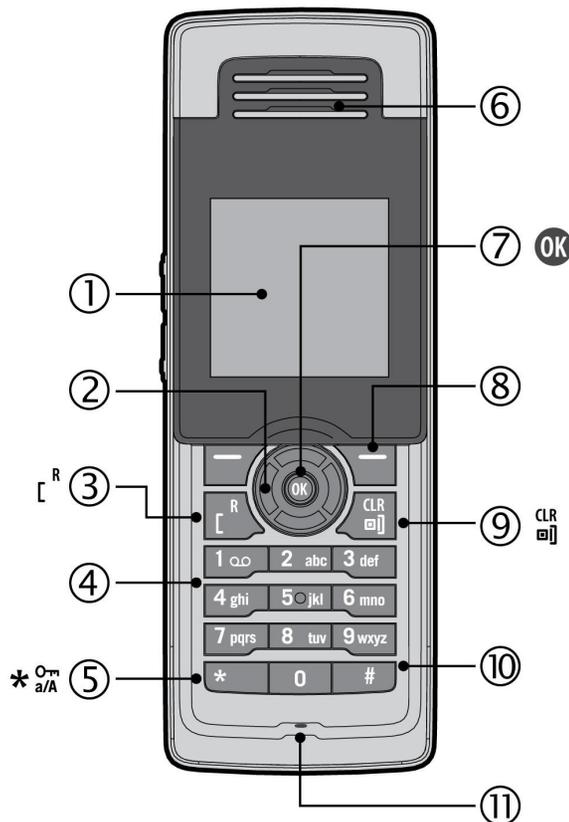# Mitel® 5610 IP DECT Cordless Handset

The Mitel 5610 Cordless Handset and IP DECT (Digital Enhanced Cordless Telecommunications) Stand provides Mitel 5000 SIP call processing features on a cordless handset. The IP DECT stand also provides conferencing, call transfer, and other basic features between handsets.
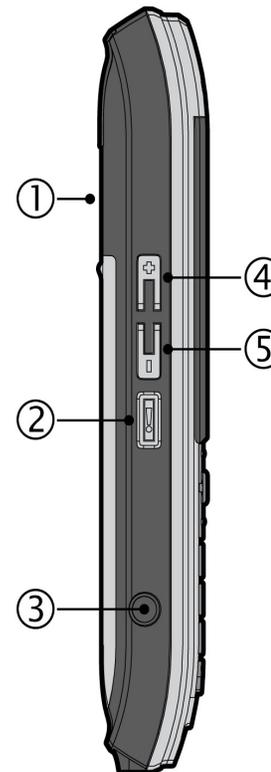
Handset - Front View

Turn Handset On or Off

Press and hold CLR key.

Handset - Side View

Signal Range

The cordless handset has an indoor signal range of up to 150 feet (50 meters) from the IP DECT stand. This range can be limited by concrete or metal barriers. If you go out of range and then return back into range, the handset will display MISSED CALL.

#	Front View - Description
①	Color display
②	Press ◀ ▲ ▶ ▼ to navigate menus and services
③	Press [R to make or answer calls
④	Use the keypad to enter numbers and letters
⑤	Use ✳ in the name editor to capitalize letters, type numbers, and enter the star symbol
⑥	Earpiece
⑦	Press OK to enter main menu and select and confirm options
⑧	Softkeys used for various functions
⑨	To hang up, exit a menu, and turn the handset on or off, press CLR.
⑩	Pound key
⑪	Microphone
#	Side View - Description
①	Loudspeaker for speakerphone
②	Speakerphone activate and deactivate key
③	Headset jack connector (2.5 mm)
④	Volume Up key
⑤	Volume Down key

Handset Display - Idle Mode

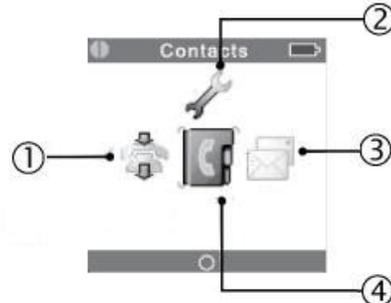| #	Idle Mode - Description
①	Connection status indicators – **Black/Black**: out of range of gateway – **White/Black**: within range but not ready for calls – **White/White**: within range and ready for calls
②	Time and date
③	Call Log for a list of incoming, outgoing and missed calls (activated with softkey)
④	Battery status and charging indicator
⑤	Handset name
⑥	Options for redial and active calls (activated with softkey)
⑦	OK Key Indicator: O signifies that the OK key is active

When using the handset:

- Grey @ sign indicates dialing mode.
- Green @ sign indicates off hook mode.
- Red @ sign indicates a connection error.

Handset Display Main Menu

#	Main Menu - Description
①	Call Log for a list of incoming, outgoing and missed calls
②	Settings
③	Messages
④	Contacts

Make a Call

1. From Idle mode, enter phone number.
2. Press ⌐R or OK.

Answer a Call

Press ⌐R.

End a Call

Press CLR.

Reject a Call

Press CLR or **REJECT**.
MISSED CALL appears in the display. If you have a voice mailbox, the call is forwarded to it.

Enter Main Menu

From Idle mode, press OK.

Select a Menu Option

1. Press the ◄ ▲ ► ▼ keys to select a menu option.
2. Press OK.
3. Press **BACK** to exit a menu.

Adjust Volume

During a call, press + on the side of the phone to increase volume or press - to decrease the volume.

Mute the Microphone

During a call, press **MUTE**.

To reactivate the microphone, press **MUTE OFF**.

Use Speakerphone

1. During a call, press [!] on the side of the phone to activate the speaker.
2. Press [!] to turn speakerphone off.

Redial a Call

1. From Idle mode, press **OPTIONS**.
2. Press OK to display the most recently dialed number.
3. Press ⌐R.

Add a Contact

1. From Idle mode, press OK.
2. Select **CONTACTS**.
3. Press **OPTIONS**, and then select **ADD CONTACT**.
4. Press **EDIT**.
5. Enter contact using the keypad as a text editor. Press ✱ to switch between uppercase letters, lowercase letters, and numbers when working with the text editor.
6. Press **OK**.
7. Select a destination icon.
8. Press **EDIT**.
9. Enter the contact number.
10. Press OK.
11. Press **SAVE**.
12. Press **YES**.

Call a Contact

1. Press OK to enter the main menu.
2. Select **CONTACTS**.
3. Select the contact that you want to call.
4. Press ⌐R.

Call Hold

While on a call, press **HOLD**.

To retrieve a call from hold, press **BACK**.

Call Swap

Call swap lets you alternate between two calls. Each call is private; neither person can overhear your conversation with the other.

1. While on a call, press **HOLD**.
2. Enter the number of the second party that you want to call and press **OK**.
3. After speaking with the second party, press **OPTIONS** and select **SWAP CALLS** to switch between the two parties.

Form a Conference

To form a Conference when a two-party call is already in place:

1. Press **HOLD**. The current call is placed on hold.
2. Enter the number of the second party, and then press $\lceil^R$.
3. After the second party answers, press **OPTIONS** and then select **CONFERENCE**.
4. Press **END CONF** to remain connected with the second party only.
5. Press **OPTIONS** and then select **SWAP CALLS** switch between the two parties.

Change the Ringer Melody

1. Press **OK** to enter the main menu.
2. Select **SETTINGS**, and then **AUDIO SETTINGS**.
3. Select **RINGER MELODY**, and then select **VoIP**.
4. Select **ALL LINES**.
5. Select a melody from the list and press **OK**.
6. Press **PLAY** to listen to the melody and then press **STOP**.
7. Press **OK** to select the desired melody.

Listen to Voice Mail Message

If a message is left in your voice mailbox, MISSED CALL and then NEW VOICEMAIL appears in the handset display. A small envelope icon is displayed at the top of the main display.

1. Press **OK** to enter main menu.
2. Select **MESSAGES**, and then select **VOICEMAIL**.
3. Select your voice mail account.
4. Press **PLAY**. You are connected with the voice mail auto attendant. The auto attendant prompts you for your passcode.
5. Enter your passcode. If necessary, contact your System Administrator to obtain your passcode.
6. Follow the prompts to access your message(s).

Change Handset Language

1. Press **OK** to enter main menu.
2. Select **SETTINGS**.
3. Select **SYSTEM SETTINGS**.
4. Enter your PIN code (default is 0000) and press **OK**. If necessary, contact your System Administrator to obtain your PIN code.
5. Select **LANGUAGE**.
6. Select the desired language and press **OK**.

Transfer a Call - Unsupervised

1. While on a call, select press **HOLD**. The current call is placed on hold.
2. Press **OPTIONS**, and then select **TRANSFER**.
3. Dial the extension of the transfer destination.
4. Press $\lceil^R$ or **OK**.

Transfer a Call - Supervised

1. While on a call, press **HOLD**. The current call is placed on hold.
2. Dial the extension of the transfer destination.
3. Press $\lceil^R$ or **OK**.
4. Wait until the called party answers, and then announce the transfer.
5. Press **OPTIONS**, and then select **TRANSFER**.

Check Call Log

1. From idle mode, press **CALL LOG**.
2. Select the type of calls: Missed, Incoming, Outgoing, or All Calls.
3. Select the call.
4. Press **OK**.

About Feature Access Codes

You can dial feature access codes for Emergency Calls (911 U.S. or 999/112 Europe) and Outgoing Calls (8). You do not have to press ＃ before entering a code.

Your system may be programmed with different codes. Contact your System Administrator to obtain the codes assigned for your system.

Call Handoff

If your handset is twinned to your desktop phone using the Dynamic Extension Express (DEE) feature, you can use the DEE Handoff feature. This feature allows you to "push" an active call from your desktop phone to your 5610 handset. You can activate call handoff by pressing a **DEE Handoff** feature key (fc 388) on your desktop phone. To program a DEE Handoff feature key, refer to your phone's user guide for instructions.

To push a call to your 5610 handset:

1. While on a call at your desktop phone, press the **DEE Handoff** key. The call is transferred to your 5610 handset.
2. Press ⌐ᴿ to continue the call on your handset.

Remove Belt Clip Cover

Use the belt clip removal tool. Insert the tool between the belt clip cover and the phone.Then, using your thumb, press down and slide the clip up and off the back of the phone.

Attach Belt Clip

Insert the clip belt into the back of the handset. Slide the clip down with your thumb to snap the side tabs into place.

Troubleshooting

Symptom	Possible Cause	Corrective Action
Unable to remove belt clip cover using removal tool.	You are not inserting the removal tool far enough into the opening between the handset and clip cover.	Insert the removal tool as shown in the graphic on the previous page.
Handset display is black.	Handset is in power saving mode.	Press any key.
	Battery is drained.	Put handset in charging cradle to recharge battery.
Handset does not charge.	Power to handset charging cradle is not connected.	Ensure that power cable is inserted in handset charging cradle.
	Battery is not inserted correctly.	Check that the battery is inserted correctly. Refer to Installation Guide for details.
	Battery life is exceeded and no longer accepts charge.	Obtain replacement battery from your System Administrator and replace.
Cannot enable features using Feature Access Codes.	Feature is not enabled for your handset.	Contact your System Administrator and ask to have the feature enabled for your handset.
	System does not use default Feature Access Codes.	Contact your System Administrator for a list of the supported Feature Access Codes for your system.