# Quick Reference Guide

# MiVoice 5312 IP Phone



#### The Mitel 5312 IP Phone

- Display
- Ring/Message Indicator 2
- Volume, Speaker, Mute Controls B
- 4 **Fixed Function Keys**
- 6 Keypad
- Personal Keys 6
- 7 Speaker
- 8 Handset

Fixed-Function Keys	
5	SPEAKER
ø	MUTE
5	MENU
$\otimes$	CANCEL
12 <u>3</u>	REDIAL
∐~	HOLD
~ 522	TRANSFER/CONFERENCE
∞ি⊼ব	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, or contact your Administrator.

#### Make a Call

- 8 Lift the handset OR
- O Press (1)).
- **5** Dial the number OR
- **O** Press a Speed Call key OR
- Press <sup>12</sup> DR
- **5** Dial the prefix for external calls (e.g. 9) and the number.

### Answer a Call

- 8 Lift the handset OR
- Press (1), and begin speaking.

#### End a Call

 Press 
OR 8 Replace the handset.

## Place a Call on Hold

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

### Retrieve a Call from Hold

- 8 Lift the handset OR
- B Press (1)).
- **6** Press the flashing line key.

#### Retrieve a Message

• Press I lt flashes when a message is waiting. Follow the voice mail prompts to retrieve your message.

# Transfer a Call

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

#### Conference a Call

- 4 Press a 🔊
- Dial the number. Wait for an answer.
- 4 Press 🕿 👧

### Program a Speed Call

# 4 Press Menu OR **9** Press # until Personal Keys? appears.

- 6 Press \*.
- **O** Press a Personal Key.
- 9 Press \*.
- Dial the number.
- O Press the Personal Key again.
- **9** Press \* to make the number private, or
- O Press # to keep the number visible.



### Adjust Volume Levels

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

- Output Press I repeatedly to raise the
  - volume OR volume OR volume or repeatedly to lower the volume.

 $\bullet$  Press  $ot\!\!\!/$  to mute your microphone.



For more information please call, 877-NORCOM1 or go to: www.norcomsolutions.com/mivoice-5312

