

# Quick Reference Guide

## MiVoice 5312 IP Phone



### The Mitel 5312 IP Phone

- 1 Display
- 2 Ring/Message Indicator
- 3 Volume, Speaker, Mute Controls
- 4 Fixed Function Keys
- 5 Keypad
- 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 and applications on your 5312 IP Phone, refer to the 5312/5324 IP Phone User Guide located at [www.mitel.com](http://www.mitel.com), or contact your Administrator.

### Make a Call

- 8 Lift the handset OR
- 3 Press .
- 5 Dial the number OR
- 6 Press a **Speed Call** key OR
- 4 Press OR
- 5 Dial the prefix for external calls (e.g. 9) and the number.

### Answer a Call

- 8 Lift the handset OR
- 3 Press , and begin speaking.

### End a Call

- 4 Press OR
- 8 Replace the handset.

### Place a Call on Hold

- 4 Press . The line key flashes.
- 8 Replace the handset if necessary.

### Retrieve a Call from Hold

- 8 Lift the handset OR
- 3 Press .
- 6 Press the flashing line key.

### Retrieve a Message

- 4 Press . It flashes when a message is waiting. Follow the voice mail prompts to retrieve your message.

### Transfer a Call

- 4 Press .
- 5 Dial the number. Wait for an answer.
- 8 Hang up OR announce the transfer and then hang up.

### Conference a Call

- 4 Press .
- 5 Dial the number. Wait for an answer.
- 4 Press .

### Program a Speed Call

- 4 Press **Menu** OR .
- 5 Press **#** until **Personal Keys?** appears.
- 5 Press **\***.
- 6 Press a **Personal Key**.
- 5 Press **\***.
- 5 Dial the number.
- 6 Press the **Personal Key** again.
- 5 Press **\*** to make the number private, or
- 5 Press **#** to keep the number visible.
- 4 Press .

### Adjust Volume Levels

Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.

- 3 Press repeatedly to raise the volume OR repeatedly to lower the volume.
- 3 Press to mute your microphone.