Mitel 5312 Quick Reference Sheet

What Do These Keys Do?		
	UP/DOWN Arrow Keys:	Used to turn volume of caller up & down when on a call and to adjust the ringer volume.
	Speaker:	Used to activate/deactivate loudspeaker.
	Mute:	Enables Mute, for phone's handset, headset or hands-free microphone.
	Superkey:	Used for programming Personal keys and accessing various features.
⊗	**Cancel:**	Used to cancel your last action.
	Redail:	Used to redial the last external number you dialled.
	Hold:	Used to hold calls (not used for transfer).
	Trans/Conf:	Used for enquiry, transfer and conference calls.
	Message:	Used to send and receive messages.
	Personal Keys (12)	These keys may be programmed as LINE, GROUP, STATUS, SPEEDCALL or FEATURE keys, however the bottom **Right** key is your **prime** key and cannot be changed-this is your extension.

Answering Calls	
To answer a call you must pick-up the handset, press the prime key or press **[SPEAKER]**.	
Internal:	Single ring, prime key flashes, pick up handset, or press flashing key. Display shows who is calling you before you answer.
External:	Double ring, prime or line key flashes, pick up handset or press flashing key.
Calls Forwarded to You:	Display shows "**from XXXX**", answer as above.

Call Waiting – What Can You Do (Only Available if Programmed on Feature Keys)
While on a call, you hear call waiting tone, you can either hang up or press the **[WAIT]** feature key - this holds your current call and brings the waiting call through - press **[TRADE]** again to hold the new call and reconnect to your original call.

Someone Answer That Phone	
Group Pick up:	Lift handset and press **PICK UP** feature key or ***6**
To answer any ringing extension	Dial ****6** plus the ringing extension number.

Need To Make A Call	
Operator Call	Dial **0**
Making Internal/Network Calls	Dial the Extension Number you require.
Making External Calls	Dial **9** and the required telephone number or
	Dial System Speedcall code **XXXX** or
	Dial Personal Speedcall code: ***1(00-09)** or
	Press **[REDIAL]** key for Last Number Redial.

Hold on I'll Find Out
To hold a call press the **[HOLD]** key.
To retrieve a held call press the fast flashing line key.

What Is Their Extension Number?
Press **[SUPERKEY]**, press ***** to select "**PHONEBOOK**", use dialpad to display first few letters of the name you want to look up, press 0 to select "**LOOK UP**", use **0** to select "**NEXT**" if required and when the correct name appears in the screen press ***** to select "**CALL**".

I'll Put You Through
To make an enquiry/transfer a call, press **[TRANS/CONF]** (caller is automatically held), dial required extension number, wait for answer if necessary and either hang up or press **RELEASE** feature key or **HANG-UP** to transfer the call - or press **[CANCEL]** to return to original call.

Let's Speak To… As Well	
Setting up an outgoing conference:	With a call in progress, press **[TRANS/CONF],** dial the next person, when they answer, speak privately if required, and when ready, press [**TRANS/CONF]** again - a conference is established. Repeat above steps to add additional parties to the conference (maximum of 8).
Setting up an Incoming Conference:	With a call in progress on line 1, line 2 - 8 will flash slowly to indicate an incoming call. Press **[HOLD]**, select second line to answer call and speak privately. Press **[HOLD],** go back to original call on line 1, then press "**ADD HELD"** softkey below display, then select line 2 that was held, a 3 party conference is now established. To add a further incoming call to your conference, while connected to conference call on line 1, line 2 - 8 will flash slowly to indicate an incoming call. Press **[HOLD]**, select second line to answer call and speak privately, press **[HOLD],** go back to original call on line 1, then press "**ADD HELD"** softkey below display, then select line 2 that was held, you have a 4 party conference. Continue above steps to add additional incoming parties to the conference (maximum of 8).

Can't Get Through

If the extension you are calling is busy or there is no answer:

Press **[MESSAGE]** and hang up - their message lamp will begin to flash immediately or

Press ***CALLBACK*** feature key or Dial **6** and hang up.
When the extension is free or is next used an automatic callback will take place or

To Cancel ALL Callbacks: - Press **#6** or

To Cancel an Individual Callback: - Press **##6** & extension number.

Message Light Is Flashing

Press ***MESSAGE***, press YES, the name of the caller is shown, press MORE for date and time, and press CALL to be connected.

Going Somewhere

Calls may be forwarded (to an extension or to voicemail) immediately, when you are busy or if you don't answer and may be switched on or off using either the SUPERKEY and pressing the *** & #** key or by dialling feature access codes shown

ALWAYS	***81** + destination, forwards all calls to destination
B-INT	***83** + destination, forwards internal calls if you are busy
B-EXT	***84** + destination, forwards external calls if you are busy
B-INT/EXT	***85** + destination, forwards all calls if you are busy
NA-INT	***86** + destination, forwards internal calls on no answer
NA-EXT	***87** + destination, forwards external calls on no answer
NA-INT/EXT	***88** + destination, forwards all calls on no answer
To CANCEL dial above code without dialling the destination.	

Secretarial Service

This facility allows the Secretary to control the call forwarding facility from his/her phone.

A **STATUS** key (showing if the Manager is engaged) and a RING key may be programmed.

To activate Secretarial Service (from SEC phone) dial ***82** plus Manager's extension number or press pre-programmed key.

To cancel Secretarial Service (from SEC phone) dial **#82** plus Manager's extension number or press pre-programmed key.

Programming Personal Keys

Personal Keys may be programmed as SPEEDCALL OR FEATURE keys.

Press **[SUPERKEY]**, press # until ***"PERSONAL KEYS"*** appears, and press *.

Press un-programmed Personal key, Dial a new number, press the personal key again and Press * to make private and # to save.

Press **[SUPERKEY]** to exit.

Programming Personal Speedcalls (00-09)(If Available)

Dial **#1** (00-09) 9 plus complete telephone number to be stored hang up.