Mitel

5312 | IP Phone
Quick Reference Guide
5312 IP Phone

NOTE: For more information about using other features, or about programming Personal Keys on your 5312 IP Phone, refer to the 5312/324 IP Phone User Guide located at www.mitel.com, or contact your Administrator.

SIP Users: Refer to the 5312/324 SIP User and Administrator Guide.

Make a Call
1. Lift the handset, or
2. Press [1],
3. Dial the desired number, or
4. Press a Speed Call key, or
5. Press [123], or
6. Dial the prefix for external calls (e.g. 9) and the number.

Answer a Call
1. Lift the handset, or
2. Press [1], and begin speaking.

End a Call
1. Press [X], or
2. Replace the handset.

Place a Call on Hold
1. Press [1].
2. The line key flashes.
3. Replace the handset if necessary.

Retrieve a Call from Hold
1. Lift the handset, or
2. Press [1],
3. Press the flashing line key.

Retrieve a Message
1. Press [1]. It flashes when a message is waiting.
2. Follow the voice mail prompts to retrieve your message.

Transfer a Call
1. Press [1],
2. Dial the number. Wait for an answer.
3. Hang up, or announce the transfer and then hang up.

Conference Calls
1. Press [1],
2. Dial the number. Wait for an answer.
3. Press [1].

Program a Speed Call
1. Press [1],
2. Press # until Personal Keys7 appears.
3. Press *.
4. Press a Personal Key.
5. Press *.
6. Dial the number, or
7. Press [1] (to redial the last number).
8. Press the Personal Key again.
9. Press * to make the number private, or
10. Press # to keep the number visible.
11. Press [1].

Adjust Volume Levels
1. Adjust ringer volume while the phone is ringing. Adjust speaker volume while using the handset or speaker.
2. Press repeatedly to raise the volume, or repeatedly to lower the volume.
3. Press to mute your microphone. See the 5312/324 IP Phone User Guide for details.
Calling the Voice Mail System for the First Time

- Lift the handset or press for handsfree dialing.
- Dial the Voice Mail extension (9952). The system prompts you for your passcode.
- Enter your default passcode (1234).
- Press 1 The system prompts you for a new passcode (you must change the passcode).
- Enter a new passcode. Your new passcode must four digits in length and you cannot re-enter the default passcode, or use * or # in your new passcode.
- The system asks you to re-enter your new passcode for confirmation. Enter your new passcode again.
- The system asks you to record your name. Say only your name, for example: “Rig 48 Supervisor”. Speak immediately after the tone, and press any key when you have finished.
- Press 1 to accept, 2 to review, or 3 to discard and re-record it.
- The system prompts you for a greeting. Keep your greeting short and professional. For example “You have reached Rig 48 Supervisor. I can’t answer the phone right now, so please leave your name, number, and a short message. I will get back to you as soon as possible”.
- To end the recording, press any key. The system plays back your greeting. Press 1 to accept, 2 to review, or 3 to discard and re-record.
- The Personal Contact numbers feature is not available so press any key other than 1 to continue.
- You have now successfully set up your mailbox. Please refer to the Quick Reference Guide to assist with listening to messages etc.

Voice Mail Access
- Your Mailbox Number is the last 4 digits of the telephone number e.g. 08 7002 (9990)

From Your Desk Phone
- Call the Voice Mail system on extension 9952.
- Enter your passcode.
- Press 7 to play messages or select an option from the main menu.

From Outside The Company
- Call the Voice Mail system on 08 7002 9952.
- When answered press *.
- Enter your mailbox number.
- Enter your passcode.
- Press 7 to play messages or select an option from the main menu.