A MITEL
PRODUCT
GUIDE

Mitel 5617 and 5619

DECT Handset User Manual

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Mitel®
Powering connections

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Document History   1

Release	Date	Description
1.0	November 2023	First released version.

Introduction   2

This chapter contains the following sections:

- DECT Phone Model Variants
- Functions and Accessories

This document describes features and settings available for the Mitel 5617 and 5619 DECT handset. The handset is a feature-rich handset with color display, telephony, messaging, and Bluetooth. It is a highly robust handset for use in rough and demanding environments.

It is suitable for users dependent of being reachable and/or having a need for mobile voice and messaging features, which makes it ideal for applications where the user needs either one way messaging or to be able to interact with other users. The color display enhances and simplifies the use of the handset.

2.1   DECT Phone Model Variants

There are following versions of the handset:

- Mitel 5617 DECT Handset, with messaging functions.
- Mitel 5619 DECT Handset, with additional alarm functions for personal security.

Mitel 5617 DECT Handset	Mitel 5619 DECT Handset

For software download and parameter settings, read the Installation and Operation Manual, Portable Device Manager (WinPDM), Windows Version, TD 92325EN, the User Manual for Device Manager, and the Configuration Manual.

2.2   Functions and Accessories

Some functions are system dependent or require configuration in handset via WinPDM/Device Manager.

Functions	Mitel 5617 DECT Handset	Mitel 5619 DECT Handset
General		
Easy registration	x	x
Enhanced DECT Security	x	x
Vibrator	x	x
Headset connector	x	x
Loudspeaking function	x	x
3 Programmable Soft keys	x	x
9 Programmable Hot keys	x	x
Profiles	x	x
System profiles	x	x
Shared phone	x	x
Contacts (250 contacts)	x	x
Central phonebook	x	x
Company phonebook (1000 contacts)	x	x
Downloadable languages	x	x
Multifunction buttons	x	x

Functions	Mitel 5617 DECT Handset	Mitel 5619 DECT Handset
Programmable Navigation key	x	x
Centralized management	x	x
Personalized menus	x	x
Easy replaceable battery	x	x
Easy replacement of handset	x	x
Handset restrictions	x	x
Bluetooth	x	x
Telephony		
Push to Talk (PTT)	x	x
Procedure call	x	x
Voicemail access	x	x
Microphone on/off during call	x	x
Five predefined emergency numbers	x	x
Messaging		
Mini messaging (12 characters)	-	-
Mobile data	x	x
Colored messaging	x	x

Functions	Mitel 5617 DECT Handset	Mitel 5619 DECT Handset
Interactive messaging	x	x
Patient ECG Waveform Monitoring	x	x
Data with prefix	x	x
Message template	x	x
Alarm		
Push button alarm	-	x
Pull-cord alarm	-	x
Man-down and No-movement alarm	-	x
Acoustic Location Signal (ALS)	-	x
Alarm with data	-	x
Automatic call after alarm	-	x
Location		
IR Location	x	x
LF Location	x	x
BLE location	x	x
Location, base stations	x	x
DECT Location	x	x

Functions	Mitel 5617 DECT Handset	Mitel 5619 DECT Handset
LED		
Basic LED (Red/Green/Orange)	-	-
Multicolor LED	x	x
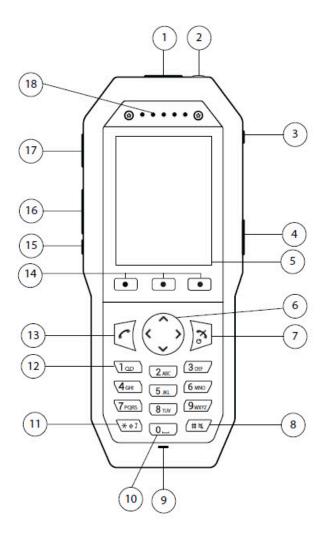
Accessories	Mitel 5617 DECT Handset	Mitel 5619 DECT Handset
Desktop charger	x	x
Desktop programmer	x	x
Charging rack	x	x
Battery pack charger	x	x
3.5-mm charger	x	x
Carrying case	x	x
Belt Clip hinge-type swivel-type	x	x
	x	x
	x	x
Spare clip	x	x
Security cord	x	x
Pull cord	-	x

Accessories	Mitel 5617 DECT Handset	Mitel 5619 DECT Handset
Front plates (5 colors)	x	x
Headset with microphone on boom	x	x
Bluetooth headset	x	x
Peltor Hearing Protection Headset	x	x

Descriptions 3

This chapter contains the following sections:

- DECT Handset
- Chargers
- Icons and Text in the Display
- Keys and Buttons
- Alphanumeric Keys
- Accessories

Figure 1. Description of the handset

Number	External Characteristics	Description
1	Alarm button	Available only for the Mitel 5619 DECT Handset, the button is a push-button alarm.
2	LED indicator	Muticolor LED indicator. Available only for the Mitel 5617 DECT Handset .
3	Pull-cord connector	Available only for the Mitel 5619 DECT Handset, it is used for pull-cord alarm functionality.
4	Multifunction button 2	The button can be configured for different functions. The function can be used both with long and multiple press. Only multiple press is configured by default to put the device in sleep mode. NOTE: If configured, the button can be specifically used as a PTT button.
5	Color display	2.4-inch TFT full color display with backlighting.
6	Navigation keys	Left, right, up, and down navigation keys. These keys can be configured for shortcuts.
7	On-Hook key On/off key	Used for ending a call, returning to Idle mode, and by a long press for switching the handset on/off.
8	Sound off key	Used for turning on/off audible signals in Idle mode, silencing the ring signal at incoming calls, and turning on/off the microphone during calls.
9	Microphone	Used in voice communication.
10	Space	Used for adding space between words.
11	Key lock Upper/lower case	Combined key lock and switch between upper and lower case text.
12	Voicemail access	Quick access to the handset's voicemail. NOTE: Voicemail is system-dependent feature.

Number	External Characteristics	Description
13	Off-Hook key	Used for answering a call and as a shortcut to the Call list.
14	Soft keys	The three soft keys are located just beneath the display. The function of each soft key is indicated by a display text just above the keys.
		In Idle mode, the soft keys can be used for specific functions based on their configuration.
15	Multifunction button 1	By default, it is used as the Mute button. With a long press, audible signals can be turned on/off in Idle mode.
		With a single press, the ring signal can be silenced at incoming calls, and the microphone can be turned on/off during calls.
		This button can be configured to have different functions.
		NOTE: Only long press in Idle mode can be configured to a different function.
16	Volume buttons	Used for increasing/decreasing the speaker volume and ringtone volume.
17	3.5-mm connector	Standard/Screw-enforced connector used to connect a headset or charge the handset.
		NOTE: Out of the box, it is protected against dust by the connector cover. The cover needs to be unscrewed to use the connector.
		NOTE: The connector is compatible with wired headsets used for Android.
18	Earpiece speaker	Used in voice communication.

3.1   DECT Handset

> **!** **Important**:
> The handset may retain small magnetic objects around the mouthcap or earcap region.

3.1.1 Case

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

3.1.2 Antenna

The antenna is integrated inside the handset.

3.1.3 Loudspeaker

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

3.1.4 Microphone

The handset has two microphones:

- The microphone on the front bottom side for speech in voice communication.
- The microphone on the back side for noise cancelling during a phone call.

3.1.5 Battery

- The battery is a rechargeable Li-Ion battery, placed under a battery cover.
- The battery is fully charged within four hours.
- The battery can be charged separately with a battery pack charger.

3.2 Chargers

This section includes information about the compatible chargers and programmers for the handset.

Figure 1: Mitel 5617/19 Desktop Charger

The Mitel 5617/19 Desktop Charger will only charge the handset, while the Mitel 5617/19 Desktop Programmer will download new software and synchronize parameters. The handset is fully operational while placed in the charger.

The Mitel 5617/19 Desktop Charger is delivered with a plug-in power supply and is connected into an ordinary wall socket.

The handset can only be used with Mitel 5617/19 Desktop Programmer and Mitel 5619 EX Protector (MD/NM pull cord).

Only use the charger within the temperature range of +5°C – +40°C.

3.2.1 Mitel 5600 DECT Series Charging Rack

The Mitel 5600 DECT Series Charging Rack is used for charging several handsets, to synchronize parameters, and for software download. The built-in power supply can charge up to six handsets.

3.2.2 Battery Pack Charger

The Battery pack charger is used for charging up to six spare batteries. Use a Mitel 5617/19 Adapter for Battery Pack Charger.

3.2.3 3.5-mm Charger EU

The 3.5-mm charger can be used to charge the handset only in the EU.

Only use the charger within the temperature range of +5°C – +40°C.

> **ℹ Note**:
>
> In EX classified areas; it is NOT permitted to charge the battery while it is in the intrinsically safe ATEX/IECEx telephone, remove the battery, or charge it separately.

3.3   Icons and Text in the Display

All functions and settings available to the user are shown as icons and text in the display. The icons and text in the display indicate functions and settings to which you have access. The display normally displays date and time, the Owner ID and handset number. The Owner ID can manually be set by the user.
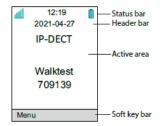
Figure 2: Figure 3. Example of a display configuration in idle mode

Table 1 Status and system icons description

Icon	Name	Description
	Signal strength	Indicates the strength of the signal. The icon is located in the Status bar.
	Full battery	Indicates that battery has 75 to 100% remaining capacity. All icons indicating the battery capacity status are located in the Status bar.
	High battery level	Indicates that battery has 50 to 75% remaining capacity.
	Medium battery level	Indicates that battery has 25 to 50% remaining capacity.

Descriptions

Icon	Name	Description
	Low battery level	Indicates that battery has 10 to 25% remaining capacity.
	Very low battery level	Indicates that battery has 7 to 10% remaining capacity.
	Empty battery warning	The icon is flashing in the Status bar and indicating that battery has 7% or less remaining capacity.
	Charging stopped	The icon is displayed when the ambient temperature is out of permitted bounds. For more information, see 2.2 Chargers, page 7. Note: The icon is displayed only when the handset is switched off while charging.
	Incoming call	Indicates incoming calls and answered calls. The icon appears in the Call list and in a call window when the call is received.
	Missed call	Indicates missed calls. The icon appears in the Call list and in the Missed calls list.
	Outgoing call	Indicates outgoing calls. The icon appears in the Call list and in a call window when making a call.
	Push to talk	The icon is added to all incoming, outgoing, missed and answered PTT calls in the call list/missed calls. Note: The icon is added when a PTT invitation is managed as a call only.
	New message (sent by another handset)	Indicates that a new text message (or messages) has arrived. The icon appears in the Status bar and the Inbox. Note: The icon is displayed until all new messages in the Inbox are read.

Icon	Name	Description
	New message (sent by the system)	Indicates that a new message has been sent by the system. The icon appears in the Status bar and the Inbox. Note: The icon stays in the Status bar until all new messages in the Inbox are read. Note: The icon for messages sent by the system has a higher priority over the icon for messages sent by another handset in the Status bar.
	Sent message	Indicates that a text message has been sent. The icon appears in the list of the Sent messages.
	Read message	Indicates that a text message has been read. The icon appears in the Inbox.
	Unsent message	Indicates that a message has not been sent. The icon appears in the list of Unsent messages.
	Voicemail message	Indicates that you have received a new voicemail message. The icon appears in the Status bar. Note: The icon stays in the Status bar until the voicemail has been listened to. Note: Voicemail access is system-dependent feature.
	Microphone off	Indicates that the microphone is silent. The icon appears during the ongoing call in the Active area. Note: During a PTT call, the microphone is inactive when the PTT button is released.
	Loudspeaker on	Indicates that the loudspeaker is turned on. The icon appears in the Soft key bar during a call.
	Loudspeaker off	Indicates that the loudspeaker is turned off. The icon appears in the Soft key bar during a call.

Icon	Name	Description
	Sound off	Indicates that the ring signals have been muted. The icon appears in the Status bar when the Sound off key or Mute button is pressed and hold.
	Silent volume	Indicates that the ring signal has been muted. The icon appears in the Status bar when the ring volume is set to Silent.
	Bluetooth	Indicates that Bluetooth is enabled. The icon appears in the Header bar.
	Bluetooth headset	Indicates that a Bluetooth headset is connected to the handset. The icon appears in the Header bar.
	Headset	Indicates that a corded headset is connected to the handset. The icon appears in the Header bar.
	Key lock	Indicates a locked keypad. The icon appears in the Status bar.
	Phone lock	Indicates a locked handset. The icon appears in the Status bar.
	Man-down alarm	Indicates that the Man-down alarm function is enabled. The icon appears in the Active area. Note: Available only for the Mitel 5619 DECT Handset.
	No-movement alarm	Indicates that the No-movement alarm function is enabled. The icon appears in the Active area. Note: Available only for the Mitel 5619 DECT Handset.
	Pull-cord alarm	Indicates that the Pull-cord alarm function is enabled. Note: Available only for the Mitel 5619 DECT Handset.
	Profile active	Indicates that a profile is active. The icon appears on the left lower part of the Active area.

Icon	Name	Description
	PDM sync	Indicates that the handset is communicating with WinPDM/Device Manager via Desktop Programmer.

Menu icons	
	The **Contacts** menu contains all names/numbers in Contacts. In addition, a company phonebook with up to 1000 entries can be downloaded to the phone via the WinPDM. A central phonebook1 . can also be accessed from the "Contact" menu.
	The **Services** menu contains menu shortcuts used to customize an own menu.
	The **Messaging** menu contains all message handling such as reading and writing messages.
	The **Calls** menu contains call lists, call time, and call services1. Call services is configured in the WinPDM/Device Manager.
	The **Connections** menu contains Bluetooth connection, headset selection, System selection, and In charger selection.
	The **Settings** menu contains personal handset settings such as changing the ringer volume, selecting language, etc.
	The **Shortcuts** menu contains shortcuts for the Soft keys, Hot keys, Navigation keys, and the Multifunction button.
	The **Profiles** menu allows up to four different profiles to be added. The "Normal" profile is active by default.

1. This is system dependent.

3.4   Keys and Buttons

3.4.1   Off-hook Key

The key ✆ is used for connecting calls. One short press in standby mode opens the call list.

3.4.2   On-hook, and On/Off Key

The key ⏻ is used for disconnecting calls and returning to main screen. A long press in standby mode will switch the handset on/off.
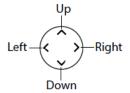
Figure 3: Navigation Key

Use this key to step in the menu and when working in text mode. The picture on the left shows how to press the navigation key to step left / right and up / down in the menu.

The navigation key can be programmed, "Up" is by default a shortcut to the Inbox, and "Down" is a shortcut to Call contact. During a call the volume can be increased or decreased by pressing up and down on the navigation key.

3.4.3   Sound off Key

A long press on the key in idle mode changes between ring signal on/off. At incoming call, a short press on the key silences the ring signal. During a call, a long press on the key changes between microphone on/off.

3.4.4   Multifunction Button 1

By default, a long press on the Mute button in idle mode changes between ring signal on/off. It can also be configured for other functions. At incoming call, a short press on the button silences the ring signal. During a call, a short press on the button changes between microphone on/off.

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

3.4.5 Multifunction Button 2

By default, long press is not configured and multi-press is configured to put the device in sleep mode. The button can be used as a shortcut in idle mode both with multi-press and long press.

If configured, the button can be specifically used as a PTT button and all pre-configured shortcuts will be disabled.

3.4.6 Key Lock, and Upper/Lower Case Key

✳The key is to lock the keypad in combination with the Soft key "Lock". It is also for switching between upper/lower case and digits.

3.4.7 Soft Keys

The three Soft keys are located just beneath the display and the functions of each Soft key is indicated by text in the display just above the keys.

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

3.4.8 Hot Keys

Any key "2" - "9" can be set to a Hot Key. A long press on any of these numbers in stand by mode are by default a shortcut to the Call contact list. The list is in alphabetic order, and depending on which key that is pressed is dependent on where in the list the contact appears.

A Hot Key can be programmed to give access to frequently used functions such as dialling a specific handset number, a shortcut on the menu, or sending an SMS.

3.4.9 Volume Buttons

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

The volume buttons can be used to adjust the ring volume in idle mode. The volume level will be indicated with a pop-up on the display.

3.5 Alphanumeric Keys

Alphanumeric keys consist of numbers, letters and other special characters.
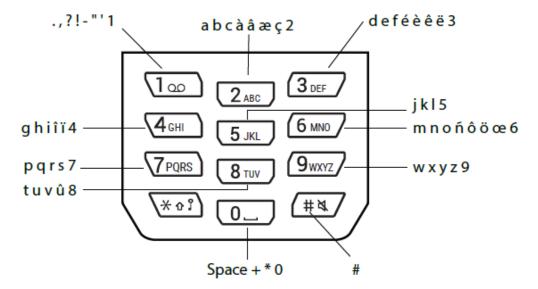
Figure 4: Figure 4. Available Characters

Depending on the selected menu language, other characters are also available. This means that the character order can differ from the figure above.

3.5.1   In Idle Mode and in Number Input Mode

- A short press on a key enters the digits **0**–**9** and the characters * and **#**.
- A long press on the **0** key adds a **+** to the number.
- Enter a pause in number input mode by a long press on the **#** -key. A pause is indicated by a **P** in the display.
- A long press on the * - key changes the tone sender on. Tone sender on is indicated by a **T** in the
- display.
- The keys **0**, **2**–**9** can be used for speed dialing. Press and hold any of the keys to access a contact beginning with a specific letter. For example, to access a contact beginning with the letter **A**, press and hold the key **2** and then press **Call** to speed dial.

3.5.2   In Text Input Mode

- A short press on any of the keys **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.
- To change to upper/lower case, press the * key before entering the character. A short press on the * key can also be used to display only the digits.
- To add space in the text, short press key **0**.

- The first character entered in a message or when adding/editing a name in the Contacts menu, is an upper level character followed by lower level characters, unless the * key is pressed before entering the character. To switch between Abc, ABC, abc, and 123, press the * key.

- A long press on the **#** key displays special characters.
- A long press on the * key changes the language used while entering a text.

3.6   Accessories

The Mitel 5617 and 5619 handsets come with various accessories, find below a list of supported accessories:

3.6.1   Belt Clips

Two belt clip options are available:

- Hinge-type clip (standard)

  The clip on the back of the handset is used to fasten the handset to a belt or similar. A swivel-type clip may also be used.
- Swivel-type clip

  The ordinary belt clip can be replaced with a special swivel-type belt clip adapted to firmly place your handset onto your belt.

  The handset can also be used without any clip on.

3.6.2   Security Cord

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

3.6.3   Pull Cord

The pull cord is 800 mm long. The pull cord is attached directly to the handset's pull cord connector on the upper right side.

3.6.4   Carrying case

The carrying case is especially designed for the handset. The carrying case comes with a swivel type belt clip and the handset is fully operational while placed in the carrying case.

3.6.5   Headset

A headset is recommended if the handset is frequently used, and/or the user want to have both hands free. The headset comes in two versions: microphone integrated in the cable and microphone on a boom.

The headset button is always functional even when the keypad lock is activated.

In order to achieve optimal audio quality with the different headset types it is recommended to select the corresponding headset profile. See Headset for more information.
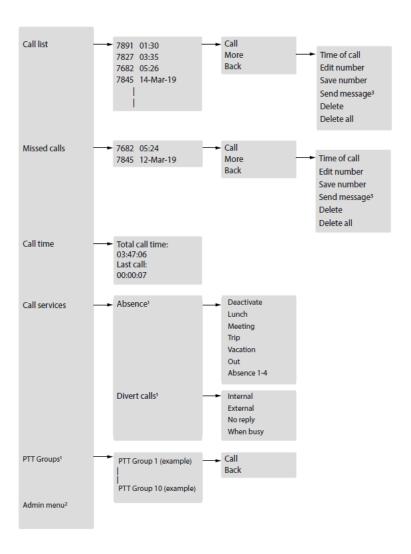
Menu Tree 4

This chapter contains the following sections:

- Calls
- Contacts
- Profiles
- Messaging
- Services
- Shortcuts
- Connections
- Settings
- In Call
- Customizing the Menu Tree

4.1 Calls

| Call list | → | 7891 01:30
7827 03:35
7682 05:26
7845 14-Mar-19
\|
\| | → | Call
More
Back | → | Time of call
Edit number
Save number
Send message[3]
Delete
Delete all |

| Missed calls | → | 7682 05:24
7845 12-Mar-19 | → | Call
More
Back | → | Time of call
Edit number
Save number
Send message[3]
Delete
Delete all |

| Call time | → | Total call time:
03:47:06
Last call:
00:00:07 |

| Call services | → | Absence[1] | → | Deactivate
Lunch
Meeting
Trip
Vacation
Out
Absence 1-4 |
| | | Divert calls[1] | → | Internal
External
No reply
When busy |

| PTT Groups[1] | → | PTT Group 1 (example)
\|
\|
PTT Group 10 (example) | → | Call
Back |

Admin menu[2]

1. Visible if defined in the WinPDM/Device Manager

2. WinPDM/Device Manager visible if the Admin menu is activated.

4.2   Contacts

Call contact	→	Search [Contact list]		
Add contact	→	New [Call list]	→	Name Work number Mobile number Other number Ring signal
Edit contact	→	Search [Contact list]	→	Name Work number Mobile number Other number Ring signal
Delete contact	→	Search [Contact list]		
Central phonebook[1]	→	[Selected directory]	→	Enterprise Enterprise freq. User Group Group freq.

Search by name
Search by number
Last result

Call
More → View contact / Add to contacts / Send message[2]
Back

1. System dependent function.

When adding or editing a number in a contact, a variable or the character U in the Work/Mobile/Other number field can be added that allows the user to enter one or more additional numerical characters before calling the number. See 9 Procedure Call, page 77 for more information.

4.3   Profiles

Normal (default)

Meeting (example)1 → Volume
Ring signal → Internal call
External call
Call back
PTT

Message alert2 → Message alert 1
|
|
Message alert 7
Beep

Add new

1. This example profile does not have all applicable settings.

4.4   Messaging

Inbox → Message List → View → Reply → Enter text
More → Delete
Close → Forward
More → Delete → Inbox
Back → Delete all → Call
Call sender
Call no. in text[1]
Save number

Write new message → Enter text

Unsent → Message List → Edit → Send → Enter number
Clear
Back
More → Delete
Back → Delete all

Sent → Message List → View → Forward → Enter text
More → Delete
Close → Call no. in text
More → Delete → Save number
Back → Delete all

1. Visible if the number consists of minimum 3 digits.

4.5   Services


```
Add new  ──►  Name  ──►  Phone call
                          Send data
                          Send message
```
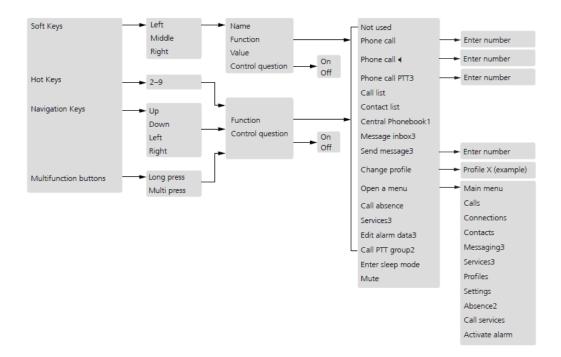
When configuring the **Phone call** function, a variable or the character "U" can be added to the *Enter number* field to allow the user to enter one or more additional numerical characters before calling the number. See 9 Procedure Call, page 77 for more information.

4.6   Shortcuts


```
Soft Keys        ──►  Left        ──►  Name              Not used
                      Middle           Function          Phone call          ──►  Enter number
                      Right            Value
                                       Control question   Phone call ◄        ──►  Enter number
                                                     On
                                                     Off  Phone call PTT3     ──►  Enter number
Hot Keys         ──►  2–9                                 Call list
                                                          Contact list
Navigation Keys  ──►  Up                                  Central Phonebook1
                      Down             Function           Message inbox3
                      Left             Control question    Send message3      ──►  Enter number
                      Right                        On
                                                   Off     Change profile     ──►  Profile X (example)
Multifunction buttons ──► Long press                       Open a menu        ──►  Main menu
                          Multi press                      Call absence            Calls
                                                          Services3               Connections
                                                          Edit alarm data3        Contacts
                                                          Call PTT group2         Messaging3
                                                          Enter sleep mode        Services3
                                                          Mute                    Profiles
                                                                                  Settings
                                                                                  Absence2
                                                                                  Call services
                                                                                  Activate alarm
```

1. System dependent feature.

2. Visible only if configured in WinPDM/Device Manager.

When configuring the **Phone call** function, a variable or character "U" can be added to the *Enter number* field that allows the user to enter additional numerical character(s) before calling the number. See 9 Procedure Call, page 77 for more information.

4.7   Connections

Bluetooth → Enable / Disable
            Headset → Add new

Headset → Mic on boom
          Mic on cable

System → Change system → Automatically
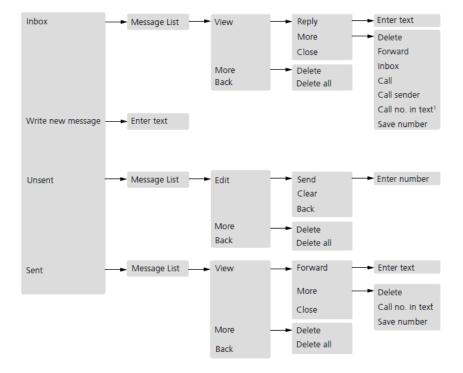   System A (example)

         Subscribe
         Unsubscribe1
         Rename system
         Priority

In charger → Call behavior → No action
                             Loudspeaking
                             End call

             Other actions → No action
                             Change profile → Profile A (example)
                             Switch off
                             Sound off
                             Logout2
                             Message absence

1. It is not possible to unsubcribe a protected system via the System menu. Unsubcribtion of the system must be made via the Admin menu or the DECT system.

2. Logout is only available if a phone is used as a shared phone.

4.8   Settings

Menu Tree

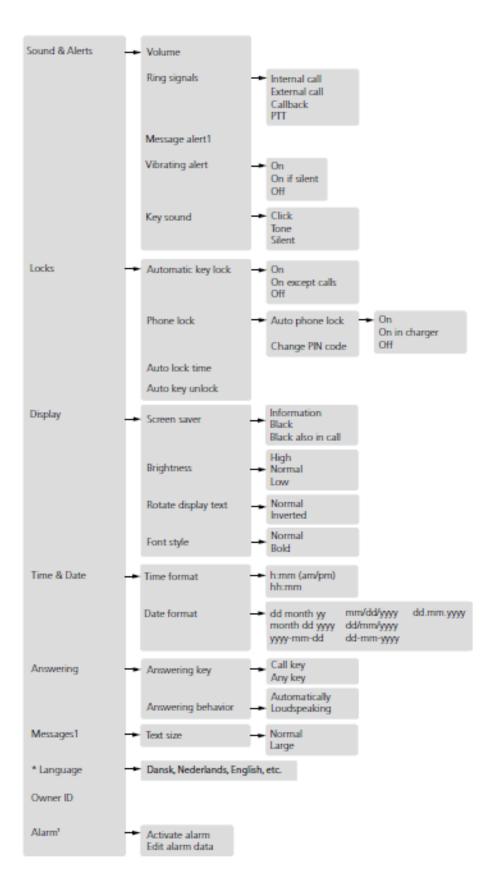| Sound & Alerts	→ Volume		
	Ring signals	→ Internal call	
		External call	
		Callback	
		PTT	
	Message alert1		
	Vibrating alert	→ On	
		On if silent	
		Off	
	Key sound	→ Click	
		Tone	
		Silent	
Locks	→ Automatic key lock	→ On	
		On except calls	
		Off	
	Phone lock	→ Auto phone lock	→ On
			On in charger
		Change PIN code	Off
	Auto lock time		
	Auto key unlock		
Display	→ Screen saver	→ Information	
		Black	
		Black also in call	
	Brightness	→ High / Normal / Low	
	Rotate display text	→ Normal	
		Inverted	
	Font style	→ Normal	
		Bold	
Time & Date	→ Time format	→ h:mm (am/pm)	
		hh:mm	
	Date format	→ dd month yy mm/dd/yyyy dd.mm.yyyy	
		month dd yyyy dd/mm/yyyy	
		yyyy-mm-dd dd-mm-yyyy	
Answering	→ Answering key	→ Call key	
		Any key	
	Answering behavior	→ Automatically	
		Loudspeaking	
Messages1	→ Text size	→ Normal	
		Large	
* Language	→ Dansk, Nederlands, English, etc.		
Owner ID			
Alarm¹	→ Activate alarm		
	Edit alarm data		

1. The support for this menu is dependent on what model of handset that is used.

4.9   In Call

The **In Call** menu displays a list of functions that can be accessed during a call. To see the available functions, press the **More** soft key. Some functions are always provided and others may be made available by the administrator via the WinPDM/Device Manager. To use a function, navigate the **In Call** menu to highlight the required function and then press the **Select** soft key.

The In call function can be used in combination with the Procedure call function, see Procedure Call .

When calling from a locked handset, there are limitations to what items in the In Call menu are shown. However, the entire menu is accessible when calling from a handset with unlocked keypad.

1. Visible if defined in WinPDM/Device Manager.
2. Visible if the Admin menu is activated.

4.9.1   Additional In Call Functions

Besides the default In Call functions, up to 10 extra system specific codes or general purposes can be defined.

4.10   Customizing the Menu Tree

The menu tree can be customized by hiding some of the functions that are available but for example not in use. Which functions that should be hidden are defined in the WinPDM.

Basic Operation 5

This chapter contains the following sections:

- Switch the Handset On and Off
- Log a Shared Phone On and Off
- Turn the Audible Signal On/Off
- Lock and Unlock the Keypad
- Lock and Unlock the Handset
- Mute Handset on Incoming Call or Message

5.1 Switch the Handset On and Off

5.1.1 Switch on the Handset

Press and hold ⏻. When pressing ⏻, the handset vibrates and the display lights up. The handset is automatically switched on when a battery is inserted.

5.1.2 Switch off the Handset

Prerequisite: The handset is in idle mode.

While in a menu, press to return to idle mode. If the handset is a shared phone, it must first be logged out to be able to switch off the handset. See 4.2 Log a Shared Phone On and Off, page 24. A user can be prevented from switching off the handset. This can be configured by an administrator in WinPDM/Device Manager.

1. Press and hold ⏻.

2. A dialog window Switch Off? appears. Press the soft key **Yes**.

   If a handset restriction is enabled, it may not be possible to switch off the handset. Refer to the

   Configuration Manual, Mitel 5617/5619 DECT Handset.

5.2 Log a Shared Phone On and Off

Shared phone is applicable for IP-DECT systems only. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

The feature shared phone allows more than one user to use a handset. When a handset is configured to be a shared phone, it can be used by any shared phone user in the system. The message and call lists are deleted when a user logs off a handset.

If configured in the WinPDM/Device Manager and in the IP-DECT system, an emergency call can be made from a handset that is logged off.

For shared phones, the administrator configures one of the following options:

- Personal extension: The dial number is associated with a particular user. The user logs in to a shared phone with the extension number and the access code, and can be called by the user's personal extension number.
- Device extension: The dial number is associated with a particular device. The user logs in to a shared phone with personal user ID and a password, and can be called by the extension number configured for the current device.

5.2.1 Log on a Handset

Prerequisite, the handset is switched on. See Switch the Handset On and Off for more information.

1. A dialog window Login? is displayed. Press the soft key **Yes**.
2. Enter User ID and password.
3. Press **Login**.

The user will be automatically logged out from a previously used handset.

If a shared phone is configured with Device extension, a dialogue window may appear with the text Account used on other device. Force logout?. Press Yes to logout from the previously used device. A dialogue window with the text Logged out. Account used on other device. is displayed on the previously used device.

5.2.2 Log off a Handset

1. Press and hold ⏻ ✕ .
2. A dialog window Logout? appears. Press the soft key **Yes**.

If a phone is shared and one of the users logs off the shared phone, the lock that prevents the handset from unauthorized use is deactivated. For additional information, see Lock and Unlock.

If a phone is shared using Device extension and the battery is replaced:

- The user who was last logged in before the battery was removed is then automatically logged out when a handset is switched on again.
- The lock that prevents the handset from unauthorized use is deactivated.

5.3   Turn the Audible Signal On/Off

If handset restrictions are enabled, you might not be able to turn off the audible signal.

A long press on # ⬦ or the mute button in idle mode, changes between ring signal on/off. The ◣ icon indicates a silenced handset.

5.4   Lock and Unlock the Keypad

5.4.1   In Idle Mode

To prevent accidentally pressing keys and making a call, the keys can be locked.

- ✳Press and then Lock to lock the keypad.
- ✳Press and then Yes to unlock the keypad.

    An incoming call can be answered or ended while the keypad is locked. If configured in the WinPDM/Device Manager, an emergency call can also be made while the keypad is locked. Refer to the Configuration Manual, Mitel 5617/5619 DECT Handset.

5.4.2   During a Call

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

- ✳Long press and then press Lock to lock the keypad.
- ✳Press and then Yes to unlock the keypad.

    When the keypad is locked, the volume buttons and the mute button can be pressed during the call. Depending on handset model, the Alarm button can also be pressed. For information about which functions are supported by existing handset models, see Functions and Accessories, .

5.5   Lock and Unlock the Handset

The handset can be protected for unauthorized use. If this function is activated, a PIN code has to be entered for example to switch on the handset, to answer an incoming call etc. The default phone lock code (0000) can be changed to any 4–8 digit personalized code.

- If a phone is shared and one of the users logs off the shared phone, the lock that prevents the handset from unauthorized use is deactivated. For additional information, see Log a Shared .

- If configured in the handset, a predefined emergency number can be called while the handset is locked. Refer to the Configuration Manual, Mitel 5617/5619 DECT Handset. Depending on handset model, the Alarm button can also be used. For information about which functions are supported by existing handset models,, see Functions and Accessories.
- If a phone is shared using Device extension and the battery is replaced, the lock that prevents the handset from unauthorized use is deactivated.

1. Press Menu.
2. Select Settings.
3. Select Locks → Phone lock → Auto phone lock.
4. Select **On**, **On in charger**, or **Off**.

5.6   Mute Handset on Incoming Call or Message

⌗⍓The handset can temporarily be muted on an incoming call or message. The call is not hung up when the handset is muted. If the call is unanswered, it will revert to voicemail if the handset has been configured for voicemail. To mute an incoming call or message, long press or the mute button while the handset sounds.

Calling 6

This chapter contains the following sections:

- Open the Call List
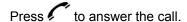- Incoming Call
- Outgoing Call
- During a Call

6.1 Open the Call List

1. Press **Menu**.

2. Select **Calls**

3. Select **Call list**.

4. Select a number.

5. Press or the soft key **Call** to dial. The number can be edited before the call is dialled. Press **More** and select **Edit number**. The 50 last received, dialled or missed calls are stored in a call list. See Calls.

6.2 Incoming Call

For more information about which models support the multicolor LED, see Functions and Accessories.

The flashing LED, accompanied by a ring signal and/or vibrating handset, indicates an incoming call. Depending on handset model, the LED color indicating an incoming call can be White or Green. White indication is used in the models supporting the multicolor LED. The ring signal and vibrator can be disabled. The calling party handset number or name is displayed. The name is displayed if the calling party handset number is stored in the local phonebook.

Press to answer the call.

When a headset is connected to the handset, the answering button on the headset can be used to answer the call. In addition, the headset button can be configured with a specific function, such as post-dial, dial last called number, or dial a predefined number.

Other answering methods can also be set in the Settings menu, see 8.8 Settings, page 70. The answering methods are: "Automatically" and "Loudspeaking". When "Automatically" is enabled, all incoming calls will be connected automatically.

By default, all incoming calls are answered with normal speaker and microphone enabled. However a system administrator can configure the handset so that all incoming calls are answered with a Push-to-talk mode, where the loudspeaker will be enabled and the microphone will be switched off, and the Mute or

PTT button needs to be pressed to speak. For more information, refer to the Configuration Manual, Mitel 5617/5619 DECT Handset.

6.2.1 Answer a Call

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

6.2.2 Decline a Call

When the signal sounds, press or the "Decline" soft key to decline the call.

If the handset is configured to respond to declined calls with a message template, the Reply with a message template? prompt is displayed. For more information, see Decline a Call with a Predefined Message.

6.2.3 End a Call

Press to end the 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**.

Some systems/PBXs require that the handset sends a DTMF in order to end a call. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

6.3 Outgoing Call

6.3.1 Pre-Dial

1. Enter the number.

- If needed, press **Clear** to erase the number. The Navigation key can be used it to step and add or delete a digit in the middle of a number. The tone sender in a pre-dialled number can also be turned on by long pressing .
- An international number can be dialled 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.

a. Press or **Call** to get the line. The number is shown on the display while dialling.

6.3.2 Post-Dial with Headset Button

The headset button can be used to obtain a dial tone and dial a number. However, the headset must have been configured via the WinPDM/Device Manager to allow this.

6.3.3 Dial Using a Pre-programmed Number

A Navigation key, Hot key, Soft key or Multifunction button can be programmed with a handset number, as described in section Shortcuts. A headset button can also be programmed with a handset number as long as it has been configured by the administrator via the WinPDM/Device Manager.

To dial a pre-programmed number, press the pre-programmed key or button. The call is connected automatically.

6.3.4 Dial a Number from the Call list

1. Press 📞 when in idle mode or press **Menu → Calls → Call list**.

2. Select a number.

3. Press 📞 or **Call** to dial. The number can be edited before the call is started. Press **More** and select **Edit number**.

6.3.5 Dial Last Called Number with Headset Button

If a headset is used, the headset button can be used to dial the last called number. However, the headset must have been configured via the WinPDM/Device Manager to allow this.

6.3.6 Dial the Sender of a Message

You can call the sender of a message stored in the message list, from the **Messaging** menu.

1. Open the menu by pressing the soft key **Menu**.

2. Select **Messaging → Inbox**.

3. Select the message from the list.

4. Press **View → More**.

5. Select **Call sender**.

6.3.7 Dial a Number from Contacts

1. Open the menu by pressing the soft key **Menu**.

2. Select **Contacts → Call contact**.

3. Select contact from list, or search name/number by entering characters in the **Search** field.

4. Press 📞 or the **Call** Soft key to make the call.

6.3.8   Dial a Name from the Central Phonebook

1. Press the **Menu** Soft key.

2. Select **Contacts → Central phonebook**.

3. Optionally, change the selected directory.

4. Select **Search by name**.

5. Enter the first name, last name, or both.

The whole name does not have to be entered (it may depend on system settings). Central Phonebook search is case sensitive (it may depend on system settings).

✳When searching for a contact, adding and editing a contact, the input language can be changed temporarily by long pressing . This can be used to access characters in a foreign language temporarily.

6. Press **Search**. The search result is displayed. If the number of matching entries is more than 25, press the More search results item to display more contacts.

7. Press 📞 or the **Call** soft key to make the call.

6.3.9   Dial a Number from the Company Phonebook

1. Press the **Menu** Soft key.

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 contact from list, or search name/number by entering characters in the "Search" field.

5. Press 📞 or the **Call** soft key to make the call.

6.4   During a Call

Some of these functions are system dependent. The parameters are set up in the WinPDM/Device Manager, refer to the Configuration Manual, Mitel 5617/5619 DECT Handset and the Installation and Operation Manual, Portable Device Manager (WinPDM), Windows Version,

TD 92325EN.

When calling from a locked handset, there are limitations to what items in the In Call menu are visible. However, the entire menu is accessible when calling from a handset with locked keypad.

6.4.1 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 stores and keeps the new volume level. The navigation key can also be used to adjust the volume (press up or down on the navigation key).

6.4.2 Open Contacts during the Call

1. Press the **More** Soft key during the call.
2. Select **Contacts**.
3. Press **Select**.
4. Select **Call contact** for searching a local or company phonebook contact or select **Central phonebook** for searching a central phonebook contact.
5. Press **Select**.
6. Select or search contact. The selected contact can be called by pressing **Call**. When calling the contact, the first call is put on hold. See also 5.4.7 Start a New Call during Conversation, page 31.

6.4.3 Open Messaging Menu during a Call

The Messaging menu can be accessed during an ongoing call by pressing the soft key **More**.

1. Press the soft key **More** during the call.
2. Select **Messaging**.

See 6 Messaging, page 36 for more information about messaging.

6.4.4 Turn the Microphone On or Off during a Call

1. Press the **More** soft key during the call.
2. Select **Microphone off**.
3.
   Press **Select**. The ⌀ icon indicates a silenced microphone. This means that the other part in an ongoing call cannot hear you.

To turn the microphone back on, do as follows:

1. Press the **More** Soft key during the call.
2. Select **Microphone on**.
3. Press **Select**.

The microphone can be turned on and off by long pressing ♯⌀ or short pressing the Mute button. When long pressing ♯⌀ or pressing the mute button, a short beep is also heard indicating that the microphone is turned on or off. When pressing the mute button in a PTT call, no beep is heard.

6.4.5   Lock and Unlock the Keypad during a Call

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

6.4.5.1   Lock keypad

1. ✳Long press
2. Press **Lock**.

6.4.5.2   Unlock keypad

1. ✳Press .
2. Press **Yes**.

When the keypad is locked, the volume buttons and the mute button can be pressed during the call. Depending on handset model, the Alarm button can also be pressed. For information about which functions are supported by existing handset models, see Functions and Accessories.

6.4.6   Audio Transfer

To transfer audio between the Bluetooth headset and the handset's earpiece.

This option is only visible if a Bluetooth connection is active.

1. Press the soft key **More** during the call.
2. Select **Audio transfer**.
3. Press **Select**.

6.4.7   Start a New Call during Conversation

This option is only visible if configured in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

1. Press the **More** Soft key during the call.
2. Select **New Call**.
3. Press **Select**.
4. ⬧▤Enter number, or press to access the phonebook.
5. Press 📞 .

6.4.8   Switch between Calls

Prerequisite, a new call has been started during conversation, see Start a New Call during Conversation.

This option is only visible if configured in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

1. Press the **More** Soft key.
2. Select **Switch**.
3. Press **Select**. This will switch between the calls.

6.4.9   End a Call

Prerequisite, a new call has been started during conversation, see Start a New Call during Conversation .

This option is only visible if configured in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

1. Press the **More** soft key during the call.
2. Select **End Call**.
3. Press **Select**. This will end the current call and the previous call is resumed.

6.4.10   Transfer a Call

Prerequisite, a new call has been started during conversation, see Start a New Call during Conversation.

This option is only visible if configured in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

When a caller has two ongoing calls, he/she can transfer the first call to the second call.

1. Press the **More** soft key.
2. Select **Transfer**.
3. Press **Select**. This connects the first call with the second call. Your call is automatically disconnected.

6.4.11   Transfer to New Call

An ongoing call can be transferred to a new number. When the new call is established, the caller that initiated the transfer will be disconnected.

This option is only visible when the parameters "New call" and "Transfer" are defined in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

1. Press the **More** soft key during the call.
2. Select **Transfer to new call**.

3. Press **Select**.

4. ➡️🔢 Enter number to the person the ongoing call shall be transferred to, or press to access the phonebook.

5. Press 📞 to transfer the call. Your call is disconnected automatically.

6.4.12   Conference Call

Prerequisite, a new call has been started during conversation, see Start a New Call during Conversation .

This option is only visible if configured in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

By initiating a conference call, a conversation can be made between several participants simultaneously.

1. Press the **More** soft key.
2. Select **Conference call**.
3. Press **Select**.

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

6.4.13   Call Back

When a call is made to a busy handset, it is possible to automatically call back when the busy handset is free.

This option is only visible if configured in the handset.

When a busy tone sounds, do as follows:

1. Press the **More** soft key during the call.
2. Select **Call back**.
3. Press **Select**.
4. Press ⏻ and wait until the handset alerts.
5. When the handset alerts, press 📞 and the call will automatically be started.

6.4.14   Send Call Waiting

This feature sends a notification tone to an engaged handset to announce to the engaged party that another caller is trying to reach them. To notify an engaged party:

1. Press the **More** soft key.
2. Select **Call waiting**.

3. Press **Select**. The other part will get a Call waiting signal.

When the line is free it will automatically call the number again. This is system dependent.

The "Call waiting" function is only visible if an administrator has activated it in the handset. For more information, refer to the Configuration Manual, Mitel 5617/5619 DECT Handset.

6.4.15   Answering Call Waiting

Depending on system setup and configuration, this feature might be handled in one of two different ways:

6.4.15.1   Method 1

During an ongoing conversation and a short tone for another incoming call appears, do as follows:

1. Press the soft key **More** during the call.
2. Select **Answer Call waiting**.
3. Press **Select**. The new call is now connected, and the first call is on hold.

When the line is free, the call on hold will automatically be dialled again. This is a system dependent feature.

6.4.15.2   Method 2

If a second caller calls during a phone call, the handset will beep and display the text Internal call for internal callers and External call for external callers. The handset will also show the name or phone number of the second caller. To answer the second caller:

1. Press the soft key **Accept**. The text **Switch** briefly appears on screen, and the handset transfers to the second call. The first call is put on hold.
2. When finished speaking with the first caller, select the **More** soft key.
3. Select **End Call**. The second call is closed and the first call is retrieved.

A second call can be rejected by pressing the **Decline** soft key. The second caller will hear an engaged tone, and the call will be logged as a missed call in the handset.

6.4.16   DTMF

This option is only visible if configured in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

Some systems and PBXs require that the handset sends Dual Tone Multi Frequency (DTMF) when pressing the keys. DTMF can be enabled as follows:

1. Press the soft key **More** during the call.

2. Select **DTMF**.

3. Press **Select**. This will enable the use of DTMF signals.

The handset can also be configured to send DTMF when pressing ⏻ and pressing releasing the Mute button. Refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

6.4.17   DECT Info

DECT info is an advanced function intended for an administrator using the handset to measure RF link and system parameters as part of a troubleshooting or site surveying procedure. This option is only visible if the Admin menu is activated as described in section Admin Menu.

For more information, refer to the Configuration Manual, Mitel 5617/5619 DECT Handset.

6.4.18   Send Data

User entered data can be sent from the handset by pressing a pre-programmed hot key or soft key or selecting a Service. Sent data can be used to initiate actions such as opening a door or starting and stopping a machine. The data can either be predefined, entered after the hot key or soft key is pressed, or send when the relevant service is selected.

6.4.19   Loudspeaking Function

There are five options to activate the loudspeaking function:

- Press a Multifunction button, Navigation key, Hot key or Soft key defined as shortcut to a **Phone call** ◀ function. When pressing the key/button, a predefined number is called, see Shortcuts.
- When receiving a call, press the ◀ soft key. The Soft key might have another/no function depending on its configuration of the In call function in WinPDM/Device Manager.
- During a call, press the ◀ soft key. The Soft key might have another/no function depending on its configuration of the In call function in WinPDM/Device Manager.
- During a call, put the handset in a charger. Requires that Loudspeaking is chosen in the In Charger menu.
- This function can also be activated by selecting another answering method, that is, "Automatically" and/or "Loudspeaking". See Answering.

6.4.20   Call Diversion

All calls, internal calls, external calls, calls when busy, or calls at no answer can be diverted to another handset number. The diversion is made via the Calls menu → Call services → Divert calls. See Divert Calls .

In addition, an absence reason (for example "Lunch", "Meeting", "Trip" etc.) can also be set, The absence reason is set via the Calls menu → Call services → Absence. See Call Services.

PBX settings for the call diversion must be set in order to show the Divert calls menu in the handset. Refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

If both diversion and absence reason are set, the absence reason is used.

Multifunction buttons, Soft key or Hot key can be pre-programmed with a shortcut to the diversion function or the absence reason/menu. See Shortcuts.

6.4.21   Emergency Calls

If configured in the WinPDM/Device Manager, any one of up to five emergency numbers can be called. An emergency number can be called even if the handset or keypad has been locked. For additional information, see sections Keypad Lock Settings and Phone Lock Settings.

Messaging 7

This chapter contains the following sections:

7.1   Mini Messaging

The support for this feature is dependent on handset model. For more information, see Functions and Accessories.

Depending on handset model, it can receive text messages with a maximum of 12 characters. When a text message is received, the message alert signal sounds. The message is displayed in a dialog window.

If the received message contains more than 12 characters, the remaining characters are discarded. Only the last received message is displayed. For example, a first message is received and displayed in the dialog window. Another message is received and will be displayed instead of the prior message, which will be discarded.

Press **Close** when the message has been read. It is not possible to reply to a message or create and send a new message. The messages are not stored in the handset.

7.2   Message List

The thirty last received messages are stored in a list. The message list is located in the Messaging menu "Inbox". Time and date information is included in the message.

If a message is received when the inbox already contains thirty messages, the message in the inbox with the oldest time and date is automatically replaced by the newly received message.

7.3 Receive a Message

When a text message is received, the message alert signal sounds. Depending on the model of the handset, the color of the message can be indicated by the multicolor LED beacon. If no color is defined in the message, the LED beacon will flash white.

Prio 1 (crisis) messages always override any system indication and are accompanied with:

- Red frame around the alert, see Colored Messaging.
- Flashing LED beacon alternating between the category color and the reinforcement color with the specified flashing frequency.

  This is done according to the following pattern as long as the message is not read: Category color – Pause – Red color – Pause (repeat)
- Icon.
- Siren.
- Vibration.

  Prio 1 messages will be indicated with a red LED color even if no color is defined in the message. For handset models not supporting multicolor LED, all received messages will be indicated with a green LED color.

  For more information about which models support multicolor LED, see Functions and Accessories.

  LED indication for non-crisis (2-9 priority) messages lasts 10 seconds.

  The siren indicating priority 1 alerts will break-through **Vibrating alert On if silent** and **Silent** mode.

  The **New message** icon, and the content of the received message are automatically displayed. The icon remains in the display until all new messages are opened. If the message is received during a call a beep notifies the user.

  If the phone is locked with a PIN, the user must unlock the phone to access a received message.

  Using the handset soft keys and menu selections, a received message can be replied to or forwarded to another party. The sender of the message can be called and a call number can be included in the message text.

  While reading a received message, the user can return to the Inbox, review the current inbox content and then return to the message being read.

  A received message can be read later by selecting **Close**. A received message is stored in the Inbox.

7.3.1 Read a Stored Message

1. In the **Messaging** menu, select **Inbox**.
2. Select stored message from the list.
3. Press **View** to read the message.

7.3.2   Reply to the Message

To reply when receiving a message, do as follows:

1. Press **Reply**.

2. Enter message.

3. Press **Send**.

4. If needed, edit the number to the receiver.

5. Press **Send**.

7.3.3   Delete the Message

1. In the **Messaging** menu, select **Inbox**.

2. Select the message to delete.

3. Press **More**.

4. Select **Delete**.

5. Press **Yes** for confirmation. The message is deleted. To delete all messages in the list, select **Delete all** and press **Yes** for confirmation.

7.3.4   Forward the Message

1. In the **Messaging** menu, select **Inbox**.

2. Select the message and press **View** to open it.

3. Press **More → Forward**.

4. If needed, write an additional text.

5. Press **Send**.

6. Enter the number to the receiver or press the middle soft key to open the phonebook.

7. Press **Send** to forward the message.

7.3.5   Call the Sender of the Message

1. In the **Messaging** menu, select **Inbox**.

2. Select message.

3. Press **More**.

4. Select **Call sender**.

7.3.6   Call a Number Included in a Message

If the sender has written a number in the message, the number can be called without dialling. This option is only visible if the number consists of minimum three digits.

1. Select **View**.
2. Do one of the following:

   • − Press More and select Call no. in text.
   • − Press 📞 .
3. If the message contains several numbers, select the number to be called from the list.
4. Press **Call** or 📞 .

7.3.7   Save Number

1. In the **Messaging** menu, select **Inbox**.
2. Select message.
3. Select **View**.
4. Press **More**.
5. Select **Save number**.
6. Select **Work number**, **Mobile number**, or **Other number**.
7. Add name and press **OK**.
8. Press **Save**. The number is saved in the contact list.

7.3.8   Message Templates

Predefined messages contained in message templates can be used in a number of different situations to quickly construct a message rather than having to construct the message completely from scratch.

Up to five predefined messages can be configured for the handset in the WinPDM/Device Manager. This lets the user select and send a message appropriate to the current situation, such as "I am in a meeting" or "I am in the operating theatre".

How to use the WinPDM/Device Manager to create store predefined messages the handset is described in the Message Templates section of the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

Before a message is sent, the user may edit, add, or remove text from the message. For example, the message "I am in a meeting" could be appended with " - please call back after 1500".

The message template function can be used in the following contexts:

• When a call is received that the user wishes to decline, but still acknowledge with a message, without having to type a completely new message. See Decline a Call with a Predefined Message.
• When a text message is received that the user wishes to answer with a text message without having to type a completely new message. See Answering a Text Message with a Predefined Message.
• When the user is writing a message using the handset Messaging function without having to type a completely new message. See Write and Send a Message.

7.3.8.1 The Templates Menu

To access a template and use it in one of the ways described above, perform the following steps:

1. Open the **Templates** menu as described in the context in which the template is being used.
2. Select the required message from the **Templates** menu.
3. To edit the message, use the handset navigation key to move to different parts of the message, the handset key pad to add additional text, and the **Clear** soft key to delete unwanted text.

7.3.9 Write and Send a Message

A message can be constructed from scratch, or from a predefined template that can be used as it is or edited. The maximum message length is normally 160 characters but may be less depending on the character set used.

The first character entered is always upper-case, followed by lower-case character. However, this may be overridden by pressing the * -key before entering the character.

When pressing a key, the first available character for that key is displayed, see Alphanumeric Keys, . To enter the other characters supported by the key, press the key until that character appears in the display.

The keys 0-9, * or # can be used. Keys 0 and 1 contains special characters, see Alphanumeric Keys to see all characters.

For example, to enter the character E, press key 3 twice. "E" appears in the display and is selected after a timeout or when another key is pressed.

⁂Tip: If the system supports UTF-8 character encoding, the input language can be changed temporarily by long pressing . This can be used to temporarily access characters in a foreign language

To delete a character, press **Clear**.

To construct and send a message, perform the following steps:

1. Enter **Messaging** menu, see Messaging.
2. Select **Write new message**.
3. Write the message from scratch or select a message template by pressing the **More** soft key and, if required, edit the message as described in *The Templates Menu* .

The **More** key is not displayed if no message templates have been defined.

1. When the message is complete, press **Send**.
2. Enter the call number.
3. Press **Send** to send the message.

7.3.10   Open a Sent Message

1. In the **Messaging** menu, select **Sent**.

2. Select message.

3. Press **View** to read the message.

7.3.11   Send to Another Destination

1. In the **Messaging** menu, select **Inbox** or **Sent**.

2. Select message.

3. Press **More**.

4. Select **Forward**.

5. Press **Send**.

6. Enter the number.

7. Press **Send**.

7.3.12   Review the Content of the Inbox while Reading a Message

To review the content of the inbox while reading a received message, perform the following steps:

1. Press the **More** soft key.

2. From the pop-up menu, select **Inbox**. The message summaries contained in the inbox are displayed.

3. To return to the message previously being read, press the **Back** soft key.

7.4   Receive a Message with Request for Answer

In the status bar, a message with request for answer is indicated the same way as an ordinary message, see Receive a Message.

In the message list, the message with request for answer is indicated by the icon .

7.4.1   Accept or Reject the Message

Press the soft key **Accept** or **Reject**.

When an acknowledged message has been replied to, the icon is shown in the message list. The text **Accepted** or **Rejected** as well as time and date are also added to the acknowledged message.

The option **Delete** is not available for a message with request for answer. An unacknowledged message can only be deleted from the message list.

7.5   Message Queuing and Message Priority

To notify about new incoming messages, all incoming messages are placed in a message queue. The sorting order for the message queue depends on the system settings. By default, the messages are sorted according to the message priority, and thereafter according to arrival time.

The messages in the message queue are automatically displayed for 20 seconds until all messages are displayed. You can extend the time to display a message by pressing any button. You can also close a message to immediately see the next message in the message queue.

The messages that you do not close are placed last in the message queue and remain in the message queue until you close them. They are shown as unread in the message list and are not shown as read until you have closed them.

For information on how to set the parameters, refer to the Configuration Manual, Mitel 5617/5619 DECT Handset.

7.6   Message Priority and Call Priority

This feature requires settings in the WinPDM/Device Manager, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

On incoming calls, the call information dialog is always visible in front of a message by default. The default can be overridden so that messages with a certain priority can be displayed without being interrupted by the call. By setting a call priority, the handset compares the call priority with the message priority to determine which information is to be displayed, that is, the call information dialogue or the message. If the message priority and the call priority are equal, the message is displayed.

7.7   Message Indication Repetition

The handset can be configured to repeat LED and the audio signal (alert) notifying the user about the received message. Message indication is repeated every seven seconds until the user reads the message or turns the sound off. For the appropriate message settings, please refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

Certain system-defined properties can be assigned to a message to give it a high priority for example, an alarm priority message. Alert repetitions start automatically when a high-priority message is received. Such messages do not need to be explicitly configured to trigger alert repeats. A high-priority alert is repeated every 10 seconds for a maximum of 5 minutes and then the alert stops. Alerts continue to be repeated until the user presses the hook-on, mute button or soft key for accessing the message.
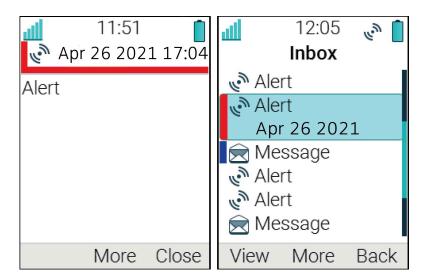
Message indication repeat is a system dependent feature that cannot be activated from the handset.

7.8   Colored Messaging

The support for this feature is dependent on handset model. For more information, see Functions and Accessories on page 3 .
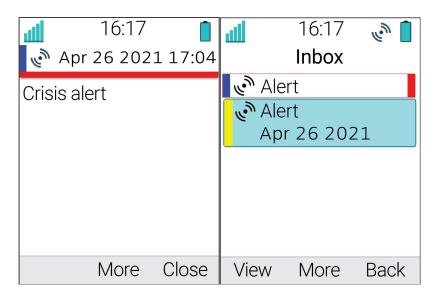
Colored messages can be sent to handsets. The sender of a message, that is, an application, determines the color of the message. Colored messaging can be useful for categorizing messages. In Figure 5, there are two colored messages, in the message inbox (right in the figure). The messages are marked with a color bar to the left of the message icon. In addition, a color bar is shown below the message icon after opening it (left in the figure).

Figure 5. An example of a colored message

Messages of highest priority (crisis) are emphasized by red color elements. In Figure 6, the first message is marked with a red frame and a red box to the right of the subject in the inbox (right in the figure). When opened, the red horizontal bar below the date stamp indicates the high priority of the message (left in the figure). The category color is displayed to the left of the message icon in both the inbox and opened messages.

Figure 6. An example of a colored crisis message

To enable colored messaging, refer to the corresponding manual for the application used. In addition, colored labels can be mapped to message beep codes. For more information refer to the *Configuration Manual, Unite Connectivity Manager TD 92735EN*.

7.9   Decline a Call with a Predefined Message

A call may be declined with a predefined message by the called party provided that both parties are connected via a DECT system. To decline a call with a predefined message when the handset rings, perform the following steps:

1. In response to the Reply with a message template? prompt, press the **Yes** soft key to send a message to the caller. A list of predefined messages is displayed in the **Templates** menu.
2. Select, and if required, edit the message as described in Templates Menu.
3. Click the soft key **Send**. The calling party number is displayed in the handset display.
4. Click the soft key **Send**. A Message sent confirmation is displayed and the message is sent to the caller.

7.10   Answering a Text Message with a Predefined Message

To respond to an incoming text message with a predefined message, perform the following steps:

1. Press the soft key **Reply**
2. Press the **More** soft key. The **Templates** option is displayed.
3. Press the soft key **Select**. A list of predefined message templates is displayed.
4. Navigate to the required message template and press the Select soft key. If required, edit the message as described in Templates Menu.
5. Press the soft key **Send**. The message sender's number is displayed in the handset display.
6. Press the soft key **Send**. A Message sent confirmation is displayed and the message is sent to the message sender.

7.11   Calling while Reading a Text Message

A user can make a call while reading a text message to review and discuss the message with the called party. The called party may be either:

- The message sender, that is, the same party that sent the text message.
- A different party.

  The user can activate the loudspeaker function during the call to make it easier to read the received text message while talking to the called party.

7.11.1   Calling the Message Sender

To call the message sender while reading and reviewing a received text message, perform the following steps:

1. Receive the text message and call the message sender as described in Call Sender.
2. Wait for the called party to reply. The message is replaced by the ongoing call details. The user may now do one of the following:

   - − Continue with the call without referring back to the received message.
   - − Redisplay the message and continue the call to further review and discuss the message. See Redisplay the Message and Continue with the Call.
   - − Redisplay the message and terminate the call. See Redisplay the Message and Terminate the Call .

7.11.2   Calling a Different Party

To call another party to read and review a received text message, perform the following steps:

1. Open the message as described in Messaging and press the **More** soft key.
2. From the pop-up menu, navigate to the **Call** menu item and press the **Select** soft key. The pre-dial screen is displayed. Enter the number of the party to be called or select a number from the handset call list or local or central phone books.
3. Press the **Call** soft key and wait for the called party to reply. The message is replaced by the ongoing call detail. The user may now:

   - − Continue with the call without referring back to the received message.
   - − Redisplay the message and continue the call to further review and discuss the message. See Redisplay the Message and Continue with the Call.
   - − Redisplay the message and terminate the call. See Redisplay the Message and Terminate the Call .

7.11.2.1 Redisplay the Message and Continue with the Call

1. To redisplay the message while the call is ongoing, select the **More** soft key.

2. From the pop-up menu, select **Messaging**.

3. From the Messaging menu, select **Inbox**. The received message summary is displayed.

4. Press the **View** soft key to display the message in full. If required, use the four-way navigation key to scroll up and down a long text message to reveal the content while reviewing and discussing the message with the called party.

7.11.2.2 Redisplay the Message and Terminate the Call

Press �she . The call is terminated and the ongoing call summary details are replaced by the redisplayed text message.

7.12 Mobile Data

The support for this system dependent feature is dependent on handset model. For more information, see Functions and Accessories.

7.12.1 Send Mobile Data

User entered data can be sent from the handset by pressing a pre-programmed Hot key or Soft key, or selecting a Service. Mobile data can be used for opening a door, starting/stopping a machine etc. The data can either be predefined, or entered after the Hot key/Soft key is pressed or Service is selected.

The data can be predefined when programming the Soft/Hot key or Service, see Define Soft Keys , Define Hot Keys and Add Services.

7.12.1.1 Send Mobile Data with a Prefix

Mobile data with a prefix is sent from the handset by entering data and then pressing a pre-programmed Hot key or Soft key or select a Service. Mobile data with prefix can be used to send information to an application in the system.

The prefix is predefined by the user when programming the Hot/Soft key or Service, see Define Soft Keys on page 77 and Define Hot Keys.

7.13 Voicemail

This feature is only available if configured in the system.

7.13.1   Receive a Voicemail

When receiving a voicemail, the content of the voicemail notification is displayed automatically on the screen and is also indicated by the **Voicemail message** icon in the status bar.

If the content of the notification is displayed, press **Call** to dial the voicemail. If **Close** is selected, the voicemail can be dialled by a long press on digit key 1 in standby mode, or from the Inbox menu.

Information is stored in the **Messaging** inbox (see Messaging) until all voicemail messages have been listened to.

7.13.2   Check the Voicemail Inbox

The voicemail is indicated by a **Voicemail message** icon in the front of the voicemail message and is also displayed first in the inbox list.

1. Enter **Messaging** menu and select **Inbox**.
2. Select the voicemail message.
3. Press **View**.
4. Press **Call**.

Voicemail is displayed with one entry in the message list regardless of the number of voicemail received.

7.13.3   One Key Voicemail Access

A long press on digit key **1** in idle mode calls the voicemail. If the extension number is not available, a dialog window Voicemail number not defined is displayed.

Some systems require that the mailbox extension number is downloaded to the handset, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

Alarm Operation 8

This chapter contains the following sections:

- Table 2 Alarm sound pressure levels
- Push-Button Alarm
- Man-Down and No-Movement Alarm
- Pull-Cord Alarm
- Acoustic Location Signal
- Alarm with Location Information
- Automatic Call after Alarm

> **Note**:
> Applicable to the Mitel 5619 DECT Handset only.

If a shared phone is used, it must be logged in to the system to be able to send alarm. See Log a Shared Phone On and Off on page 31.

Recognition of alerts, warnings, and conversation messages can be impeded if the volume of the sounds used to indicate alerts, warnings, and conversation messages is lower than the ambient sound levels.

Table 2 Alarm sound pressure levels shows the sound pressure levels for the alarms, measured according to IEC 60601-1-8.

8.1 Table 2 Alarm sound pressure levels

	Medium priority alarm (1 beep)	High priority alarm (siren)
Minimum	44 dB	46 dB
Maximum	80 dB	81 dB

8.2 Push-Button Alarm

The push-button can be defined to send an alarm by a long press and by multiple press. By default, long press is defined for test alarm and multiple press is defined for personal alarm.

When the alarm is triggered and depending on set parameters:

- a beep is heard
- the white LED flashes twice
- the vibrator stirs
- the handset receives a notification that the alarm has been received by the system. This is a system dependent feature.
- if configured, the ALS (see Acoustic Location Signal) is activated after the alarm has been sent, or a call is established to a predefined number (see Automatic Call after Alarm) NOTE: If the parameter "Silent alarm" is set, no ALS is triggered and no indication of an alarm has been sent by the handset or received by the system is shown.
- information about the handset's location is sent along with the alarm, see Alarm with Location .

It is always possible to trigger the alarm when speaking, editing settings, or while the handset is locked.

8.2.1 Test Alarm

Press and hold the push-button until a dialog window Test Alarm (default) is displayed.

8.2.2 Personal Alarm

Press the push-button twice or more, the dialog window Personal Alarm (default) is displayed.

8.2.3 Silent Alarm

The silent alarm is intended for potentially hazardous environments and for situations where users do not want people nearby to know that an alarm has been triggered, in order to not escalate the situation. Silent alarms are not accompanied by signals or other indications, giving the possibility to send an alarm unnoticed.

8.3 Man-Down and No-Movement Alarm

Man-down alarm: If the handset is tilted (by default 45°) from a vertical position for a predefined period of time (by default 7 seconds), the Man-down alarm is triggered. The accuracy of the tilt is + or - 10 degrees.

No-movement alarm: If no movement is detected during a preset time (by default 30 seconds), the No-movement alarm is triggered.

All the default values to trigger the alarms can be changed by an administrator in the WinPDM/ Device manager. Refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

When an alarm is triggered, the following occurs:

- A *Man-down warning. Cancel?* or *No- movement warning. Cancel?* dialog window is shown in the display, and a warning tone is also signalling during a period (default 7 seconds) before the alarm is sent.

- To prevent the alarm from being sent and silencing the warning tone, do one of the following:

  - − Press any key/button. The alarm is reset.
  - − Put the handset in a vertical position if the "*Reset the man-down warning automatically*" parameter is enabled by the Administrator.
  - − Put the handset in a charger. The alarm is temporarily disabled indicated by that the corresponding alarm icon is hidden. The alarm is enabled when removing it from the charger.
  - − Press A *Delay MD/NM detection?* dialog window appears. Disable the alarm temporarily for a specified time by pressing "*Yes*". When the alarm is temporarily disabled, the corresponding alarm icon flashes.

  It requires that the feature is enabled by an administrator in the WinPDM/Device manager, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.
- If no key/button is pressed during the warning tone, the alarm is sent. Depending on set parameters, a beep/vibrator/LED signal confirms that the alarm has been sent.
- An acoustic location signal (ALS) may be activated after the alarm has been sent, or a call may be established to a predefined number. See Acoustic Location Signal or Automatic Call After Alarm .
- Information about the handset's location may be sent along with the alarm, see Alarm with Location.

  The Man-down alarm and No-movement alarm can temporarily be disabled during calls to avoid sending false alarms when the user tilts the handset or does not move during the call. If the Man-down alarm and No-movement alarm are disabled during calls, the corresponding icons are not displayed. Refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

8.4 Pull-Cord Alarm

If needed, remove the pull-cord cover from the handset using a flat screwdriver before attaching the cord. The cord must be attached more than 5 seconds before pulling it off the handset. If not, the alarm is not triggered.

Make sure that the clip of the pull-cord is safely attached to the clothes.

When the alarm has been enabled but the cord is not attached to the handset, the Pull-cord alarm symbol flashes to indicate that the cord must be attached to the handset. Also, if set by an administrator, a sound signal is heard if the user does not react to the flashing icon.

When the Pull-cord alarm is triggered by pulling out the cord, depending on set parameters, the following occurs:

- A beep is heard.
- The white LED flashes twice.
- The Pull-cord alarm symbol flashes.
- The vibrator stirs.
- The handset receives a notification that the alarm has been received by the system. This is a system dependent feature.
- An acoustic location signal (ALS) may be activated after the alarm has been sent, or a call may be established to a predefined number. See Acoustic Location Signal or Automatic Call after Alarm on page 61.
- Information about the handset's location is sent along with an alarm, see Alarm with Location Information on page 61.

- A sound signal alerts the user to re-attach the cord.

8.5   Acoustic Location Signal

An alarm can be followed by an Acoustic Location Signal (ALS). The ALS is a ramped up signal from the handset that sounds for a predefined period of time. The signal is silenced by pressing the Mute button on the handset.

Depending on the PDM/Device Manager settings, it is possible to make the user enter a password when turning the ALS off. The password is the same as the phone lock password.

ALS is configurable for Man-down & No-movement alarm, Push-button alarm and Pull-cord alarm. Refer to the Configuration Manual, Mitel 5617/5619 DECT Handset.

The ALS is not triggered if automatic call after alarm is active. However, if a call, for example an automatic call after alarm, is already established during ALS, ALS will be silenced during this call.

8.6   Alarm with Location Information

Information about the handset's location can be sent along with an alarm. The location can be added as follows:

- Manually by the user, see Alarm with Data.
- An approximate location given by the closest Base Station, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.
- A precise location given by DECT location devices or LF location devices, refer to *Configuration Manual, Mitel 5617/5619 DECT Handset*.
- A precise location given by IR location devices, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.
- A precise location given by BLE location devices, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

8.6.1   Alarm with Data

The data must manually be defined and stored by the user. To use the function, one Soft/Hot key/ Navigation key in the handset must be defined as a shortcut to the menu **Edit alarm data**, see Shortcuts . The stored data is added to all types of alarm at transmission.

8.7   Automatic Call after Alarm

A handset can be setup to call a predefined number after an alarm has been sent. The number can also be dialled without sending an alarm by pressing a push-button that is not configured with alarm functionality.

Depending on the settings, the call can be established in the following modes:

- Normal
- Loudspeaker
- Monitoring

For more information, refer to the Configuration Manual, Mitel 5617/5619 DECT Handset.

Menu Operation 9

This chapter contains the following sections:

- Connections
- Calls
- Shortcuts
- Services
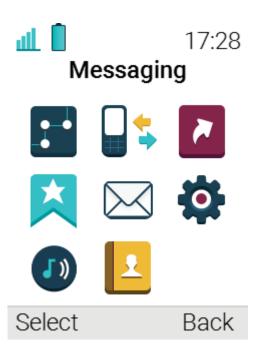- Messaging
- Profiles
- Contacts
- Settings

Figure 5: Figure 7. Main Menu in the Mitel 5617 DECT Handset

9.1 Connections

1. Enter the menu by pressing the **Menu** Soft key.
2. Select in the menu, and press the Soft key **Select**.

9.1.1 Bluetooth

9.1.1.1 Enable Bluetooth Connection

1. Select **Bluetooth**.

2. Select **Enable**. A Bluetooth connection icon ✳ is displayed in the header bar.

9.1.1.2 Disable Bluetooth Connection

1. Select **Bluetooth**.

2. Select **Disable**.

9.1.1.3 Pair/Connect Bluetooth Headset

In order to use a Bluetooth headset, it must first be paired with the handset. It is only needed to pair the Bluetooth headset once.

1. Set the Bluetooth headset in pairing mode, refer to the user manual for the Bluetooth headset.

2. Enable Bluetooth, see Enable Bluetooth Connection.

3. Select **Bluetooth**.

4. Select **Headset**.

5. Select **Add new**. An information text Put headset in Pairing mode is displayed.

6. Press **OK**. It now searches for a Bluetooth headset for connection.

7. When headset is found, press **Pair**.

8. If needed, enter PIN code. Refer to the user manual for the Bluetooth headset.

9. Press **OK**.

The dialog Pairing successful appears if the pairing process was successful. The Bluetooth headset is also connected, which is indicated by a colored square ▪ in front of the headset.

The headset button can be configured with a specific function, such as post-dial, dial last called number, or dial a predefined number. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

A paired Bluetooth headset is automatically connected, which is indicated by a colored square ▪ in front of the headset.

If the connection with a headset is lost it will try to reconnect. The pause between attempts starts from 1 second then it increases after each failed attempt by 1 second. After 10 minutes approximately the pause between attempts reaches 30 seconds and is not increased anymore.

If a connection is not restored during 2 hours the Bluetooth handset stops the reconnecting process.

9.1.2   Headset

In order to achieve optimal audio quality with the different headset types, it is recommended to select the corresponding headset profile.

The default setting is microphone on a boom, that is, the audio is optimized for using a headset with microphone on a boom. The headset profile can be changed in the menu by doing the following:

1. Select **Headset**.
2. Select the corresponding headset profile from list, that is Mic on boom, Mic on cable, or Customized headset profile1.
3. Press **Select**.

9.1.3   System

The handset can subscribe up to eight different systems.

9.1.3.1   Change System

Select **Automatic** or a specific system. If the handset is set to **Automatic** it selects a system according to the priority list, see Priority.

9.1.3.2   Subscribe Handset in IP-DECT System using Easy Registration

A handset can subscribe to an IP-DECT system automatically if the following are fulfilled:

• The IP-DECT system is configured for Easy Registration. Refer to the corresponding Installation and Operation manual for the IP-DECT system.
• The handset's IPEI is registered in the IP-DECT system. Refer to the corresponding Installation and Operation manual for the IP-DECT system.
• The handset is not subscribed to any system.

1. If needed, switch off the handset by pressing
2. Switch on the handset by pressing
3. Select language to be used or press **Cancel**. If Cancel is pressed, the default language (English) will be used.
4. The handset starts to search for IP-DECT systems and will subscribe to the system when it is found.
5. Customized headset profile is only visible if the headset profile has been configured in WinPDM/ Device Manager.

If no system is found within 2 minutes or if **Cancel** is pressed, the handset returns to the System menu. Continue with Subscribe Handset in DECT System Manually for more information.

9.1.3.3   Subscribe Handset in DECT System Manually

To subscribe an DECT system manually, the "Park:" (Portable Access Right Key) and "Ac:" (Authentication code) related to the system are needed. Contact the system administrator for more information. If the handset shall subscribe additional system, it must also be added manually.

The PARK code may not be needed if there is no alien DECT system within the coverage area.

The IPEI code is a unique code which has been assigned to the handset, see also Admin Menu.

1. In the **Connections** menu, select **System**.
2. Select **Subscribe**.
3. Press **Next**.
4. Enter System name (optional). If no system name is entered, the default name will be used. That is System A, System B etc. depending on which system name that is free.
5. Press **Next**.
6. Enter PARK code (max. 31 digits). The PARK code may not be needed if there is no alien DECT system within the coverage area.
7. Enter AC code. The AC code length must be between 4 - 8 digits.
8. Press **Next**.
9. An information text Protection on? is displayed. Select **Yes** if the new system needs to be protected.

   - A protected subscription cannot be deleted from the System menu.
   - A protected system cannot be unsubscribed via the System menu. The unsubscribtion must be made via the Admin menu or the DECT system.
10. Press **OK**. A searching mode starts.

9.1.3.4   Unsubscribe System

1. In the **Connections** menu, select **System**.
2. Select **Unsubscribe**.
3. Select the system to unsubscribe in the list.
4. Press **Select**.
5. Press **Yes** to unsubscribe the system.

9.1.3.5   Rename System

The name of the system can be changed in the handset by performing these steps:

1. Select **Rename System**.
2. Select system to rename and press **Edit**.
3. In the **Name** field, enter new name.
4. Select **Save**.

9.1.3.6   Priority

The default order of priority is the order of entered subscriptions. This means that the first subscribed system has the highest priority. This list can be edited by the user. A system priority can be modified by moving it up or down in the list.

This is used in combination with system set to be **Automatic**, see Change System.

1. Select **Priority**.
2. Change the priority if needed by selecting **Up** or **Down**. The priority will be saved when **Back** is selected.

9.1.4   In Charger Action when in Call

The behavior of the handset placed in charger during a call can be set in one of the following ways:

1. Select **In charger**.
2. Select **Call behavior**.
3. Select one of the following:

   • − **No action** - no action is performed when handset is placed in charger during a call.
   • − **Loudspeaking** - The loudspeaker is activated when handset is placed in charger during a call.
   • − **End call** - The call is disconnected when handset is placed in charger.

9.1.5   In Charger Action when Not in Call

The behavior of the handset placed in charger when not in call can be set in one of the following ways:

1. Select **In charger**.
2. Select **Other actions**.
3. Select one of the following:

   • **No action** – No action is performed when the handset is not in a call and placed in a charger.
   • **Change profile** – When the handset is placed in the charger it changes profile. When the handset is removed from the charger, the profile is changed back.
   • Press **Edit** and select the wanted profile. By default only the profile **Normal** can be selected, but additional profiles are visible if they are configured. See Profiles.
   • **Switch off** – When the handset is placed in the charger it switches off. When the handset is switched off in the charger, the Owner ID of the handset is still displayed. This simplifies the identification of the handset when, for example, it is being charged with other handsets. When it is removed from the charger it switches on again.

If handset restrictions are enabled, the handset might not be switched off when placed in the charger.

   • **Sound off** – When the handset is placed in the charger it is muted. When it is removed from the charger it switches the sound on again.

If handset restrictions are enabled, the handset might not be silenced when placed in the charger.

- **Logout** – When the handset is placed in the charger it is logged off. Call list and message list are deleted when the handset is logged out. When it is removed from the charger, the user needs to log on again.

This feature is applicable in IP-DECT systems only. See also Log a Shared Phone On and Off on page 31 .

- **Message absence** – When an application or system sends a message to a handset, it receives an indication that the handset is absent. If a handset is absent, the application or system determines if the message is to be sent to the handset or not, or redirected to another handset.

If a message is sent from a handset, it does not receive an indication that the recipient is absent. This function must be programmed in the PBX to be able to redirect calls and messages.

Additional **In charger** actions to those listed above can also be configured. For additional information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*

9.2   Calls

1. Enter the menu by pressing the **Menu** soft key.
2. Select   in the menu.
3. Press **Select**.

9.2.1   Call List

The 50 last received, dialed or missed calls are stored in a call list. If a number occurs more than once, the last timestamp together with the total number of occurrences is shown.

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

The handset can also be prevented from storing calls in the call list. This can, for example, be used to ensure privacy for users sharing the same handset. This feature requires configuration in the handset via WinPDM/Device Manager.

Select **Call list** and press up and down on the navigation key to scroll in the list.

9.2.1.1   Dial number from Call list

1. Select number to call.
2. Press **Call** to dial.

9.2.1.2　　　View the Time of a Call

1. Press the **More** soft key.
2. Select **Time of call**. The time and date is displayed.

9.2.1.3　　　Edit Number from Call list

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

9.2.1.4　　　Save Number

1. Press the **More** soft key.
2. Select **Save number**.

9.2.1.5　　　Send Message

1. Press the **More** soft key.
2. Select **Send Message**.

9.2.1.6　　　Delete Entry from the Call list

1. Press the **More** soft key.
2. Select entry to delete.
3. Select **Delete**.
4. Select **Yes** to delete the entry from the list.

9.2.1.7　　　Delete all Entries from the Call list

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

9.2.2　　　Missed Calls

The dialog window that appears for a missed call can be turned off. The handset can also be prevented from storing calls in the call list. The latter feature can for example be used to ensure privacy for users

sharing the same handset. These features require configuration in the handset via WinPDM/Device Manager.

When a missed call dialog window is shown, the user can view the missed call(s) by pressing **Yes**. If the user presses **No**, the missed calls can be viewed as follows:

1. Enter the menu by pressing the **Menu** soft key.
2. Select in the menu and press the Select soft key.
3. Select **Missed calls**. To scroll in the list, press up and down on the navigation key.
4. To scroll in the list, press up and down on the navigation key.
5. Press the **Call** soft key to call back.

As in "Call list" there is a "More" soft key which can be used to view the time/date of the call, edit the received number, add to contacts, and delete received numbers. See Call List for information about the functionality in the **More** soft key.

If supported by the system, the number's contact name can be displayed in the list.

A missed call is indicated with a blinking LED (white color for the Mitel 5617 DECT Handset and the Mitel 5619 DECT Handset). The LED will keep blinking once every 30 seconds for a total period of 30 minutes.

9.2.3   Push to Talk

The support for this feature is dependent on the model of the handset. For more information, see Functions and Accessories.

The push-to-talk (PTT) function can be described as a group or conference call to a predefined group of members. If one of the group members wants to get in contact with the others, he or she presses and holds the PTT button to open the microphone.

By default, the Multifunction Button 1 can be used as the PTT button. The Multifunction Button 2, which is larger than the Multifunction Button 1, may also be configured to serve as the PTT button.

Some legacy systems/PBXs require that the handset sends a predefined DTMF tone when pressing/releasing the PTT button. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

To participate in the conference, the group members must first accept an invitation received as an incoming call or as a text message. See Accept an Invitation.

If a member declines an invitation, he or she can re-join the group or conference later on. See Re-join a Group on page 74 .

A user can also invite a group of members to participate in a conference call by calling a PTT group, see Call a PTT Group.

9.2.4   Accept an Invitation

9.2.4.1   Accept Invitation Received as Incoming Call (PTT Basic)

A PTT invitation received as an incoming call is indicated by the ![icon] icon. In the dialogue window, a message containing maximum 24 characters can also be shown. See Figure 8.
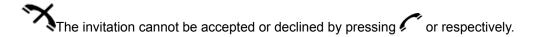

Figure 6: Figure 8. Incoming Invitation Received as a Call

1. Press **Accept** or ![phone icon] .
2. Default the handset starts in inverted mute and loudspeaking mode, but it can be configured differently in a PTT group.
3. Press and hold the PTT button to open the microphone for transmitting. The microphone is muted again when is released.
4. Multifunction button 2 may also be configured to act as the PTT button.

9.2.4.2   Invitation Received as Incoming Call during an Ongoing Call

If a user receives an invitation during an ongoing call, it is displayed as an ordinary invitation Figure 8. The user can either accept or decline the invitation by pressing **Accept** or **Decline**, respectively

![X icon]The invitation cannot be accepted or declined by pressing ![phone icon] or respectively.

If the user presses **Accept**, the ongoing call is disconnected and the PTT call is connected.

Alternatively, the ongoing call can also be disconnected and the PTT call connected if the following is fulfilled:

• The handset is configured to answer invitations automatically.

- The user does not respond to the invitation within 10 seconds.
- The invitation has higher priority than the ongoing call.

If the user declines the invitation, then the user can re-join the PTT later on, see Re-join a Group.

9.2.4.3   Accept Invitation Received as Message (PTT Advanced)

A PTT invitation received as a message is viewed the same way as an ordinary message. The message can contain up to 1000 characters. See Figure 9.
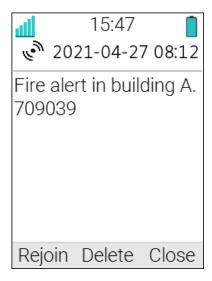

Figure 7: Figure 9. Incoming Invitation Received as a Message

1. Press **Accept**. The handset may accept the invitation automatically, start in inverted mute and loudspeaking mode, depending on the configuration of the received invitation. When the invitation is accepted, the following screen appears (see Figure 10). The invitation can now be deleted or closed

by clicking the soft key Delete or Close, respectively. The call is not disconnected by clicking these soft keys. The soft key **Call** is used for re- joining a group only, see Re-join a Group.

Figure 8: Figure 10. Accepted PTT Invitation

a.
Press and hold to open the microphone for transmitting. The microphone is muted again when is released.

b.
Multifunction button 2 may also be configured to act as the button.

9.2.4.4   Invitation Received as Message during an Ongoing Call

If a user receives an invitation during an ongoing call, the call is disconnected and the PTT call connected if the following conditions apply:

• The handset is configured to answer invitations automatically.
• The invitation is of higher priority than the call priority.
• The user does not reject the invitation within 10 seconds.

When the invitation is received, a warning signal notifies the user before disconnecting the current call in order to connect the PTT call.

Depending on the priority of the invitation, the ongoing call might be disconnected immediately or after 10 seconds.

If the user rejects the invitation, it can be re-joined later on, see Re-join a Group.

9.2.5   Decline a PTT Invitation

9.2.5.1 ✗Decline Invitation Received as Incoming Call

Press **Decline**, or to reject the invitation. The handset returns to the previously shown screen. See also Re-join a Group.

9.2.5.2 Decline Invitation Received as Message

Press **Reject** to reject the invitation. The handset returns to the previously shown screen. See also Re-join a Group on page 74 .

9.2.6 Call a PTT Group

This option is only visible when PTT groups are defined. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

1. Press **Menu**.

2. Select in the menu.

3. Select **PTT groups**.

4. Select PTT group.

5. Press **Call**, or press ✆.

Alternatively, when in idle mode, press PTT button or Mute button quickly, select PTT group, and then press ✆.

9.2.7 Re-join a Group

9.2.7.1 Re-join a Group from Call List

If a PTT invitation was received as a call and the user rejected or missed it, the PTT group can be dialed from the Call list or Missed calls, respectively. The PTT invitation is indicated by the icon in the list. See Call List or Missed Calls.

9.2.7.2 Re-join a Group from Messaging Inbox

If a PTT invitation was received as a text message and then rejected, the PTT group can be dialed by selecting the message indicated by the icon in the Messaging inbox, and then press the soft key Call. See Figure 10.

9.2.8 Call Services

These functions are system dependent. In addition to the default Call services functions, up to 10 additional system specific call services can be defined, with or without automatic disconnection. The parameters are set up in the WinPDM, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset* and the *Installation and Operation Manual, Portable Device Manager (WinPDM), Windows Version, TD 92325EN*.

9.2.8.1 Absence Handling

The reason for being absent and the return time or date can be specified here.

1. Select **Call services** in the menu.
2. Select **Absence**.
3. Select the applicable absence reason in the list. The number of absence reasons (for example "Lunch", "Meeting", "Trip" etc.) in the list are configured in the WinPDM.

The code is defined when configuring the absence reason in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

1. Press **Select**.
2. Enter time (HHMM) or date (MMDD) depending on the selected absence reason.
3. Press **OK**.

The handset sends an absence reason code to the system by establishing a call. The call will automatically be disconnected after a few seconds.

9.2.8.2 Deactivate the Absence Setting

1. Select **Call services** in the menu.
2. Select **Deactivate**.
3. Press **Select**.

9.2.8.3 Divert Calls

The user can divert calls to another extension by selecting **Divert calls**.

9.2.8.4 Divert Internal/External Calls

1. Select **Internal** and/or **External**.
2. Select **Activate**.
3. Enter number (maximum 24 digits) to divert to or press ✦ 🗎 to access the phonebook.
4. Press **OK**.

The handset sends an absence reason code to the system by establishing a call. The call will automatically be disconnected after a few seconds. The code is defined when configuring the diversion reason in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*

To stop diversion, select **Internal** → **Deactivate** or select **External** → **Deactivate**. In both cases, confirm by pressing **OK**.

9.2.8.5   Divert Calls if No Reply

1. Select **No reply**.
2. Select **Activate** .
3. Enter number (maximum 24 digits) to divert to, or press ✦⊟⊟ to access the phonebook.
4. Press **OK**.

The handset sends an absence reason code to the system by establishing a call. The call will automatically be disconnected after a few seconds. The code is defined when configuring the diversion reason in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*

To stop diversion, select **No reply** → **Deactivate** and confirm by pressing **OK**.

9.2.8.6   Divert Calls When Busy

1. Select When busy.
2. Select **Activate**.
3. Enter number (maximum 24 digits) to divert to or press ✦⊟⊟ to access the phonebook.
4. Press OK.

The handset sends an absence reason code to the system by establishing a call. The call will automatically be disconnected after a few seconds. The code is defined when configuring the diversion reason in the handset. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*

To stop diversion, select **When busy** → **Deactivate** and confirm by pressing **OK**.

9.3   Shortcuts

Predefined functions can be set as shortcuts for the Soft keys, Hot keys, Navigation keys and Multifunction buttons. For example, a soft key can be set to make a call, as a shortcut to send a message or to a menu.

If creating a shortcut to the Phone call function, a variable or character U in the Enter number field can be added that lets the user enter additional numerical characters before calling the number. See Procedure Call on page 98 for more information.

1. Enter the menu by pressing the **Menu Soft key**.

2.

Select ![icon] in the menu, and press the **Soft key Select**.

9.3.1 Define Keys

9.3.1.1 Define Soft Keys

1. Select **Soft keys**.

2. Select **Left**, **Middle**, or **Right**.

3. Press Select to enter a name for the Soft key.

4. Press **OK**.

5. Select **Function**, and press Select to select function for the Soft key.

6. Select function from list and press **Back**.

7. Select **Value** (only for some of the functions), and press **Select**. Enter a value for example a handset number. Press **Back**.

8. Select **Control question**, and press **Select**. It is off by default. Press **Back**.

9. Press **Save**.

9.3.1.2 Define Hot Keys

1. Select **Hot keys**.

2. Select **2** to **9**.

3. Select **Function**, and press **Select** to select function for the Hot key.

4. Select function from list and press **Back**.

5. Select **Value** (only for some of the functions), and press **Select**. Enter a value for example a handset number. Press **Back**.

6. Select **Control question**, and press **Select**. It is off by default.

7. Press **Save**.

9.3.1.3 Define Navigation Key

1. Select **Navigation keys**.

2. Select **Up**, **Down**, **Left**, or **Right**.

3. Select **Function**, and press Select to select function for the **Navigation** key.

4. Select function from list and press **Back**.

5. Select **Value** (only for some of the functions), and press Select. Enter a value for example a handset number. Press **Back**.

6. Select **Control question**, and press **Select**. It is turned off by default.

7. Press **Save**.

9.3.1.4   Define Multifunction Button 1

Multifunction button 1 can be defined with long press only.

   1. Select **Multifunc**. **button 1**.

   2. Select **Long press**.

   3. Select **Function**, and press **Select** to select function.

   4. Select function from list, and press **Select** and then press **Back**.

   5. Select **Control question**, and press **Select**. It is off by default.

   6. Press **Save**.

9.3.1.5   Define Multifunction Button 2

Multifunction button 2 can be defined with two different functions, a long press activates one function, and a double press activates another function.

   1. Select **Multifunc. button 2**.

   2. Select **Long press**, or **Multi press**.

   3. Select **Function**, and press **Select** to select function.

   4. Select function from list, and press **Select** and then press **Back**.

   5. Select **Control question**, and press **Select**. It is off by default.

   6. Press **Save**.

9.4   Services

The Services menu lets the user create a submenu of frequently used functions. For example, "Write new message", "Central phonebook", "Call contact", etc.

Tip: If configuring the Phone call function, a variable or character U in the Enter number field can be added that lets the user enter additional numerical characters before calling the number. See for more information.

   1. Enter the menu by pressing the **Menu Soft key**.

   2.
        Select in the menu, and press the Soft key **Select**.

9.4.1   Add Services

   1. Select **Add new** from the menu.

   2. Choose an appropriate name for the service and enter the name in the **Name** field.

   3. Press **OK**. The **Function** menu is displayed.

   4. To navigate to the required function, press up and down on the navigation key.

5. Press **Select**.

6. If necessary, enter values in the fields (only applicable for some of the functions).

7. Press **Back**.

9.4.2   Edit Services

1. Mark a service by pressing up and down on the navigation key.

2. Press **More**.

3. Select **Edit**.

4. Edit the service parameters.

5. When done, press **Back** to apply changes.

9.4.3   Delete Services

1. Mark a service by pressing up and down on the navigation key.

2. Press **More**.

3. Mark **Delete** by pressing down on the navigation key.

4. Press **Select**.

5. Press **Yes** to delete the service.

9.5   Messaging

To close several new messages quickly, press . The messages are indicated as unread messages in the Messaging inbox.

The thirty last received messages are stored in the inbox. Time and date information is included in the message.

If a message is received when the inbox already contains thirty messages, the message in the inbox with the oldest time and date is automatically replaced by the newly received message.

New messages and information about incoming calls can be displayed upside down. This can be useful if the handset is worn in a belt and the user wants to read the message or call information without rotating the handset. When pressing any key, the messages is displayed in the normal way. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

1. Enter the menu by pressing the **Menu** Soft key.

2. Select in the menu, and press the Soft key **Select**.

9.5.1   Inbox

1. Select **Inbox** to view the message list.
2. Select a message by pressing up and down on the navigation key.

9.5.1.1   Reply to Sender

1. Select **View → Reply**.
2. Enter text.
3. Select **Send**.

9.5.1.2   Delete Message

1. Select **More**.
2. Select **Delete**.
3. Select **Yes** to delete the message.

9.5.1.3   Forward Message

1. Select **More → Forward**.
2. Enter additional text if needed.
3. Select **Send**.
4. Enter number.
5. Select **Send to forward the message**.

9.5.1.4   Call Sender

1. Select **View**
2. Select **More**
3. Select **Call sender**.

9.5.1.5   Call Number in Text

This option is only visible if the number consists of a minimum of three digits.

1. Select **View**.

2. Do one of the following:

- Press **More** and select **Call no.** in text.

- Press ✆.

3. If the message contains several numbers, select the number to be called from the list.

4. Press **Call** or ✆.

9.5.1.6   Save Number

1. Select **View → More → Save number**.

2. Select **Work number**, **Mobile number**, or **Other number**.

3. Press **Add**.

4. Enter name for the contact.

5. Press **OK**.

6. Press **Save** to save the number in the contact list.

9.5.2   Write New Message

1. Select **Write new message**.

2. Enter text and press **Send**. See also Messaging.

The message can be saved and sent later by pressing the soft key **Back** and selecting **Yes**. The message is stored under **Unsent messages**. See Unsent Messages.

3. Enter number or press the middle soft key to get a number from the contact list.

4. Press **Send**.

9.5.3   Unsent Messages

1. Select **Unsent** to view the list.

2. Select message to edit/send.

3. Select **Edit**, edit text and/or just select **Send**.

9.5.3.1   Delete Unsent Messages

1. Select **More**.

2. Select **Delete** or **Delete all**.

3. Select **Yes** if the unsent message shall be deleted.

9.5.4　　Sent Messages

Select **Sent** to view the list, then **View**.

9.5.4.1　　Forward message

1. Enter additional text if needed.

1. Enter number.
2. Select **Send**.

9.5.4.2　　Delete Message

1. Select **Delete**.
2. Select **Yes** to delete the message.

9.5.4.3　　Delete/Delete All

1. Select **More**.
2. Select **Delete** or **Delete all**.
3. Select **Yes** if the unsent message shall be deleted.

9.6　　Profiles

An own profile can be set up for incoming calls, message alerts, message volume, vibrating alerts, key sound etc. This can be useful when there are many users on the same handset who require different sound profiles. It can also be used for temporarily settings, for example while in a meeting incoming calls should be silent. A user can then switch to his or her own particular profile when using the handset. If no profile is selected, the normal settings are used.

> **ⓘ Note**:
>
> The settings in a profile can be superseded if the corresponding settings in a system profile are activated. When the system profile is activated, its settings are not displayed in the handset menu. However, they can be displayed when a system profile is activated in the handset. See System Profiles on page 100.

1. Enter the menu by pressing the **Menu** Soft key.
2. Select in the menu.

9.6.1   Add New Profile

1. Open the Profiles menu.
2. Select **Add new**.
3. Enter name of the profile.
4. Press **Save**.
5. Press **More** and then select **Add setting**.
6. Select the setting you want to add to the profile. Repeat steps 6-7 if you want to add additional settings.
7. Mark the wanted setting and press **Edit** to make the changes.

9.6.2   Add New Profile Based on Another Profile

A new profile based on another profile can also be created in the following way:

1. Open the Profiles menu.
2. Enter name of the profile.
3. Press **Save**
4. Press **More** and then select **Import from**.
5. Select the profile which settings to be used for the new profile.

   a. If needed, press **More** and then select corresponding option to add/import additional settings or remove settings.

9.6.3   Activate Profile

1. Open the **Profiles** menu.
2. Select profile from list.

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

9.6.4   Delete Profile

1. Open the **Profiles** menu.
2. Select profile from list.
3. Press **More**.
4. Select **Delete** from menu.

5. Press **Select**.

6. Press **Yes** to confirm.

9.6.5   Edit Profile

1. Open the **Profiles** menu.

2. Select the profile to edited.

3. Press **More** and then select **Edit**.

4. Following options can be performed:

  − Edit the wanted setting by marking it and then press **Edit**.

  − Add additional settings by pressing **More** and then select **Add setting** or **Import from**.

  − Remove a setting by marking it and then select **More** → **Remove setting**.

5. If needed, mark the added settings and press **Edit** to make the changes.

9.7   Contacts

The handset has a Contacts list with 250 entries, where names and numbers freely can be added, deleted, and edited by the user. The phonebook lists all names in alphabetical order, where three numbers can be added for each contact, that is, work number, mobile number, and other number.

In addition, a company phonebook with up to 1000 entries can be downloaded to the phone via the WinPDM/Device Manager. The company phonebook name and numbers cannot 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 ⊡ in front of the name. The company contact includes work number only. See Dial a Number from the Company Phonebook on page 38 for more information.

A central phonebook2 can also be accessed, see Dial a Name from the Central Phonebook.

When searching for a contact, the input language can be temporarily changed by long pressing. This can be used to temporarily access characters in a foreign language.

1. This is system dependent

9.7.1   Call Contact

1. Select **Call contact**.

2. Select contact from the list, or enter name or number in the search field.

3. Press the soft key **Call**.

A contact can be edited by selecting **View → More**.

9.7.1.1 Add New Contact

1. Select **Add contact → New**.
2. Select **Add** and enter the name of the contact.
3. Press **OK**.
4. Select **Work number**, **Mobile number**, or **Other number**.
5. Press **Add**.
6. Enter the number.

    A variable or the character U can be added to the Work/Mobile/Other number field to allow the user to enter additional numerical characters before calling the number. See Procedure Call for more information.
7. Press **OK**.
8. Press **Save**.

    A specific ring signal can be set for each contact, see Set Ring Signal for a Contact.

9.7.1.2 Add From Call List

1. Select **Add contact → From call list**.
2. Select number.
3. Press **Add**.
4. Select **Work number**, **Mobile number**, or **Other number**.
5. Press **Add** and enter the name for the contact.
6. Press **OK**.
7. Press **Save**.

> **ⓘ Note**:
>
> A specific ring signal can be set for each contact, see Set Ring Signal for a Contact.

9.7.2 Add Contact

Select **Add contact**.

9.7.2.1 Add New Contact

1. Select **New**.

2. Select **Add**, and enter the name of the contact.

3. Press **OK**.

4. Select **Work number**, **Mobile number**, or **Other number**.

5. Press **Add**.

    a. Enter the numbers.

    A variable or the character U can be added to the Work/Mobile/Other number field to allow the user to enter additional numerical characters before calling the number. See 9 Procedure Call, page 77 for more information.

    b. Press **OK**.

    c. Press **Save** .

> **ⓘ Note**:
>
>   A specific ring signal can be set for each contact, see Set Ring Signal for a Contact.

9.7.2.2   Add from Call List

1. Select **From call list**.

2. Select number.

3. Press **Add**.

4. Select **Work number**, **Mobile number**, or **Other number**.

5. Press **Select**.

6. Select **Add**, and enter the name of the contact.

7. Press **OK**.

8. Press **Save**.

> **ⓘ Note**:
>   A specific ring signal can be set for each contact, see Set Ring Signal for a Contact

9.7.3   Edit and Delete Contact

9.7.3.1   Edit Contact

1. Select **Edit contact**.

2. Select contact, and press **Edit** twice.

3. Enter new name or number

A variable or the character U can be added to the Work/Mobile/Other number field to allow the user to enter additional numerical characters before calling the number. SeeProcedure Call for more information.

4. Press **OK**.

5. Press **Save**.

9.7.3.2   Delete Contact

1. Select **Delete contact**.

2. Select contact.

3. Press **Delete**.

4. Press **Yes** to confirm.

9.7.4   Set Ring Signal for a Contact

A specific ring signal can be set for each contact.

1. Add/edit a contact according to Add Contact or Edit and Delete Contact.

1. Select **Ring signal** .

2. Select the ring signal to be used for the selected contact.

3. Press **Back** and the press **Save**.

9.7.5   Central Phonebook

For logged in users, it is possible to search by name or number in the central phonebook. The following directories of the central book are available:

- Enterprise
- Enterprise frequent
- User
- Group
- Group frequent

By default, the User directory is selected. When the directory is changed, it becomes the default directory. If a handset subscription is removed, the User directory is selected by default in case of subsequent subscription.

When the search result is displayed, contact information can be viewed and the number added to the new contact by pressing the **More** soft key.

The number can also be dialled by pressing the **Call** soft key.

If the number of matching entries is more than 25, it is possible to select the **More search results** item to display more contacts.

The last search result can be displayed. It contains most recent entries viewed by the user. For example, if the number of matching entries was 30 and the user selected the **More search results** item, five remaining entries are displayed in the last search result.

9.7.5.1 Search by Name

1. Select **Central phonebook**. Optionally, change the selected directory.
2. Select **Search by name**.
3. Enter the first name, last name, or both.

> ℹ️ **Note**:
>
> • The whole name does not have to be entered (it may depend on system settings).
> • Central Phonebook search is case sensitive (it may depend on system settings).

✳️ When searching for a contact, adding and editing a contact, the input language can be changed temporarily by long pressing . This can be used to temporarily access characters in a foreign language.
4. Press **Search**. The search result will be displayed. If the number of matching entries is more than 25, press the **More search results** item to see more contacts.

9.7.5.2 Search by Number

1. Select .
2. Optionally, change the selected directory.
3. Select **Search by number**.
4. Enter the number.

 a. Press **Search**. The search result will be displayed. If the number of matching entries is more than 25, press the **More search results** item to see more contacts.

9.7.5.3 View Last Search Result

1. Select **Central phonebook**.

 a. Select **Last result**. The search result contains recently viewed entries. For example, if the number of matching entries was 30 and the "More search results" item was selected, five remaining entries are displayed in the last search result.

9.8　Settings

1. Enter the menu by pressing the **Menu** soft key.

2. Select in the menu.

9.8.1　Sound and Alert Settings

9.8.1.1　Adjust the Ringer Volume

1. Select **Sound & Alerts**.

2. Select **Volume**.

3. To increase the volume, press right on the navigation key. To decrease the volume, press left on the navigation key.

4. Press **OK** to save the setting.

> **ℹ Note**:
>
> - If a handset restriction is enabled, it might not be possible to set the ring volume to **Silent**, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.
> - If a handset restriction is enabled, it might not be possible to decrease the ring volume lower than the allowed level. When attempting to do so, the following pop-up message appears: Volume reset to the lowest level allowed. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

9.8.1.2　Select Ring Signals

1. Select **Sound & Alerts**.

2. Select **Ring signals**.

Different signals for internal calls, external calls and call back can be set.

3. Select **Internal call**, **External call**, **Callback**, or **PTT**. The handset has 14 different ring signals.

4. Press **Select**.

5. Select ring signal. To listen to the different sounds, press **Play**.

6. Press **Select**.

7. Press **Back**.

> **ℹ Note**:
> Additional ring signals might be selectable if they are configured via WinPDM. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

9.8.1.3   Set Alerts for Messages

1. Select **Message alert**. Different message alerts can be selected. The handset has 8 different message alerts by default, see 3.8 Settings, page 21.
2. Select message alert from list. Press **Play** to listen to the different sounds.

   The option Custom sounds should be selected to create a customized message alert. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

> **ℹ Note**:
> The **Play** soft key is not available for Enhanced beep and Custom sound. Instead, send a message to the handset to listen to the sound.

3. Press **Back**.

By default, the message volume follows the ring volume setting. However, a different message volume can be set if required. refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

9.8.1.4   Turn the Vibrator On or Off

If the vibrator is activated, it vibrates on incoming calls and messages. In addition, the vibrator can also be activated when receiving a message during a call. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

1. Select**Vibrating alert**.
2. Select **On**, **On if silent** (that is, the vibrator is on only when the handset is muted), or **Off**.
3. Press **Back**.

9.8.1.5   Set the Key Sound

This means that every time a key is used, a low sound is heard.

1. Select **Key sound**.
2. Select **Silent**, **Click**, or **Tone**.
3. Press **Back**.

To listen to the key sound, press the soft key **Play**.

9.8.2   Keypad Lock Settings

The handset keypad can be locked automatically to minimize the risk of accidentally pressing keys or buttons while the handset is not in use. The keypad is automatically locked after a lock time parameter **Auto lock time** expires.

> **ⓘ Note**:
>
> The alarm button can be pressed while the keypad is locked. Any one of five predefined emergency numbers can also be called while the keypad is locked as long as this feature has been configured in the WinPDM/Device Manager. For additional information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

The automatic key lock can be configured by the administrator in the WinPDM/Device Manager. For additional information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*. The user may also configure the automatic key lock as described in the following sections.

Automatic key lock: One of the following options may be configured:

- *On*: the keypad is automatically locked if it is not used before the specified lock time elapses.

  - *On, except calls*: the keypad is automatically locked if it is not used for the specified lock time. If the user is in call when the lock time elapses, the keypad remains unlocked until the user has completed the call.

    - *Off*: the keypad is never automatically locked.

    Auto lock time: specifies the time that elapses before the keypad is automatically locked. The shortest time that may be specified before the key lock is applied is 5 seconds and the longest time is 3 minutes.

    Auto key unlock: the keypad is automatically unlocked when a call or message is received. When the user has serviced the call or message, the key lock is reapplied after the specified automatic lock time expires.

9.8.2.1   Activate the Automatic Key Lock

The user activates the automatic key lock and sets the Auto lock time from the handset Settings menu in the following way:

1. Select **Locks**. The **Locks** menu is displayed.
2. Select **Automatic key lock** menu item and select **On** or **On except calls**.

> ℹ **Note**:
> The current key lock setting is displayed under the **Automatic key lock** menu item.

3. Press the **Back** soft key to redisplay the **Locks** menu.
4. Select **Auto lock time** and press the **Select** soft key.
5. Select the required lock time and press the **Select** soft key.

9.8.2.2   Deactivate the Automatic Key Lock

1. Select **Locks**. The **Locks** menu is displayed.
2. Select **Automatic key lock** and select **Off**.

9.8.2.3   Automatic Key Unlock

The user can configure a locked keypad to unlock automatically when a call or message is received. After the user has serviced the call or message, the keypad is locked again after the specified Auto lock time expires.

9.8.3   Phone Lock Settings

The handset can be protected for unauthorized use by activating the phone lock. The phone lock may be set to:

- **On**: The handset is automatically locked if not used for the specified automatic lock time or when it is first turned on.
- **On in charger**: The handset is locked immediately when placed in the charger. When removed from the charger and unlocked by the PIN, the handset remains unlocked.
- **Off**: The handset is never locked.

The default phone lock PIN code (0000) can be changed to any 4 to 8 digit personalized code.

> ℹ **Note**:
> The length of time before the handset locks automatically is set by the Auto lock time parameter. The shortest time that can be set before the handset locks is 5 seconds and the longest time is 3 minutes.

If configured in the WinPDM/Device Manager, any one of up to five emergency numbers can be called while the handset is locked. Refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

9.8.3.1   Activate the Phone Lock

The phone lock settings are activated from the handset **Settings** menu in the following way:

1. Select **Locks**.
2. Select **Phone lock**.
3. Select **Auto phone lock**.
4. Select **On** or **On in charger** as required.
5. Enter PIN code.
6. Press **OK**.
7. Press the **Back** soft key twice to return to the **Locks**.
8. Select **Auto lock time**.
9. Select the required lock time.

If the PIN code has been forgotten, it can be removed by the handset distributor.

9.8.3.2   Deactivate the Phone Lock

From the handset **Settings** menu:

1. Select **Locks**.
2. Select **Phone lock**.
3. Select **Auto phone lock**.
4. Enter PIN code.
5. Press **OK**.

9.8.3.3   Change PIN Code

From the handset **Settings** menu:

1. Select **Change PIN code**.
2. Enter the old PIN code.
3. Press **OK**.
4. Enter new PIN code twice.
5. Press **Save**.

9.8.4   Display Settings

9.8.4.1   Screen Saver

The screen saver can be set to one of the following settings:

• **Information**: Displays status and identification information while the handset is idle.
• **Black**: The screen is black when the handset is idle.

- **Black also in call**: The screen is also black when the handset is in call. To set the screen saver:

  1. Select **Display** from the handset menu.
  2. Select **Screen saver**. The current setting is displayed under **Screen saver**.
  3. Select **Information**, **Black**, or **Black also in call**.
  4. Press **Back**.

> ℹ **Note**:
> When the handset with the screen saver set to **Information** is in a charger, the Owner ID is displayed even if the handset switched off. This simplifies identification when many handsets are in a charging rack.

9.8.4.2 Brightness

1. Select **Display** from the handset menu.
2. Select **Brightness**.
3. Select one of the following options:

   – **Low**

   – **Normal**

   – **High**
4. Press **Back**.

9.8.4.3 Rotate Display Text

1. Select **Display** from the handset menu.
2. Select **Rotate display text**.
3. Select **Normal** or **Inverted**.
4. Press **Back**.

9.8.4.4 Font Style

1. Select **Display** from the handset menu.
2. Select **Font style**.
3. Select **Normal** or **Bold**.
4. Press **Back**.

9.8.5　Time and Date Settings

The time and date displayed in the handset cannot be changed by the user. The DECT system is solely responsible for keeping the time. The handset also synchronises with the DECT system time when:

- The handset is turned on after having been turned off. The handset requests the current DECT system date and time.
- The handset remains on for longer than 24 hours. The handset requests the DECT system time every 24 hours from the time it was last turned on.

The time and date formats displayed in the handset can be changed by the user as described in the following sections.

9.8.5.1　Set Time Format

1. Select **Time & Date**.
2. Press **Select**.
3. Select time format. The actual time format will be displayed. Selectable time formats:

    − 12:00 (AM/PM)

    − 24:00
4. Press **Select** to save the setting.

9.8.5.2　Set Date Format

1. Select **Time & Date**.
2. Press **Select**.
3. Select **Date format**.
4. Press **Select**. Selectable date format:

    - − DD/MM/YYYY, for example: 17/09/2021 (also called Europe)
    - − MM/DD/YYYY, for example: 9/17/2021 (also called US)
    - − YYYY-MM-DD, for example: 2021-09-17 (ISO 8601)
    - − MMM DD YYYY, for example: Sep 17 2021
    - − DD MMM YY, for example: 17 Sep 21
    - − DD.MM.YYYY, for example: 17.09.2021
    - − DD-MM-YYYY, for example: 17-09-2021
5. Press **Select** to save the setting.

9.8.6　Answering

The default setting for the handset is to use the Off-hook key when answering a call. The answering behavior can be configured to answer the call automatically, i.e. without pressing a key, and/or in

loudspeaking mode. The answering behavior can also be set to any key. If Any key is selected, any keys except the On-hook key and the Sound off key can be used to answer a call.

9.8.6.1   Answering Key

The answering key is by default set to Hook-off.

1. Select **Answering**.
2. Select **Answering key**.
3. Select **Call key** or **Any key**.
4. Press **Back** to save the setting.

9.8.6.2   Answering Behavior

1. Select **Answering**.
2. Select **Answer behavior**.
3. Select **Automatically** and/or **Loudspeaking**.
4. Press **Change** to change the setting. The check box will be marked.
5. Press **Back** to save the setting. To remove the setting, press **Change**. The check box will be unmarked.

> **ⓘ Note**:
> By default, all incoming calls are answered with normal speaker and microphone enabled. However a system administrator can configure the handset so that all incoming calls are answered with a Push-to-talk mode, where the loudspeaker will be enabled and the microphone will be switched off, and the Mute or PTT button needs to be pressed to speak. For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

9.8.7   Change Text size for Messages

1. Select **Messages**.
2. Select **Text size Normal**. The default text size is **Normal**.

    a. Select **Normal** or **Large**.

9.8.8   Change the Menu Language

1. Select ***Language**.

Choose between; Arabic, Brazilian Português (Brazilian Portuguese), European Portuguese, Chinese, Czech, Dansk (Danish), Deutsch (German), English, Español (Spanish), Flemish, Français (French),

Greek, Hungarian, Italiano (Italian), Nederlands (Dutch), Norska (Norwegian), Polish, Russian, Slovakian, Soumi (Finish), Svenska (Swedish), and Turkish.

2. Press **Back**.

> ℹ **Note**:
> An additional language can be downloaded to the handset, see Software Upgrade and Additional Features.

9.8.9   Change Owner ID

An Owner ID can be set to identify the handset.

1. Enter identity.
2. Press **Save**.

Procedure Call

> ℹ **Note**:
> When configuring the functions Call services, In Call menu, Contacts, or a shortcut or service to the Phone call function, the data added in these functions is static. When entering the data for the function to be used, a variable or character U can be entered that allows the user to enter additional numerical characters before calling the number or sending the data to a system.

The Call services and In call menu features require configuration in WinPDM/Device Manager.

Refer to the following example for more information. Example of configuration:

A user wants to create a service with the Phone call function. The PBX requires that a prefix must be added to a phone number. In this case, the user can pre-program the prefix and then enter the applicable phone number when using the Phone call function.

1. Press **Menu**.
2. Select **Services**.
3. Select **Add new**.
4. In the Name field, enter Call no. and press the **OK** soft key.
5. Select the function **Phone call**.
6. In the Number field, enter the prefix to be used followed by the character U. In this case, the text string is as follows *21*U. The character U represents an Enter number dialog where the user can enter the phone number.
7. Press **Save**.

When using the function, an Enter number dialog appears, see . If the user enters 123 (or selects a contact with this number by pressing ✦▤▤) and presses **OK**, the number*21*123 is dialled.

No call is established before the user presses OK, that is, post-dial.
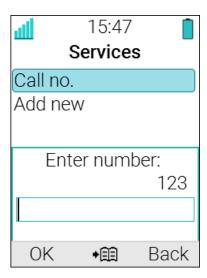
Figure 9: Figure 11. Enter number dialog

System Profiles 11

This chapter contains the following sections:

- System Profile Status Indications

The support for this feature is dependent on handset model. For more information, see Functions and Accessories.
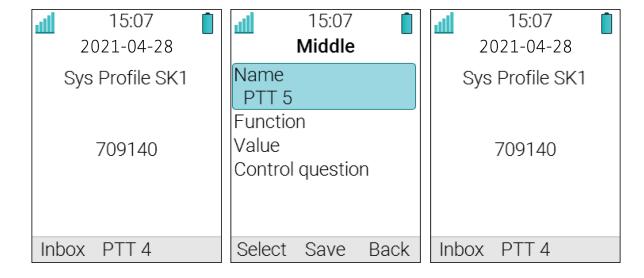
A system profile can be used when certain settings in a handset are required that the user is not allowed to change. The settings require configuration in the WinPDM or Device Manager and include alarm settings, soft key settings and presence settings. For additional information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*. When the system profile is activated, its settings is not displayed in the handset's menu. It can be shown that a system profile is active 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). If there is conflict between the settings in the system profile and the settings in the user profile, the settings in the system profile is used.

If a user changes a setting in the handset menu that is determined by a system profile, the menu is updated but the setting is not changed.

For example, in the left-hand view of Figure 12, a system profile has been activated and is indicated by the system profile name "Sys Profile SK1" shown in the handset in idle mode. In this case, the soft key "Inbox" and middle soft key "PTT 4" are determined by the system profile settings. If a user, for example, attempts to change the middle soft key name to "PTT 5", by using the handset menu Shortcuts > Soft keys > Middle (middle view in figure), the soft key shows "PTT 5" and the setting can be saved. However, the system profile settings are not 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).

Figure 12: System profile overrides settings changed by the user

11.1   System Profile Status Indications

The administrator may configure the handset to play a sound if the system profile is activated or deactivated. This provides the user with an audible alert when the system profile changes from inactive to active or vice versa.

The feature can be triggered by several kinds of event, such as moving between different parts of a buildings where a system profile might be appropriate in one location but not required in another. The system profile name is displayed when the handset is in idle mode.

The user should be aware that the characteristics and behavior of the handset change when the system profile changes. For the exact sound and characteristics of the handset associated with the activation and deactivation of a system profile, refer to the system administrator.

Advanced Functions　　**12**

This chapter contains the following sections:

- Admin Menu
- Clear Lists in Charger

12.1　Admin Menu

The handset has a hidden menu for system administrators. Refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

The Admin menu contains:

- Software and hardware information, IPEI/IPDI, and User ID
- DECT link system information
- Fault logging
- Location information

> ⓘ **Note**:
> The support for this feature is dependent on handset model. For more information, see Functions and Accessories.

- Centralized Management status
- Site survey tool
- Enhanced system menu with ability to alter protection
- Frequency band selection3
- Factory reset option

For quick access to the Device Information (DI) menu in idle mode, press the keys containing *#DI# (that is *#34#).

To view the IPEI/IPDI directly, press *#06#. See the following table.

Information	Code
Software version	*#34#
Hardware version	*#34#

Information	Code
IPEI/IPDI	*#34# or *#06#
User ID	*#34#

12.2   Clear Lists in Charger

A parameter can be set via the WinPDM/Device Manager to clear message and call lists stored in the handset. When the parameter is activated and the function has been downloaded to the handset, the lists are deleted when the handset is placed in a charger. This can be useful during administration of handsets for new users. Refer also to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

1. This option will be hidden when the frequency band has been set.

System Handling 13

This chapter contains the following sections:

- Software Upgrade and Additional Features
- Handset Updates via Charging Rack

13.1 Software Upgrade and Additional Features

Software and parameters in the handset can be upgraded by using the WinPDM/Device Manager. Refer to the *Installation and Operation Manual, Portable Device Manager (WinPDM), Windows Version,*

TD 92325EN or the Installation and Operation Manual for the Device Manager.

Examples of additional features that can be downloaded/configured via WinPDM/Device Manager:

- Company phonebook
- Downloadable languages
- Customizing the Menu Tree

For more information, refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*. To view the handset's software version, enter *#34# in idle mode.

13.2 Handset Updates via Charging Rack

From time to time, users are instructed to leave their handsets in a central charging rack to allow the handset to be updated with new features and functions. An ongoing update is indicated by the in the handset header bar and an Updating handset message is displayed in the active area.

During the update, a message is displayed to indicate that an update is in progress as shown in Figure 13. The **OK** soft key can be selected to close the message.
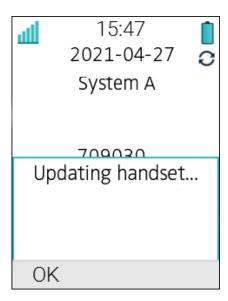
Figure 10: Figure 13. Handset Update while in Charger

If the handset removed from the charger and used, the update is suspended and resumed when it is returned to the charger.

When the update is complete, a Handset is updated message is displayed to indicate that the handset is available for use, as shown in Figure 14. Select the **OK** soft key to close the message.
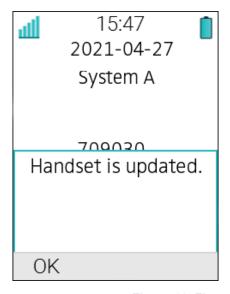

Figure 11: Figure 14. Update Completed while in Charger

Troubleshooting   14

This chapter contains the following sections:

- Operational Problems
- Error or Warning Messages

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

Go through the following lists to troubleshoot problems. If this checklist does not solve the problem, contact the system administrator.

If other users have similar problems, there may be a system error.

14.1 Operational Problems

Fault	Probable cause	Action or comment
No display	• The battery level is low. • The screen saver is set to "Black also in call". • The handset is defective.	• Charge the battery. • Change the screen saver setting as described in Screen Saver. • Contact system administrator.
No ringing	The sound off icon is on, or ringer volume set to silent, or the handset is defective.	Long press the Sound off key, or increase volume, or contact system administrator.
Unable to mute handset by long pressing Sound off key/Mute button. Unable to set the ring volume to "Silent". Handset, with In Charger → Other actions → Sound off, is not muted when placed in charger.	A handset restriction preventing the user to silence the handset.	Enable the parameter Possible to turn off sound. Refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*

Fault	Probable cause	Action or comment
Unable to switch off handset by long pressing the On-hook key. Handset, with In Charger → Other actions → Switch off enabled, is not switched off when placed in charger.	A handset restriction preventing the user to switch off the handset.	Disable the parameter Prevent switch off. Refer to the *Configuration Manual, Mitel 5617/5619 DECT 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.
Not possible to subscribe handset using Easy Registration feature.	1) The handset is subscribed to a system.	1) Unsubscribe the handset and then subscribe it by following the instructions in Subscribe Handset in DECT System Manually.
	2) The IP-DECT system is not configured for Easy Registration.	2) Subscribe the handset manually, see #unique_167/unique_167_Connect_42__bookmark120 or configure the system to support Easy Registration. Refer to the applicable Installation and Operation Manual for your IP-DECT system.
	3) There is ambient equipment disturbing your IP-DECT system.	3) Try to subscribe the handset in other area in your building.
		4) If the problem still exists, restart your handset and subscribe the handset.

14.2 Error or Warning Messages

Fault	Probable cause	Action or comment
No access	The handset is in range, but has no access rights.	Switch off the handset and then switch it on again. If this does not work, contact the system administrator.

Fault	Probable cause	Action or comment
No System The handset beeps once every 3.5 seconds with a low tone followed by a high tone (during max 30 minutes). If the vibrator is enabled, it vibrates after the last beep.	The handset is out of coverage, or the handset is defective.	The beeps can be stopped with the mute button. Then go into range. NOTE: When re-entering the coverage area it can take a couple of minutes before the handset has automatically registered with the system. If this does not work, contact the system administrator.
The message Failed is displayed when the handset tries to download an ECG waveform image.	The IP-DECT wireless connection point is overloaded with too many calls.	Go refer to the patient. The ECG Monitoring functionality starts working when the IP-DECT connection point is no longer overloaded.
SERVICE NEEDED Parameters corrupt NOTE: This display message is only shown in English.	The handset is defective.	Send the handset for service.
SERVICE NEEDED Invalid IPDI NOTE: This display message is only shown in English.	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Send the handset for service.
Enter PIN code	Phone lock is activated.	Enter the required PIN code. If the PIN code has been lost, enter a new PIN code via the WinPDM/ Device Manager or do a factory reset via the WinPDM/ Device Manager.
Battery low, charge now	The battery level is low.	Charge the handset, or replace battery.

Fault	Probable cause	Action or comment
Phonebook is not available at the moment	The phonebook is not activated or does not respond.	Try again later or if the fault persists do a factory reset via the admin menu or via the WinPDM/ Device Manager. Note that it may take several minutes for the phonebook to be available if there are many entries in Contacts and/or company phonebook.
Voicemail number not defined	There is no Voice mail number defined in the handset.	Define a Voicemail number via the WinPDM/Device Manager.
Could not encrypt connection	The parameter Encryption Required is enabled in the handset in combination with: **1.** Unencrypted base station(s); and/or, **a.** Unsupported base station(s).	**1.** Disable the Encryption Required parameter in handset; and/or, **2.** Enable the encryption in the base station(s); and/or, **3.** Use supported base station(s). Ask your supplier.
Not allowed	**1.** The user cannot logout from the handset which is configured to be shared using personal ext. mode, due to incorrect password (AC code).	**1.** Enter #11*<AC code># on the keypad and press the off-hook key to logout from the shared phone.
	2) The extension (User) does not exists.	2) Make sure that you entered correct extension. If needed, contact the system administrator.
	3) The password is not correct.	3) Make sure that you have entered correct password. Ask the system administrator if you have forgot the password.

Fault	Probable cause	Action or comment
Incorrect credentials	1) The user has specified the wrong password during the login to a handset which is configured to be shared using device ext. mode.	Make sure that you entered the correct password. If needed contact the system administrator.
	2) The user does not exist.	Make sure that you entered the correct user. If needed contact the system administrator.
Service unavailable	The user cannot login to the handset which is configured to be shared using device ext. mode, due to system connectivity issues.	Contact the system administrator.

Operation Notice 15

This chapter contains the following sections:

- Accessibility and Voice Quality

15.1 Accessibility and Voice Quality

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

15.1.1 Operating Area

You can only use your handset in the area that is covered by the system. Outside this area contact with the system is lost. The signal strength icon indicates low and Searching is displayed.

15.1.2 Out of Range

When you leave the system's coverage area a short beep will sound and the text Searching will appear in the display.

The out of range beep will be repeated every 3.5 seconds for 30 minutes. The sound can be turned off by long pressing .

When re-entering the coverage area it can take a couple of minutes before the handset automatically registers with the system.
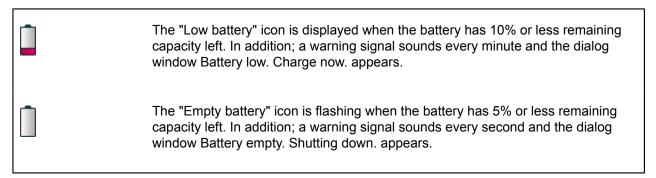
Maintenance   16

This chapter contains the following sections:

16.1   Maintenance of Batteries

16.1.1   Battery Warnings

	The "Low battery" icon is displayed when the battery has 10% or less remaining capacity left. In addition; a warning signal sounds every minute and the dialog window Battery low. Charge now. appears.
	The "Empty battery" icon is flashing when the battery has 5% or less remaining capacity left. In addition; a warning signal sounds every second 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 the mute button..

16.1.2   Charge the Battery

The handset has a rechargeable battery that can be charged separately from the handset. To charge it, use the battery pack charger. If you want to charge the handset together with battery, do it either with a desktop charger, a charging rack, or using the 3.5 mm cord charger.

Figure 12: Figure 15. Example of how to insert and remove the handset from the desktop charger

16.1.3   Charge Spare Batteries

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

16.1.4   Replace the Battery

If the standby time for the handset becomes too low, the battery should be replaced by a new one. Please contact your system administrator or your supplier, for information about new batteries. Attach the battery as described in the illustration below. The battery is easy to replace. It is attached inside the battery lid and is connected to the handset in such a way that no misalignment is possible.

To replace the battery follow the instruction below:

1. Switch off the handset to prevent data loss or damage to the handset.
2. Slide the battery cover lock to the right to release the battery.
3. While pressing and holding the upper part of the clip, remove the battery from the handset the way it is shown in Figure 16.
4. Insert a fully charged/ new battery while pressing and holding the upper part of the clip.
5. Slide the battery cover lock to the left to lock it. The handset starts automatically after the battery is inserted.
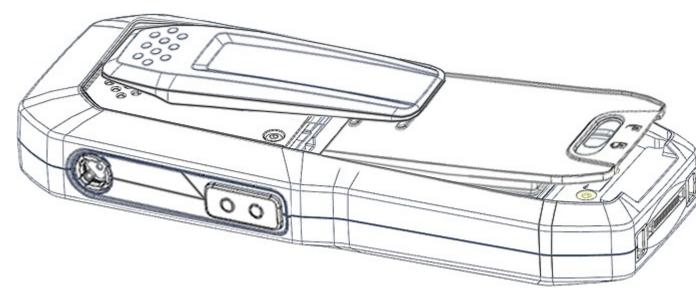
Figure 13: Figure 16. Replace the battery

16.2   Easy Replacement

> **ℹ Note**:
> Easy replacement can be used if a handset needs to be replaced due to, for example, a broken display. The easy replacement procedure is done via the handset display and the CR3 Charging Rack. Easy replacement is not supported when using DP1 Desktop Programmer.

The following settings are replaced during easy replacement:

- DECT registration
- User parameters (including User ID)
- Contacts
- The extension number is assigned to the new handset

The following settings are not replaced during the easy replacement:

- Call list
- Messages
- Bluetooth pairing list

16.2.1   Before Starting Easy Replacement Procedure

1. Check that both the old handset (that is, the handset to be replaced) and the new handset (that is, the replacement handset) are of the same device type.

> ℹ **Note**:
>
> The Easy Replacement procedure can be used if the old and new handsets are different product variants, that is, the Mitel 5617 DECT Handset and the Mitel 5619 DECT Handset.

2. Use the WinPDM or the Device Manager to check that the software of CR3 Charging Rack is of version

    1.3.x or greater by using the WinPDM.

    For more information on how to use the WinPDM/Device Manager, refer to the User Manual for the Device Manager or the *Installation and Operation Manual, Portable Device Manager (WinPDM), Windows Version, TD 92325EN*.

3. Make sure that the handset batteries are charged before starting the easy replacement procedure.

4. Switch off the new handset by long pressing .

16.2.2   Easy Replacement Procedure

During the Easy Replacement procedure, the LED indications on the charger and on the handset can be used to follow the replacement procedure. For more details, see also LED Indications during Easy Replacement on page 118.

> ℹ **Note**:
>
> Never remove a handset from the charger until the instructions in the display tells you to do so. If there is an error indication, it may be allowed to remove the handset, see Troubleshooting for further instructions.

After the old handset has been in the charger, the new handset needs to be placed in the charger regardless if the replacement was successful or not. Failing to do so may result in malfunction and the new handset will need to be sent for service.
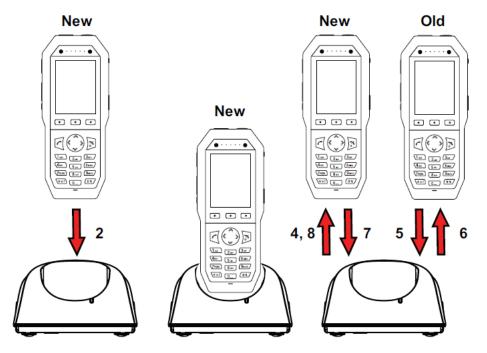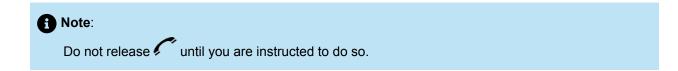
Figure 14: Figure 17. Easy Replacement procedure order

- On the new handset, press and hold ✆

> **ℹ Note**:
>
> Do not release ✆ until you are instructed to do so.

- Put the new handset in the charger.
- When the text Start phone replacement? is displayed, release ✆. Press **Yes** (left soft key).

  The text Follow the instructions. Each step can take several minutes.

  appears in the display. Press **OK** (left soft key).
- 4, 5 When the text Please insert old phone in charger is displayed, replace the new handset with the old handset. The handset can either be switched on or off.

> **ℹ Note**:
> The left charging slot in the CR3 Charging Rack has to be used for both handsets.

- The handset will be restarted and after a few seconds, the text Saving settings. Do not remove phone from charger appears. The charger LED changes to slow orange flashing. It might take several minutes.

> **! Important**:
> If the old handset cannot communicate with the charger, put the new handset in the charger to restore its settings (that is, the handset's IPDI). If this step is not performed, the new handset must be sent for service. The old handset's settings might be transferred to the new handset by using WinPDM. Refer to the *Configuration Manual, Mitel 5617/5619 DECT Handset*.

- 6, 7 When the text Please insert new phone in charger is displayed, replace the old handset with the new handset. The text Restoring settings is displayed.

> **i Note**:
> Do not remove the handset while the text Restoring settings is displayed.

- 8 When the text Phone successfully replaced. Please remove phone to restart.
- appears in the display, remove handset from charger. The handset is automatically restarted.

16.2.2.1   LED Indications during Easy Replacement

The following table shows the LED indications that is used by the charger during the easy replacement procedure. See also Troubleshooting.

LED indication	Description
Orange, flashing (1 000 ms on, 1 000 ms off)	File transfer during Easy Replacement.
Orange, flashing (100 ms on, 800 ms off)	Change phone indication during Easy Replacement.
Red, flashing (100 ms on, 800 ms off)	Error indication during Easy Replacement. Put back new portable in charger.
Red, flashing (900 ms on, 100 ms off)	Error during Easy Replacement. Service needed for both portables.

16.3   Attach the Hinge-type Clip

Attach the hinge-type belt clip as described in the illustration below.
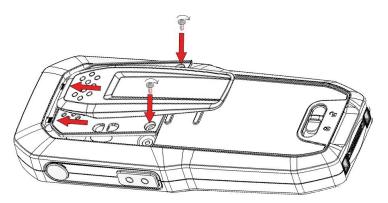
Figure 15: Figure 18. Attach the hinge-type clip into position

16.4   Attach the Swivel-type Clip

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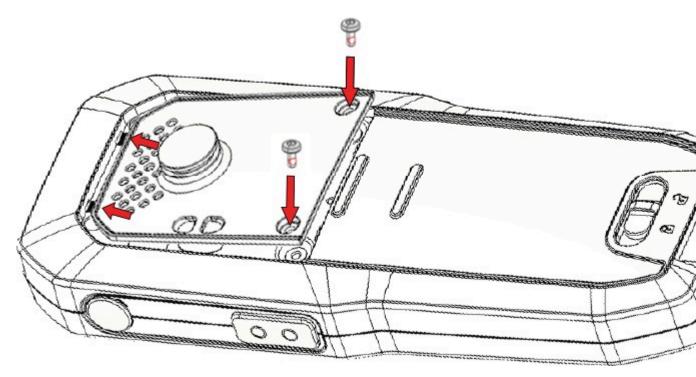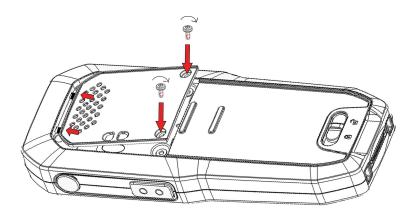

Figure 16: Figure 19. Attach the swivel-type clip into position

16.5   Attach Cover for No Clip

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

Energy Efficiency   17

Recommendations on how to save energy:

- Do not charge a battery when the ambient room temperature is above +40°C or below +5°C (above 104°F or below 41°F). Charging below +5°C will harm the battery and shorten the lifetime.
- Note that storing Li-Ion batteries at high temperature dramatically reduces its capacity. For example storage around +60°C reduces capacity with 20% in less than a month, permanently.
- Set the handset screen saver to the **Black also in call** option. The screen goes black and the backlight is turned off. In addition, the backlight is turned off when the handset is in call. This helps extend battery life especially when the user is on an extended call. See Screen Saver.
- The handset can be configured to switch off when placed in the charger. When removed from the charger the handset switches on automatically. See In Charger Action when Not in Call.
- If the charger will not be used for a longer period of time, remove the power adapter to the charger.
- Do not put the handset in charger if no charging is needed.

Abbreviations and Glossary

ALS	Acoustic Location Signal
	A loud audio signal used for localizing the handset.
BLE	Bluetooth Low Energy
	Wireless technology that uses the same 2.4 GHz radio frequencies as classic Bluetooth, with low bandwidth. For example, used for location with BLE beacons.
Device Manager	Application for management of handsets, charging racks, etc.
IPDI	International Portable DAM (DECT Authentication Module) Identity. See IPEI for more information.
IPEI	International Portable Equipment Identity
	IPEI/IPDI is needed to enable network subscription of the handset. At delivery of the handset, IPEI and IPDI are the same and either can be used for network subscription. If one handset is replaced with another using the Easy replacement procedure the IPDI is exchanged and IPEI and IPDI are no longer the same. If the IPEI and the IPDI differ, the IPDI is used for network subscription.
IR	A location system based on infrared light transmitters used to determine the location of a handset.
LF	A location system based on low frequency magnetic field used to determine the location of a handset.
PBX	Private Branch Exchange
	A telephone system within an enterprise that switches calls between local lines and allows all users to share a certain number of external lines.
	Also referred to as Call Manager.

| WinPDM | Windows Portable Device Manager

An application, running on a PC under Windows, for managing portable devices, charging racks, etc. |

Appendix A Bluetooth Headset 19

This chapter contains the following sections:

Bluetooth technology replaces the cord between the handset and the headset. This allows the user to move more freely and eliminates the risk of a headset cord getting stuck.

Bluetooth supported functions:

- Pair the handset with it's headset
- Choose which device to use when making a call
- Play ring signal in the Bluetooth Headset
- Answer and connect sound to the Bluetooth Headset when answering with the headset's button.
- End call with the Bluetooth headset's button
- Transfer audio to/from Bluetooth headset during call, using the menu in the handset.
- Increase/decrease the volume in the Bluetooth headset with the volume buttons on the handset.

19.1 Icon

See Icons and Text in the Display.

19.2 Menu Tree

See Settings.

19.3 Wear

For optimal performance wear the Bluetooth headset and the handset on the same side of your body. The best audio quality in the headset is achieved when no obstructions, including your body, are between the headset and the handset.
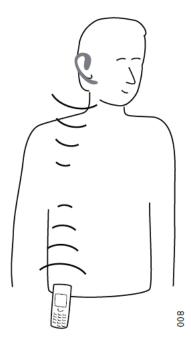

Figure 17: Figure 20. Wear the headset and the handset on the same side of your body

19.4 Headsets

A number of Bluetooth headsets for different work situations have been tested together with the handset. Since the handset supports the Bluetooth standard, other headsets may also work although not verified by Mitel.

The Bluetooth headset may have more or less functions than described here, refer to the Manual for the Bluetooth headset.

19.5 Operation

Step between the menus with the navigation key. Confirm each menu selection by pressing the Soft key

19.5.1   Select

Enable Bluetooth

To enable the Bluetooth function enter the Connections menu on the handset, select Bluetooth and select "**Enable**".

19.5.2   Pair and Connect a Bluetooth Headset

Before a headset can be used a connection (pairing) between the headset and the handset must be established.

1. Place the Bluetooth headset and the handset next to each other.
2. Enable Bluetooth, see Enable Bluetooth, page 98.
3. Put the Bluetooth headset in pairing mode, refer to the user manual for the Bluetooth headset.
4. On the handset enter the **Connections** menu, select **Bluetooth → Headset → Add new**. A dialog Put headset in Pairing mode is displayed.
5. Press **OK**. It now searches for a Bluetooth headset to connect to.
6. When headset is found, press **Pair**.
7. If needed, enter PIN code. Refer to the user manual for the Bluetooth headset.
8. Press **OK**.

The dialog Successful pairing appears if the pairing process was successful. The Bluetooth headset is also connected and this is indicated by a colored square in front of the headset.

19.5.3   Add another Bluetooth Headset

Up to eight headsets can be paired to the handset, but only one at a time can be selected. To pair another headset repeat section steps 1-6 in Pair and Connect a Bluetooth Headset.

The paired headsets are displayed by a default name in the handset menu **Headset**. See Change the name of Bluetooth headset on page 127.

19.5.4   Select a Bluetooth Headset

To activate a Bluetooth headset, do as follows:

1. On the handset enter the **Connections** menu and select **Bluetooth → Headset**.
2. Select a headset by pressing up or down on the navigation key.
3. Press the soft key **Select**. Connection successful is displayed. The headset is now selected. When a new headset has been selected any previous headset is disconnected automatically.

19.5.5   Remove a Headset

To remove a Bluetooth headset, do as follows:

1. On the handset enter the **Connections** menu and select **Bluetooth → Headset**.
2. Select a headset by pressing up or down on the navigation key.
3. Press the soft key **More**.

4. Select **Delete** and confirm with the soft key **Yes**.

19.5.6   Change the name of Bluetooth headset

The name, in the headset list, of the headset is the default name for the headset.

To change the name, do as follows:

1. On the handset enter the **Connections** menu and select **Bluetooth → Headset**.
2. Select a headset by pressing up or down on the navigation key.
3. Press the soft key **More**.
4. Select **Edit name**. Enter a name, see Alphanumeric Keys.

19.6   Calling

19.6.1   Make a Call

Dial the number on the handset and press the soft key **Call**, or the Off-hook key. When "Transfer call to phone?" is displayed press **No** or ignore the message to use the Bluetooth Headset. Press **Yes** to use the handset.

19.6.2   Answer a Call

A ring signal sounds in both the selected Bluetooth headset and the handset to signal an incoming call. To answer the call in the Bluetooth headset, press the button on the headset.

To answer the call in the handset press the Off-hook key on the handset.

19.6.3   End a Call

To end the call press the button on the headset or the On-hook key on the handset.

19.7   Volume and Mute Control

19.7.1   Adjust the Volume During a Call

Depending on the Bluetooth headset it might be possible to adjust the volume on the headset*. On the handset press the upper Volume button on the upper left side to increase the volume and the lower Volume button to decrease the volume in the headset.

19.7.2   Turn the Microphone On/Off During a Call

Mute the headset and the handset with the Sound off key on the handset. See Turn the Microphone On or Off during a Call on page 39.

19.8   Messaging

When a text message is received during an ongoing call, a beep sounds in the Bluetooth headset.

19.9   Transfer a call

19.9.1   Transfer a Call to the handset

To transfer a call to the handset from the Bluetooth headset, press the soft key **More** on the handset during the call, and select **Audio transfer**.

19.9.2   Transfer a Call to the Bluetooth Headset

To transfer the call to the Bluetooth headset, press the soft key **More** on the handset during the call, and select **Audio transfer**.

A call can also be transferred to the Bluetooth headset by pressing the button on the Bluetooth headset.

19.10 Switch to a Headset with Cord

> ℹ **Note**:
> If a headset with a cord is connected during a call, the call is not transferred to this headset automatically. Avoid using both headset types at the same time during a call.

To change from a Bluetooth headset to a cord headset, close down the call and connect the cord headset.

19.11 Operation Notice

19.11.1   Accessibility and Voice quality

Bluetooth uses the frequency of 2.45 GHz. WLAN, microwave oven, and other devices that use the same frequency can disturb the use of a Bluetooth headset.

19.11.2   Operation Area

Maximum distance between the headset and the handset is 10 metres. The communication distance between the handset and headset may vary considerably due to the environment and disturbances from other 2.45 GHz equipment. Different headsets can also give different communication distances.

19.11.3   Out of Range

If a connection cannot be made with the selected Bluetooth headset the call is transferred automatically to the handset.

If the Bluetooth headset and the handset get out of range from each other the connection is temporarily lost. Since the last connected headset is always considered "selected", the connection is automatically established again when a call is made or received.

19.12 Environmental Requirements

19.12.1   Bluetooth Headset Battery

Refer to the manual for the Bluetooth headset.

19.13 Troubleshooting

Problem	Reason	Solution
No headset found	Headset is turned off	Turn on headset
	Headset is out of battery	Charge headset
	Headset is out of range	Move headset closer to handset < 10 metre.

Problem	Reason	Solution
	Headset is not in pairing mode	Turn headset into pairing mode
Pairing fails	Headset is not in pairing mode	Turn headset into pairing/ discoverable mode
	Incorrect PIN entered	Try again and enter correct PIN
Connecting fails/Failed to connect headset	Headset is not turned on	Turn on headset
	Headset is out of range	Move headset closer to handset
	Link key in headset has been deleted	Repeat pairing procedure
	Headset is already connected to another handset	Disconnect headset from the other handset
	Too close to disturbing devices.	Disturbing devices can be WLAN equipment, microwave etc.
Headset can not connect to handset (refer to the headset manual for details on how to connect)	Handset is not turned on	Turn on handset
	Handset is out of range	Move handset closer to headset
	Bluetooth module is disabled	Enable Bluetooth in Bluetooth menu
	Another headset is already connected to the handset	Disconnect the connected headset
	Link key is missing in either headset or handset.	Repeat pairing procedure
	Too close to disturbing devices.	Disturbing devices can be WLAN equipment, microwave etc.

For more information, refer to the Manual for the Bluetooth headset.

Appendix B Safety Precautions 20

This chapter contains the following sections:

- Safe operation
- Frequency Range
- Regulatory Information (EU and EFTA)
- Regulatory Compliance Statements (USA and Canada Only)
- Precautions

> **i Note**:
> Read this chapter before using the handset.

20.1 Safe operation

For safe and efficient operation of the handset, observe the guidelines given in this manual and all necessary safety precautions when using the handset. Follow the operating instructions and adhere to all warnings and safety precautions located on the product, the Regulatory Information delivered with the handset, and this User Manual.

Do not disassemble the handset. Disassembling the handset voids the warranty. The handset consists of no consumer serviceable components. Service should be performed by an Authorized Service Center only.

Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

20.2 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 (ETSI):	1880–1900 MHz/250mW
USA/Canada (FCC):	1920–1930 MHz/100mW

20.3   Regulatory Information (EU and EFTA)

1. **Exposure to Radio Frequency Signals**

	Close to ear	**Handheld/body mounted**
DH8-xxxx	0.074 W/kg (10 g)	0.084 W/kg (10 g)

20.4   Regulatory Compliance Statements (USA and Canada Only)

IC:

DH8-xxxx:3724B-DH8

20.4.1   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, see below:

	Head	**Body**
DH8-xxxx	0.178 W/kg (DECT + BT + BLE)	0.191 W/kg (DECT + BT + BLE)

The handset is designed to be worn with the display towards the body for best radio performance. SAR testing is made with no separation, to approve the device to be carried close to the body.

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.

20.5   Precautions

20.5.1   Handset

- Avoid volume levels that may be harmful to your hearing. Exposure to excessive sound pressure from a handset's earpiece, or headset, may cause permanent hearing loss.

- Low volume levels might result in missed alerts.
- Only use the handset in temperatures between: -5 °C and +45 °C (23 °F and 113 °F).
- Avoid exposing the handset to direct sunlight, heat sources, or moisture.
- Do not place a cold handset in a charger.
- Avoid sudden temperature changes to prevent condensation in the handset.

  - It's recommended to put the handset in 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.
  - If the handset has been exposed to water, or condense, remove the battery immediately and let it dry completely before reinserting the battery.
- Do not expose the handset to an open flame.
- Protect your handset from aggressive liquids and vapors.
- Remove the handset from the charger before cleaning the handset to reduce risk of an electric shock.
- Keep the handset away from strong electromagnetic fields.
- The handset may retain small metal objects around the earpiece region.
- Do not place heavy objects on the handset.

  - Do not allow children to play with the product packaging material. This could cause choking and/or suffocation.
- Do not allow children to play with the handset. It's not a toy.

20.5.2   Battery

- Do not immerse the battery into water. This could short-circuit and damage the battery.
- Do not expose the battery to an open flame. This could cause the battery to explode.

  - Do not allow the metal contacts on the battery to touch another metal object. This could short-circuit and damage the battery.
  - Do not leave the battery where it could be subjected to extremely high temperatures, such as inside a car on a hot day.
  - Use the Micro-USB cable (together with the USB power supply), the Charging Rack, or the Battery Charging Rack for charging. Charge the battery for at least one hour the first time you use the battery.
  - Do not charge the battery when the ambient room temperature is above 40 °C, or below 5 °C (above 104 °F, or below 41 °F).
- Do not attempt to take the battery apart.

  - Do not remove the battery unless it needs to be replaced.
  - Turn off the handset before removing the battery (recommendation).

20.5.2.1   Battery Disposal

Defective batteries must be returned to a collection point for chemical waste disposal.

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