5360 IP Phone Features

The 5360 IP Phone is shown here.[1] See "Phone Feature Descriptions" below for more information about the phone features.

1 – Handset (see page 3)   6 – Feature buttons (see page 5)

2 – Display and Softkeys (see page 3)   7 – Dialpad buttons (see page 5)

3 – Status Bar (see page 3)   8 – Programmable buttons (see page 6)

4 – Gadget Sidebar (see page 3)   9 – Navigation buttons (see page 6)

5 – Ring/Message Indicator (see page 4) 10 – External Speaker (see page 6)

---

1.   This image is an example of how your phone may be programmed.

Phone Feature Descriptions

The following sections describe default configurations. Your IP phone may be programmed differently. Contact your system administrator for more information. See "5360 IP Phone Features" on for phone feature locations.

Handset

The handset provided with this equipment is hearing aid compatible (HAC). If you are using a headset or if you are in Handsfree Mode, you do not need to use the handset. See "Cleaning Your IP Phone" on and "Using Handsfree Mode" on for more information.

Display and Softkeys

The display provides a 800 x 480 (pixels) high-resolution viewing area for selecting and using features and identifying callers. For one-touch feature access, the 5360 has eight context-sensitive softkeys (four on the left and four on the right). When idle, the display shows user information, the system time and date, and feature button assignments. Consider the following when using the display:

- You can adjust the display Brightness levels (see).
- You can control the size of the text that appears on the display for programmable buttons (see).

The 5360 IP Phone includes an embedded screen saver that you can configure for your display. Configuration options include the screen saver timeout, display image, and brightness options (see).

Status Bar

The status bar displays time, date, and icons indicating feature states as follows:

- **Call Forward All Calls** ( ) – Indicates Call Forward All Calls is activated.
- **Message Waiting** ( ) – Indicates new voice mail.
- **Headset** ( ) – Indicates that the phone is in headset mode.
- **DND** ( ) – Indicates that the phone is in DND (Do-Not-Disturb) mode.
- **Conference Unit** ( ) – Indicates that the 5310 IP Conference Unit is connected and turned on.

Gadget Sidebar

The Gadget Sidebar provides one-touch access to embedded applications. The 5360 IP Phone currently supports the following applications:

Backlight On/Off ( ): Turns the backlight on and off (see).

- **Help** ( ): Provides access to Quick Help and displays a list of the key icons (see)
- **Phone/Home** ( ): Returns to the main Phone/Home window.

Additional applications may be added in future releases.

Ring/Message Indicator

The Ring/Message Indicator flashes or stays lit to indicate call, message, and feature activity. For more information about messaging features, see "Messages" on . Ring/Message Indicator signals are described in the following table.

Indicator Signals	Description
Rapidly flashing	You have an incoming call.
Slowly flashing	You have a waiting message or callback message.
On	You are on a call or using a feature.
Off	Your IP phone is idle.

Feature Buttons

Feature buttons provide quick access to commonly used features. See the following table for descriptions.

Button	Action
▲ (Up) or ▼ (Down	Provides volume control for the ringer, handset, and speaker. Scrolls through feature options.
🔊 (Speaker)	Activates Handsfree Mode/speakerphone (see page 39). Activates features.
🎤 (Mute)	Temporarily turns off your microphone during a call.

☎ (Applications)	Activates the Applications menu to perform the following options:
	• Use the conference unit (see page 9)
	• Program the following settings in the Settings application:
	    ○ Change the language on the display (see page 17).
	    ○ Change the text size on the display (see page 18)
	    ○ Adjust the display brightness (see page 16)
	    ○ Use the screen saver (see page 19)
	    ○ Specify audio feedback options (see page 20)
	    ○ Calibrate the display (see page 20)
	    ○ View phone information (see page 8)
	• Use cordless devices (see page 69)
	• Enable Clean Mode (see page 8)

⊗ (Special)	Activates features while on a call. The ⊗ (Special) button does not cancel features. To cancel features, press the Star button (*).
¹²³⟳ (Redial)	Calls the last *external* number dialed. You cannot redial internal numbers.
☎ (Hold)	Places the current call on hold and retrieves a call from hold. Left/backspace when entering dialpad characters (see page 21).
↱|☎ (Transfer)	Transfers the current call. Right/forward when entering dialpad characters (see page 21).
✉ (Message)	Displays station messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

Dialpad Buttons

Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.

Programmable Buttons

The 5360 IP Phone has 42 self-labeling programmable keys using a touch-screen display (three pages of 14 each). Each phone has the following buttons that are programmed by the system administrator and cannot be reprogrammed; however, you can program the remaining buttons for quick access to features or speed-dial entries. See "Using Programmable Buttons" on page 24.

Button	Action
DND	Turns DND mode on or off.
Outgoing	Selects an outgoing line for external calls.
Call Key 1	Selects an outside line or answers a call.
Call Key 2	Selects an outside line or answers a call.
IC	Answers an intercom (internal) call.
Conference	Places a conference call.
Forward	Forwards the call to the specified number.

Navigation Page Buttons

The 5360 IP Phone has three Navigation Page icons located in the bottom right hand corner of the display to navigate between the IP phone's three display pages. When a page icon in the bottom right-hand corner of the Display blinks, it means that there is real-time activity on the page where the number or feature is located.

If you navigate to the second or third pages, you must use the Navigation Page buttons to return to the first page. You are not automatically returned to the first page after using features or when the IP phone is idle. You can also press the ⌂ (Home) button on the 5360 IP Phone (only) to return to the first page.

External Speaker

The speaker provides audio for handsfree calls and background music. See "Using Handsfree Mode" on page 39 for information about handsfree calls. See "Listening to Background Music" on page 27 for more information about background music.

Phone Signals

The 5360 IP Phone has several audio and visual signals to indicate feature activity. The following are a few helpful tips:

- Lit or blinking buttons indicate call or feature activity.
- All phone button lamps illuminate at the same time for a few seconds when the IP phone is reset or powered on.
- The following actions may cause an error tone:
  - o Pressing an invalid button combination.
  - o Selecting a restricted feature.
  - o Dialing a restricted or invalid number.
  - o Dialing too slowly between digits.
  - o Waiting too long before performing the next step.

  To correct an error tone, hang up and try again.
- Many features "time-out" if you wait too long before performing the next step. If this happens, you must start over.
- "Off-hook" means the handset is lifted. "On-hook" means the handset is in the cradle.
- If your IP phone does not have a lamp under the speaker button, the large message indicator lamp on the top right of the IP phone indicates that the speakerphone is in use.

Comfort and Safety Tips

Observe the following comfort and safety tips when using the IP phone:

- **Do not cradle the handset**: Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your neck and shoulder. If you frequently use the IP phone, you might find a headset more comfortable. "Using a Headset" on page 8.
- **Adjust the viewing angle**: The built-in stand tilts to give you a better view of the buttons. See "Adjusting the Viewing Angle" on page 15.
- **Protect your hearing**: Because prolonged exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level. You can adjust the volume levels of the handset receiver or headset. See "Changing Volume Levels" on page 16.