used as stand alone of the PBX within the LAN, from the VOIP Interface section select **IPLAN** from the drop-down menu.

**VoIP: Advanced Settings**

The following settings should only be changed by an Installation Engineer, or under the direction of your system supplier. Incorrect configuration of the following settings may cause issues with the operation of Voice over IP.

[Tell me more about VoIP...](#)

User Domain

Registrar Proxy Server

Registrar Server Port

Registrar Server Expiry Time

Transport for Invite Requests

QoS: RTP DSCP

QoS: Signalling DSCP

Outbound Server

Outbound Server Port

Outbound Server Transport

VoIP Interface

VoIP Gateway Address\*

Only accept calls to Registered Endpoint Numbers

\* Use only if external modem connected [\[more info\]](#).

4. Enter the Public IP address of your DSL connection on the VoIP Gateway Address box.

VoIP Interface

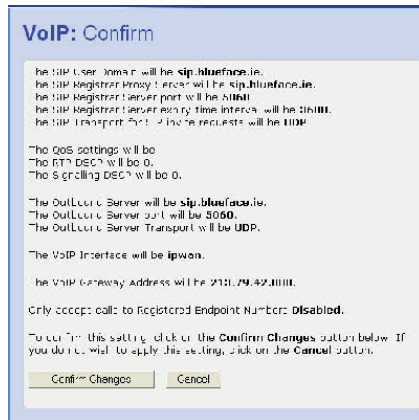
VoIP Gateway Address\*

Only accept calls to Registered Endpoint Numbers

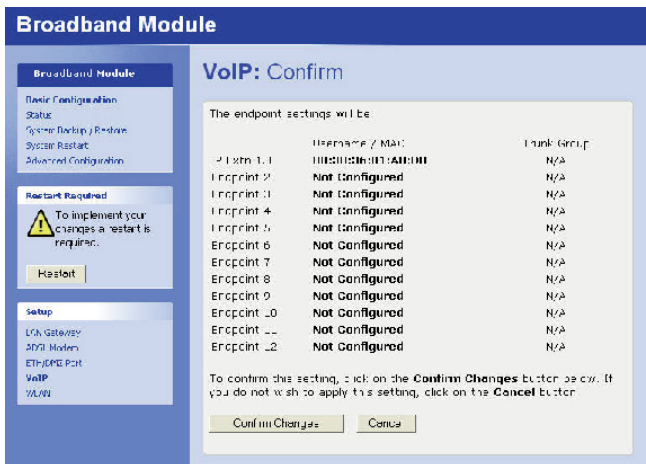
Click Next >



4. Click **Confirm Changes**.



5. Click **Restart**



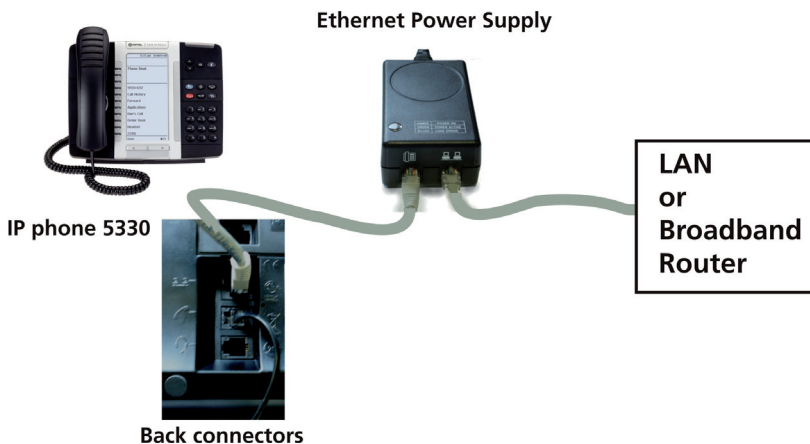
### 3. Connecting the Mitel 5330 IP Phone.

The IP Phone is supplied with a transformer and two Ethernet cables. Connect an Ethernet cable to the LAN/PWR connector on the back of the IP Phone and connect the other end of the cable to the PHONE connector on the Transformer.

Connect the other Ethernet cable to the LAN connector on the Transformer and connect the other end of the cable to an Ethernet port on the Broadband Module (IP Phone connected locally to the Mitel 3000) or broadband router (IP Phone installed at a remote location).

Connect the transformer to a power source.

A PC can be connected to the broadband router via the PC port on the back of the IP Phone if required.



Note

The Mitel 5330 IP Phone can also be powered via a power over Ethernet LAN switch.

## 4. Programming the Mitel 5330 IP Phone.

When programming the phone the \* key on the keypad under the number 7 should be selected for Yes the # key on the keypad under the number 9 should be selected for No.

### 5A. Programming the Mitel 5330 IP Phone for a WAN Connection or Remote User.

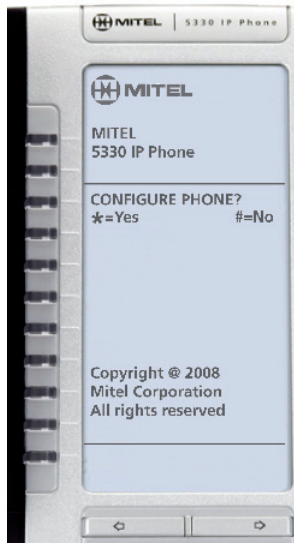
The Mitel 5330 IP phone needs to check with the Broadband Module if the SW used is the most recent SW available. For this the phone needs to be connected to the LAN port of your Broadband Module, then follow instructions below

Disconnect the power from the phone by removing the Ethernet cable from the PHONE connector on the Transformer.  
Hold down keypad <=&=> arrows on the Mitel 5330 IP Phone and reconnect the Ethernet cable to the Transformer.

Release keypad digits <=&=> when the display on the IP Phone shows.

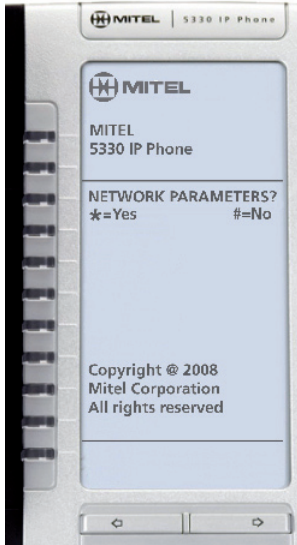
#### 1. Configure Phone?

\* = Yes      # = No



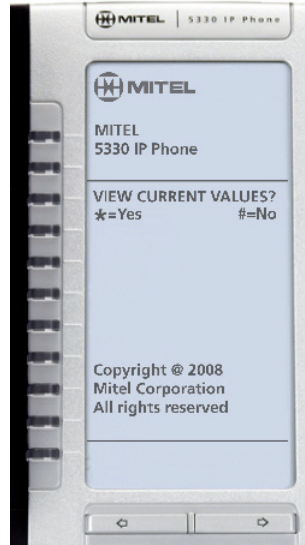
Select \* = Yes

2. Network Parameters?



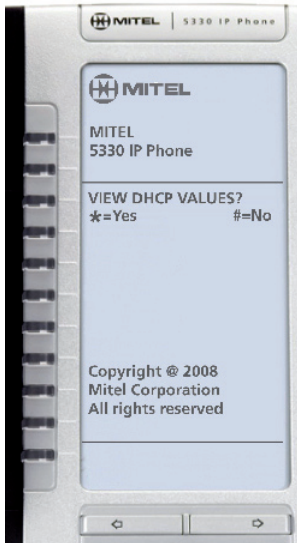
Select \* = Yes

3. View Current Values?

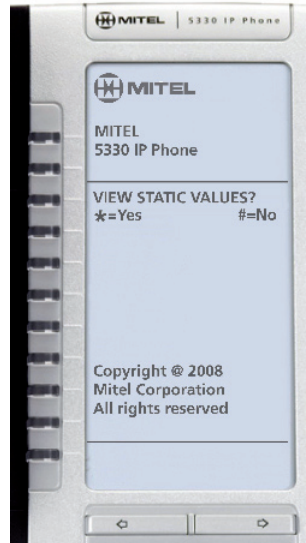


Select # = No

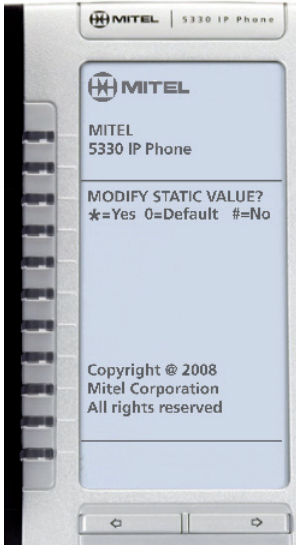
4. View DHCP Values?



5. View Static Values?

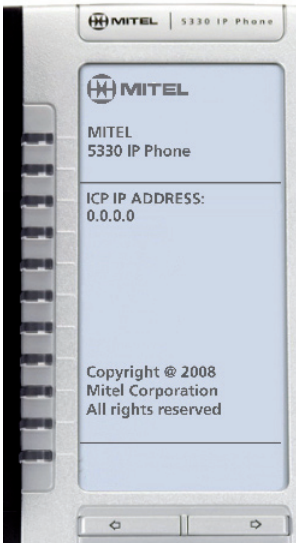


6. Modify Static Value?

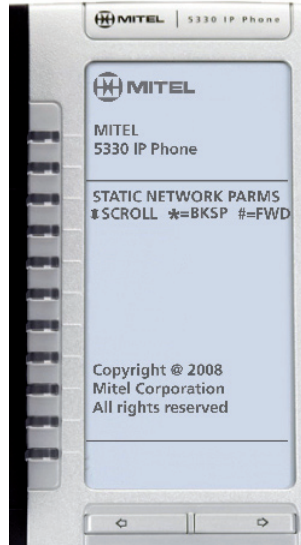


Select \* = Yes

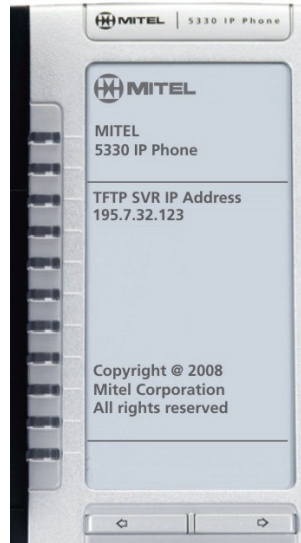
8. Enter the IP Address provided by your system administrator. This is the public static IP address of the Broadband module (WAN/DSL Public IP Address).



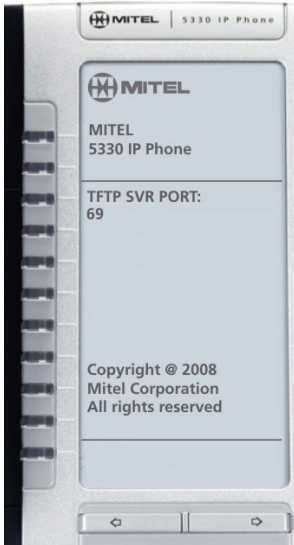
7. At the Static Network Parm's screen arrow down until program ICP IP Address is displayed.



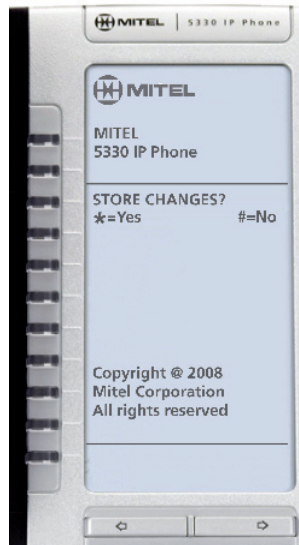
9. Arrow down until TFTP SVR IP Address. Enter the address 195.7.32.123.



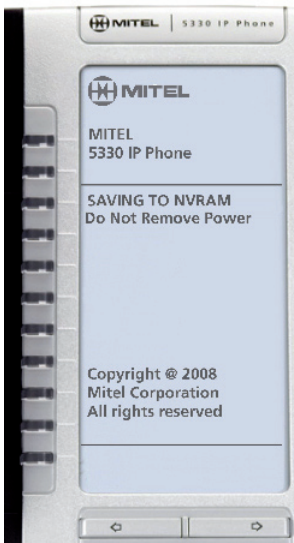
10. Arrow to down TFTP PORT and enter 69 as the port value.



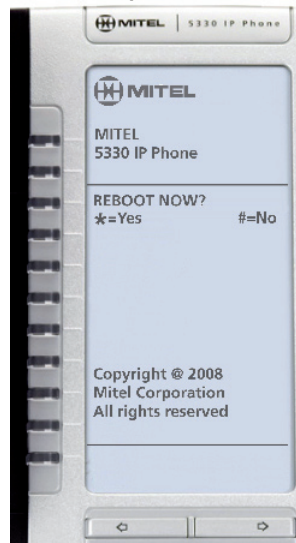
11. Arrow until Store Changes? is displayed



12. Saving to the NVRAM. Do not Remove Power will then display.



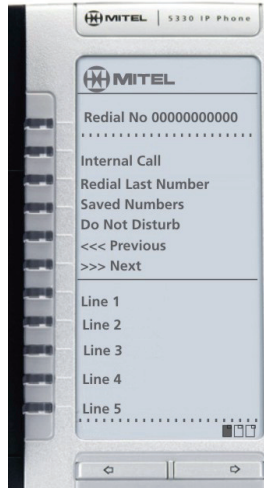
Select \* = Yes  
13. Reboot Now? will display  
Do not remove the power and wait for the phone to reset.



Select \* = Yes

Your phone will then look for the TFTP site and upgrade your phone.

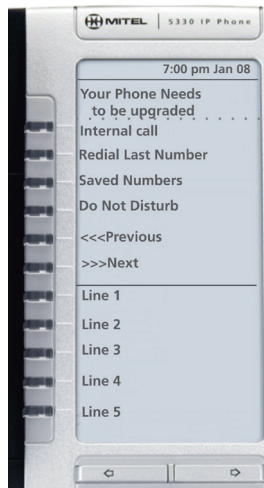
Your phone is now ready to be connected as a Remote User. Once you connect to your router at home or remote office, the display on your phone should appear as:



**Important Note:** If your BBM is connected to an external ADSL modem and the firewall is active the following ports should be open:  
TCP ports 3998, 3999, 6800, 6801 and 6802. UDP ports 5060 to 6000.

Your phone is now ready for use.

If the following display appears, your phone software should be updated:



## 5B. Programming the Mitel 5330 IP Phone for a LAN address.

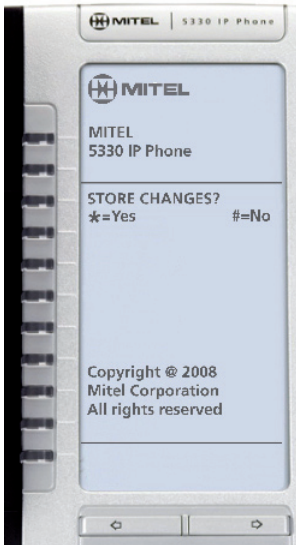
Programming involves entering the LAN IP Address this information is provided by your system administrator. Disconnect the power from the phone by removing the Ethernet cable from the PHONE connector on the Transformer. Hold down keypad <= & => arrows on the Mitel 5330 IP Phone and reconnect the Ethernet cable to the Transformer. Release keypad digits <= & => when the display on the IP Phone shows



1. Follow the same steps as programming for the WAN until you reach step 6.
2. Enter the **IPLAN address** of the Broadband Module in the ICP IP Address.

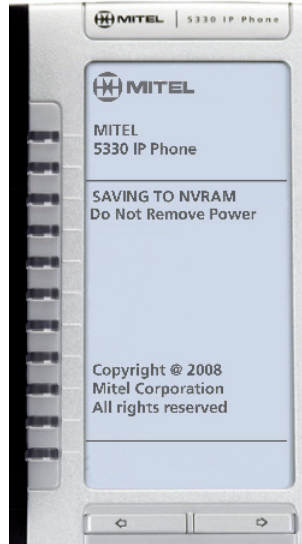


3. Arrow down until Store Changes?  
is displayed



Select \* = Yes

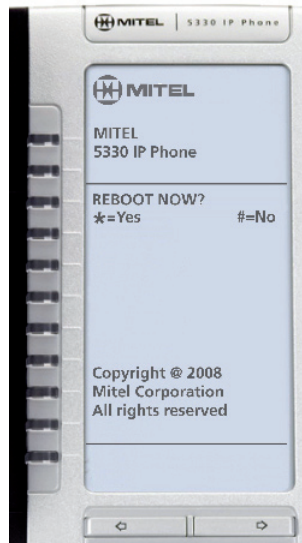
4. Saving to the NVRAM. Do not  
Remove Power will then display.



5. Reboot Now ? will display









Select \* = Yes

**Do not remove the power and wait  
for the phone to reset.**



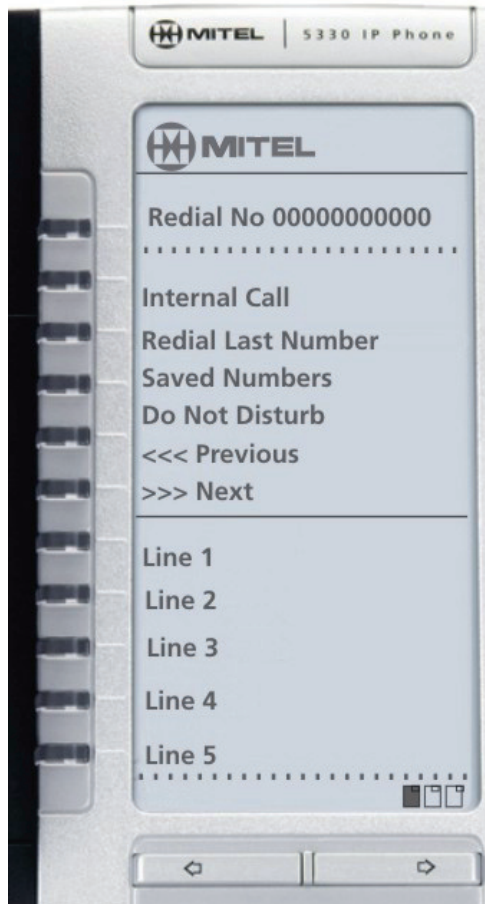
This diagram illustrates the Mitel 5330 IP Phone which has 15 programmable keys.



- |   |  |   |                     |
|---|--|---|---------------------|
| 1 | Display                                |  | Speaker             |
| 2 | Ring/Message Indicator                 |  | Mute                |
| 3 | Volume, Speaker, Mute Controls         |  | Settings            |
| 4 | Fixed Function Keys                    |  | Cancel              |
| 5 | Keypad                                 |  | Redial              |
| 6 | Navigation Page Keys                   |  | Hold                |
| 7 | Programmable Feature Keys and Softkeys |  | Transfer/Conference |
| 8 | Handsfree Speaker                      |  | Message             |
| 9 | Handset                                |   |                     |

## 6. Using the IP Phone

The IP Phone provides the similar functionality as the Mitel 3000 Feature Phone. It has a similar menu system with Program, Message, Directory, Mute and Hold buttons, as well as 15 programmable multi-function, self-labeling keys provided in 3 pages of 5 keys each. It also has fixed function keys, Voice Message indication light, speaker with volume control.



MAIN DISPLAY 5330

### Scrolling through the menu

- Select <<< Previous to go back
- Select >>> Next to go forward
- Select the arrows at the bottom of the phone to change the screen.

### Phone Setup

To select a different Display Contrast

- Select the blue settings key.
- Select ► Contrast.
- Select ► The + key to make the phone display darker.
- Select ► The - key to make the phone display lighter.
- Select ► The save key.
- Select ► The close key to return to the main display.

### Answering and making calls

Answer a call that is ringing on the IP Phone using the handset

- Pick up the handset or
- Select ► Answer the call and/or pick up the handset.

Answer a call that is ringing on the IP Phone using hands-free

- Select ► Answer the call.

Make an external call

- Pick up the handset.
- Press the Line Key or Key 9 and Key the number.

Make an internal call

- Select ► Internal call.
- Select ► Ext. no., or
- Key the Extension number (20 - 161), and
- Pick up handset, or press handsfree.

### Transferring calls

Note: The following instructions assume you are on a call.

Transfer a call to an internal number

- Select ► Internal transfer.
- Select ► Ext. no. and when the call is answered.
- Select ► Transfer.

Transfer an external call to an external number

Select ► External transfer.

Select an available Line and then Key the external number and when the call is answered

Select ► Transfer.

### Re-Redirecting Calls

Note: The following instructions assume that your Extension is ringing.

Re-Direct a call to another Extension

Select ► Re-Direct the call.

Select ► Ext. No. or dial the external number.

### Forward Calls

Forward All Calls

Select ► >>> Next.

Select ► Forward.

Select ► Forward All Calls.

Select the required extension from the display or key the Extension number, or Key 9 and the target external number, (for incoming external calls only).

Cancel Forward All Calls

On the main display screen.

Select ► Cancel divert.

Forward calls when your Extension is busy

Select ► >>> Next.

Select ► Forward.

Select ► Forward When Busy.

Select the required extension from the display or key the Extension number, or

Key 9 and the target external number, (for incoming external calls only).

#### Cancel Forward When Busy

Select ► >>> Next.

Select ► Forward When Busy.

Select ► Forward When Busy key.

The key will be illuminated to indicate that a forward is active.  
Once you have selected this key the forward is cancelled.

#### Forward calls when your Ext. does not answer (after four rings)

Select ► >>> Next.

Select ► Forward On No Answer.

Select the required extension from the display or key the  
Extension number, or

Key 9 and the target external number, (for incoming  
external calls only).

#### Cancel Forward On No Answer

Select ► >>> Next.

Select ► Forward When Busy.

Select ► Forward When Busy key.

The key will be illuminated to indicate that a forward is  
active. Once you have selected this key the forward is cancelled.

### Forwarding Group calls

#### Forwarding all calls

Select ► >>> Next 3 times.

Select ► Group Forwarding.

Select the group you wish to forward.

Select ► Forward All Calls.

Select the required extension from the display or key the  
Extension number, or

Key 9 and the target external number, (for incoming  
external calls only).

#### Cancel Forward all calls

Select ► Cancel Group Forwarding.

Select the group you wish to un-forward.

Select ► Forward All Calls.

The key will be illuminated to indicate that a forward is active.  
Once you have selected this key the forward is cancelled.

#### Forward calls when your group is busy

- Select ► >>> Next 3 times.
- Select ► Group Forwarding.
- Select the group which is to be forwarded
- Select ► Forward when busy
- Select the required extension from the display or key the Extension number, or
- Key 9 and the target external number, (for incoming external calls only).

#### Cancel group divert on busy

- Select ► >>> Next 3 times.
- Select ► Group Forwarding.
- Select the group you wish to un-forward.
- Select ► Forward when busy.

The key will be illuminated to indicate that a forward is active. Once you have selected this key the forward is cancelled.

#### Forward calls when your group does not answer (after four rings)

- Select ► >>> Next 3 times.
- Select ► Group Forwarding.
- Select the group you wish to forward.
- Select ► Forward on no answer
- Select the required extension from the display or key the Extension number, or
- Key 9 and the target external number, (for incoming external calls only).

#### Cancel group Forward on no answer

- Select ► >>> Next 3 times.
- Select ► Group Forwarding.
- Select the group you wish to un-forward.
- Select ► Forward on no answer.

The key will be illuminated to indicate that a forward is active. Once you have selected this key the forward is cancelled.

### Voice Mailbox

Note: Voicemail services require the Voicemail Module to be installed.

To Enter a personal greeting

Press the Message Key  and

- Select ► Voice Mailbox
- Select ► Enter your extension or select Other to access the System Mail Voicebox (ext 0).
- Select ► Enter Password followed by #.
- Select ► Greeting.

Follow the instructions on the display or listen to the voice prompts.

Turn on your voicemail

Divert on “no answer” to the Voice Mailbox is automatically set when a voice mailbox is allocated to your extension.

You may also select the other Divert options as required.

Scroll down

- Select ► Divert
- Select ► Divert when busy or
- Select ► Divert all calls
- Select ► “Divert to voicemail”

Retrieve messages from your voice mailbox

- Select ► New voice messages
- Enter your Extension number. You will be prompted to  
Enter your Voice Mailbox Password, followed by #.
- Select ► Play.

Change your Voice Mailbox Password.

Press , then

- Select ► Voice Mailbox and enter your Extension number.
- Enter your existing password, (default is 1111), followed by #.
- Scroll down
- Select ► Change password and
- Enter your new password (up to 8 digits long - e.g. 12341234).
- Select ► Confirm



### Personal speed dials

To Program your personal speed dial list – numbers and names  
Press <<< Previous once, then

Select ► Directories.  
Select ► Personal entries.  
Enter index 01-30.  
Enter the number.  
Select ► Confirm.  
When prompted enter a name.

Press 2 once for A, twice for B, three times for C;  
Press 3 for D, twice for E, three times for F; and so on.

Wait two seconds for the screen cursor to move on  
before entering the next letter. A maximum of ten  
characters per name (including spaces) is allowed.  
On completion of the name.

Select ► Confirm.

Press Exit to finish programming or hang up.

To View/Dial a number from your personal speed dial list -  
Press <<< Previous once, then

Select ► Directories.  
Select ► Personal directory.  
Select the desired location and the number will be dialed.

### System speed dials

Any extension can program the 500 system speed dial numbers once the  
system password is entered by them.

To program the system speed dial list - numbers and names.  
Press <<< Previous once, then

Select ► Directories.  
Select ► System Entries.  
Select ► Directories.  
Enter the system password.  
Enter index 01-500.  
Enter the number, and then  
Select ► Confirm.

Mitel 5330 IP Phone  
Quick Reference User Guide

Press 2 once for A, twice for B, three times for C;  
Press 3 for D, twice for E, three times for F; and so on.

Wait two seconds for the screen cursor to move on  
before entering the next letter. A maximum of ten  
characters per name (including spaces) is allowed.  
On completion of the name.

Select ► Confirm.

Then select the outgoing line group.  
Press Exit or hang up to finish programming.

To Dial/View a number from the System directory -  
Press <<< Previous once, then

Select ► System Directory  
Enter the first letter of the name.  
Select the entry and the number is dialled.

## NOTES:

## NOTES:

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



---

Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
Tel: +1(613) 592-2122	Tel: +1(480) 961-9000	Tel: +44(0)1291-430000	Tel: +1(613) 592-2122	Tel: +852 2508 9780
Fax: +1(613) 592-4784	Fax: +1(480) 961-1370	Fax: +44(0)1291-430400	Fax: +1(613) 592-7825	Fax: +852 2508 9232

For more information on our worldwide office locations, visit our website at [www.mitel.com/offices](http://www.mitel.com/offices)

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2008, Mitel Networks Corporation. All Rights Reserved.