### 5312 IP Phone

#### The Mitel 5312 IP Phone
- **1. Display**
- **2. Ring/Message Indicator**
- **3. Volume, Speaker, Mute Controls**
- **4. Fixed-Function Keys**
- **5. Key Pad**
- **6. Personal Keys**
- **7. Speaker**
- **8. Handset**

#### Fixed-Function Keys
- **SPEAKER**
- **MUTE**
- **MENU**
- **CANCEL**
- **REDIAL**
- **HOLD**
- **TRANSFER/CONFERENCE**
- **MESSAGE**

### Quick Reference Guide

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

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

#### End a Call
1. Press \( \) , or
2. Replace the handset.

#### Place a Call on Hold
1. Press \( \) .
2. Dial the number. Wait for an answer.
3. Hang up, or announce the transfer and then hang up.

#### Retrieve a Call from Hold
1. Lift the handset, or
2. Press \( \) and begin speaking.
3. Replace the handset if necessary.

#### Retrieve a Message
1. Press \( \) . It flashes when a message is waiting.
2. Follow the voice mail prompts to retrieve your message.

#### Adjust Volume Levels
Adjust ringer volume while the phone is ringing. Adjust speaker volume while using the handset or speaker.
1. Press \( \) repeatedly to raise the volume, or \( \) repeatedly to lower the volume.
2. Press \( \) to mute your microphone. See the 5312/5324 IP Phone User Guide for details.

### NOTE:
For more information about using other features, or about programming Personal Keys on your 5312 IP Phone, refer to the 5312/5324 IP Phone User Guide located at www.mitel.com, or contact your Administrator.
5324 IP Phone

Make a Call
1. Lift the handset, or
2. Press \("\),
3. Dial the 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 \("\), and begin speaking.

End a Call
1. Press \(\), or
2. Replace the handset.

Place a Call on Hold
1. Press \("\).
2. Dial the number. Wait for an answer.
3. Press \("\).
4. Press the flashing line key.

Retrieve a Call from Hold
1. Lift the handset, or
2. Press \("\), and begin speaking.

Retrieve a Message
1. Press \("\). It flashes when a message is waiting.
2. Press the flashing line key.
3. Follow the voice mail prompts to retrieve your message.

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

Conference a Call
1. Press \("\).
2. Dial the number. Wait for an answer.
3. Press \("\).
4. Press the flashing line key.

Program a Speed Call
1. Press \("\).
2. Press No until Personal Keys? appears.
3. Press Yes.
4. Press a Personal Key.
5. Press Change.
6. Press Yes for Speed Call?
7. Dial the number.
8. Press Priv to make the number private.
9. Press Save.
10. Press \("\).

Adjust Volume Levels
Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.
1. Press \("\) repeatedly to raise the volume, or \("\) repeatedly to lower the volume.
2. Press \("\) to mute the microphone. See the 5312/5324 IP Phone User Guide for details.