


Calling the Voice Mail System for the First Time

- Lift the handset or press  **SPEAKER** for handsfree dialing.
- Dial the Voice Mail extension (**6000**). 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 be 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: “**First Name Last Name**”. Speak immediately after the tone, and press any key when you have finished.
- Press **1** to accept, **2** to review, or **3** to discard your name and re-record it.
- The system prompts you for a greeting. Keep your greeting short and professional. For example “**You have reached First Name Last Name. 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**”.

MITEL

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 |




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.
SIP Users: Refer to the *5312/5324 SIP User and Administrator 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 Press , 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 .
- The line key flashes.
- 2 Replace the handset if necessary.


Retrieve a Call from Hold

- 1 Lift the handset, or
- 2 Press .
- 3 Press the flashing line key.

Retrieve a Message

- 1 Press . It flashes when a message is waiting. 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 Calls




- 1 Press .
- 2 Dial the number. Wait for an answer.
- 3 Press .

Program a Speed Call

- 1 Press .
- 2 Press # until **Personal Keys?** appears.
- 3 Press *.
- 4 Press a **Personal Key**.
- 5 Press *.
- 6 Dial the number, or
- 7 Press  (to redial the last number).
- 8 Press the **Personal Key** again.
- 9 Press * to make the number private, or
- 0 Press # to keep the number visible.
- 1 Press .

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.