MITEL

3300 IP Communications Platform

5312 IP and 5324 IP Phones
User Guide

Lakehead
UNIVERSITY

MITEL

ABOUT YOUR PHONE

The Mitel 5312 and 5324 IP Phones are full-feature, dual port, dual mode telephones that provide voice communication over an IP network. Each features a back-lit liquid crystal display (LCD) screen, display-assisted access to features, on-hook dialing and off-hook voice announce with handsfree answerback, and a large ringing/message indicator. The 5312 IP Phone offers 12 programmable keys, and the 5324 IP Phone offers 24 programmable keys for one-touch feature access. Both phones provide ten fixed feature keys for convenient access to features such as Conferencing, Redial, and many customizable user settings.

The 5312 and 5324 IP Phones support Mitel Call Control (MiNet) protocol and Session Initiated Protocol (SIP). The 5324 IP Phone also supports modules such as the Line Interface Module, 5310 IP Conference Unit, and the 12 and 48 Button Programmable Key Modules. The 5324 IP Phone can be used as an ACD Agent Phone or a Teleworker phone. The personal key on the bottom left (5312) or bottom right (5324) is always your Prime Line; the remaining personal keys can be programmed as:

- Speed Call keys. You can program speed call keys from your phone, or using the Desktop Tool.
- Line Appearances. Only the administrator can program line appearances.

5324 IP Phone

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Elements of Your Phone	
Feature	**Function**
1) Display	Provides a two–line, 20–character liquid crystal display (LCD) viewing area that assists you in selecting and using phone features, accessing your voice mail, and identifying callers. When you access the Menu key, prompts and feature information appear on the display screen. For information on selecting menu options, see "Selecting Menu Options" elsewhere in this guide.
2) Softkeys (5324 IP Phone only)	Context-sensitive keys change depending on the modes of the operation and the menu currently displayed. Softkeys enable you to easily view and select a variety of features.
3) Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.
4) Volume, Speaker and Mute Controls	Provide the following audio control capability: (UP) and (DOWN) provide volume control for the ringer, handset, and handsfree speakers. (SPEAKER) enables and disables Handsfree mode. (MUTE) enables Mute, which allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call.
5) Fixed Function Keys	Give you access to the following phone functions: (MENU) : provides access to menus for your phone's additional features. Note : When navigating through Menu options, press (CANCEL) or (MENU) to back up one menu level. (CANCEL) : ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level. (REDIAL) : calls the last number dialed. (HOLD) : places the current call on hold. (TRANS/CONF) : initiates a call transfer or establishes a three–party conference call. (MESSAGE) : provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox. Note : The Ring/Message indicator also flashes when messages are waiting.
6) Keypad	Use to dial.
7) Programmable Personal Keys and Designation Card	Provides 12 or 24 keys that can be programmed as speed call keys, feature keys, or line appearance keys, according to your communication needs. Personal keys have status indicators. On a 5324 IP Phone, the bottom right personal key is always your Prime Line key. On the 5312 IP Phone, the bottom left personal keys is always your Prime Line key. Write the name (speed call, feature or line appearance) of the Personal keys that you program on the designation card (use the side of the card with the textboxes provided). Use the slot behind the plastic cover at the bottom of the phone to remove/insert the designation card.
8) Handsfree Speaker	Provides sound for Handsfree calls and background music.
9) Handset	Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

Ring/Message Indicators

When indicator is	it means that
Flashing rapidly	Your phone is ringing
Flashing slowly	A message or callback message is waiting at your phone
On	Your phone is ringing another phone
Off	Your phone is idle, or you are on a call

Voicemail

Internally from your own telephone:

- Press the **Voicemail** feature key
- Enter your pass code (default pass code is **2009**)

Internally from another telephone:

- Dial your extension
- When you hear your greeting press *
- Enter your pass code

Externally:

- Dial 343-8000
- When you hear the Lakehead University Automated Attendant press *
- Please enter a mailbox number (enter your extension) press *
- Enter your pass code

Selecting Menu Options

Because the 5324 IP Phone offers softkeys, feature availability and menu options for the 5312 and 5324 IP Phones may differ.

To select menu items on the display:

1. On a 5324 IP Phone, press the softkeys.

2. On a 5312 IP Phone, press *, 0 and # on the keypad. For example, if options *=YES 0=DEFAULT #=NO appear and you want to select YES, press *.

Procedures in this guide show all menu selection options, where applicable—for example, "Press the * or **Yes** softkey". Procedures in this guide also specify when a menu option is available on only one of the phones—for example, "On a 5324 IP Phone only, press the **Save** softkey".

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjust the viewing angle

The stand built into your phone tilts to give you a better view of the keys.

To tilt your telephone for better viewing:

1. Turn the phone so that the front faces away from you.

2. Hold the base unit firmly and press the release tabs on the sides of the stand to detach the base unit.

3. Hinge the hooks of the base unit into the notches on the back of the phone and snap into place as follows:

    • For a high–angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.

    • For a low–angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.
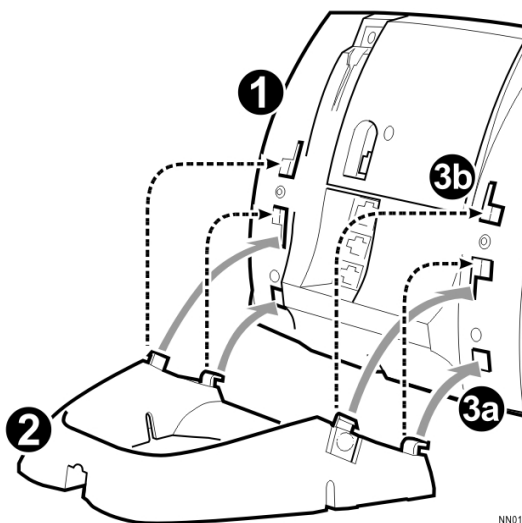
CUSTOMIZING YOUR 5312/5324 IP PHONE

Ringer Control

To adjust the Ringer Volume while the set is ringing:

- Press ⌃ (UP) or ⌄ (DOWN).

To adjust the Ringer Pitch while the set is idle:

1. Press ⌨ (MENU).
2. Press # or the No softkey until "Ringer Adjust?" appears.
3. Press * or the Yes softkey twice.
4. Press ⌃ (UP) or ⌄ (DOWN).
5. Press ⌨ (MENU).

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press ⌃ (UP) or ⌄ (DOWN).

Speaker Volume Control

To adjust the Speaker Volume when making a handsfree call or when listening to background music:

- Press ⌃ (UP) or ⌄ (DOWN).

Display Contrast Control

To adjust the Display Contrast while your set is idle:

- Press ⌃ (UP) or ⌄ (DOWN).

MAKING AND ANSWERING CALLS

Make a Call

1. Lift the handset (optional).

2. If you want to use a Non–Prime Line, press a Line Appearance key.

3. Do one of the following:

   • Dial the number

   • Press a Speed Call key

   • Press ^{123} (REDIAL).

Answer a Call

Do one of the following:

• Lift the handset.

• Press (SPEAKER).

• Press the flashing Line appearance key and lift the handset.

• Press the flashing Line appearance.

Security Emergency and Parking

There are two methods of dialing emergency numbers:

• Emergency Call Routing programmed

• Emergency Call Routing NOT programmed

To make an Emergency Call using the Line Interface Module line:

1. Lift the handset.

2. Press the **Security** key that has been programmed.   OR

3. Dial your Local Emergency Number 911.

Pressing the **Security** feature key in an emergency will call ext.8911

Lakehead University Security Information 343-8569 (Internal Dial ext.8569)

Phonebook

To use Phonebook:

1. Press ![MENU icon] (MENU).

2. Press the Yes softkey when "Phonebook?" appears.

   • Enter the Last name of the desired party, as follows:

   • For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.

   • Use the ← softkey to correct errors.

   • If the next letter in the name is on the same digit key as the previous letter, press the → softkey before proceeding.

   • If required, press → softkey to add a space between the first and last name.

3. Press the **Lookup** softkey.

   • If the "Phonebook Lookup – Default to User Location" option is enabled on the system for your phone, the search is limited to names that share your location; otherwise, the entire directory is searched.

   • If "Phonebook Lookup – Display User Location" option is enabled, after the phonebook search displays the matching name and directory number, the user's location is displayed. The display alternates between the name/number and the location every 2 seconds.

4. If no match exists, edit the original entry,
   OR
   If the Phonebook with Location" option is enabled, press Retry. ALL LOCATIONS? Is displayed. Press Yes to search the entire directory or press No to search for only names that share your location. Edit the name and press Lookup.

5. If more than one match is found, press the Next softkey.

6. Do one of the following:

   • To make the call, press the **Call** softkey.

   • To edit the entry, press the **Retry** softkey.

   • To exit, press ![MENU icon] (MENU).

Redial

To redial the last number that you manually dialed:

1. Lift the handset (optional).

2. Press ![REDIAL icon] (REDIAL).

Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi–digit password, for instance).

To dial a stored Speed Call number:

1. Lift the handset.

2. Press a Speed Call key.

To store a Speed Call number:

1. Press ![MENU icon] (MENU).

2. Press # or the No softkey until "Personal Keys?" appears.

3. Press * or the Yes softkey.

4. Press a personal key that isn't a line key.

5. Press * or the Change softkey

6. On a 5312 IP Phone only, press the personal key again.

7. Do one of the following:

   • To make the number private, press ***** or the **Priv** softkey

   • To keep the number visible, press **#** or the **Save** softkey.

8. Press ![MENU icon] (MENU).

Mute

Mute lets you temporarily turn your phone's handset, headset or handsfree microphone off during a call.

To turn Mute on during a call:

• Press ![MUTE icon] (MUTE). The ![MUTE icon] (MUTE) light turns ON.

To turn Mute off and return to the conversation:

• Press ![MUTE icon] (MUTE). The ![MUTE icon] (MUTE) light turns OFF.

Note: If you are on a Handsfree MUTED call and you lift the handset, the handset microphone is automatically enabled and the MUTE light turns OFF. NOTE FOR USERS ON RESILIENT 3300 ICP SYSTEMS: If your phone switches to the secondary system while your speaker or handset is muted (that is, while the Mute key is lit) the call remains muted until you hang up.

Handsfree Operation

To use Handsfree to make a call:

1. Dial the number.
2. Begin speaking when the called party answers. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To use Handsfree operation to answer calls:

1. Press the flashing line key.
2. Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To hang up while using Handsfree operation:

•   Press ⊗ OR ◁)) (SPEAKER).

To turn Mute on during Handsfree operation:

•   Press ∯ (MUTE).The Mute key light turns ON.

To turn Mute off and return to conversation:

•   Press ∯ (MUTE).The Mute key light turns OFF.

To disable Handsfree operation:

•   Lift the handset.

To return to Handsfree operation:

1. Press ◁)) (SPEAKER).
2. Hang up the handset.

Hold

To place a call on Hold:

•   Press ⌂⌐ (HOLD).

To retrieve a call from Hold:

1. Lift the handset.
2. Press the flashing line key.

Transfer

To Transfer an active call:

1. Press ⌇ (TRANS/CONF).
2. Dial the number of the third party.
3. Do one of the following:
    *   To complete the Transfer, hang up.
    *   To announce the Transfer, wait for an answer, consult, and hang up.
    *   To cancel the Transfer, press ⊗ (CANCEL).

To transfer an active call during headset operation:

1. Press ⌇ (TRANS/CONF).
2. Dial the number of the third party.
3. To complete the Transfer, press the Release feature key.

Conference

To form a Conference when a two–party call is already in place, or to add another party to an existing Conference:

1. Press ⌇ (TRANS/CONF).
2. Dial the number of the next party.
3. Wait for an answer.
4. Press ⌇ (TRANS/CONF).

To leave a Conference:

*   Hang up or press ⊗ (CANCEL).

Release

Release lets you disconnect from an attempted Call Transfer or Conference Call without hanging up the handset. Release is useful when you encounter a busy or unavailable party.

To release from an attempted transfer or conference call:

*   Press the **Release** ⊗ softkey.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. You can select one of the following forwarding options:

- Always redirects all incoming calls regardless of the state of your telephone.
- B–Int redirects internal calls when your telephone is busy.
- B–Ext redirects external calls when your telephone is busy.
- NA–Int redirects internal calls after several rings if you don't answer.
- NA–Ext redirects external calls after several rings if you don't answer.

To program Call Forward:

1. Press ![icon] (MENU).
2. Press # or the No softkey until "Call Forwarding?" appears.
3. Press * or the Yes softkey .
4. Press # or the Next softkey until the type of Call Forward that you want to set up appears (see above).
5. On a 5324 IP Phone only, press * or the Review softkey.
6. If a number is already programmed, press * or the Change softkey .
7. Press * or the Program softkey .
8. Dial the destination number.
   If you make an error while dialing, press * or the ← softkey to correct errors.
9. Press ![icon] (DOWN) or the Save softkey.

To turn Call Forward on and off (once it has been programmed):

1. Press the **CallFwd** feature key.

Do Not Disturb

To program Do Not Disturb:

- Set your Call Forward Always to dial 8000.

To activate or deactivate Do Not Disturb:

- Press the **CallFwd** feature key.

This will send all incoming calls directly to your voicemail box.

If you do not have a voicemail box, it will get directed to the Automated Attendant.

USING OTHER FEATURES

Call Pickup

To answer a call that is ringing at another phone in your Pickup Group:

1. Lift the handset.
2. Press the Pickup feature key.

Headset Operation

To enable Headset Operation:

*   Press the **Headset** feature key.

To answer a call:

*   Press the flashing line key.

To mute your headset microphone:

*   Press the ✘ (MUTE) key. The light turns ON.

To turn mute off and return to the conversation:

*   Press the ✘ (MUTE) key. The light turns OFF.

To hang up:

*   Press ⊗ (CANCEL)

To disable Headset Operation:

*   Press the **Headset** feature key.

**Note**: When the **Headset** light is on the handset will not function at all.

Call History

Call History keeps track of the names (if available) and telephone numbers of missed calls, answered incoming external calls, and outgoing external calls. Once enabled on your phone by your system administrator, it functions automatically.

To display the call history and view call detail:

1. Press the **History** feature key. The total number of missed calls is displayed in brackets (), the number of new missed calls is indicated with a *.

2. To browse through the list of missed calls, press * or the Yes softkey, followed by the ⏶ (UP) and ⏷ (DOWN) keys to scroll through the list.

3. To view answered or outgoing calls, press # or the No softkey (once for Answered, twice for Outgoing), followed by the ⏶ (UP) and ⏷ (DOWN) keys to scroll through the list.

4. To view the number of the call, press the # or Options softkey. When the Options screen is displayed, press the * or Details softkey to display the number. Press the # or Next softkey to display the call time and date.

To return a call:

1. Display the call you want to return.

2. Do one of the following:

    *   If the call is internal, and the caller name is known, press ***** or the **Call** softkey. For unknown numbers, the **Call** option is not displayed.

    *   If the call is external, and you normally need to precede external calls with a digit such as 9, it is likely that your system administrator has programmed your system to insert the 9 for you. In this case, pressing ***** or the **Call** softkey initiates the call immediately. Sometimes the system will be unable to complete the dialing automatically. When this happens, you can edit the dialed digits manually by pressing **#** or the ← (**Clear**) softkey. Use the **#** or ← (**Clear**) softkey to delete the left-most digit, and then type the digits to insert them. When you have the dial string edited to suit your needs, press the ***** or **Call** softkey to dial the number.
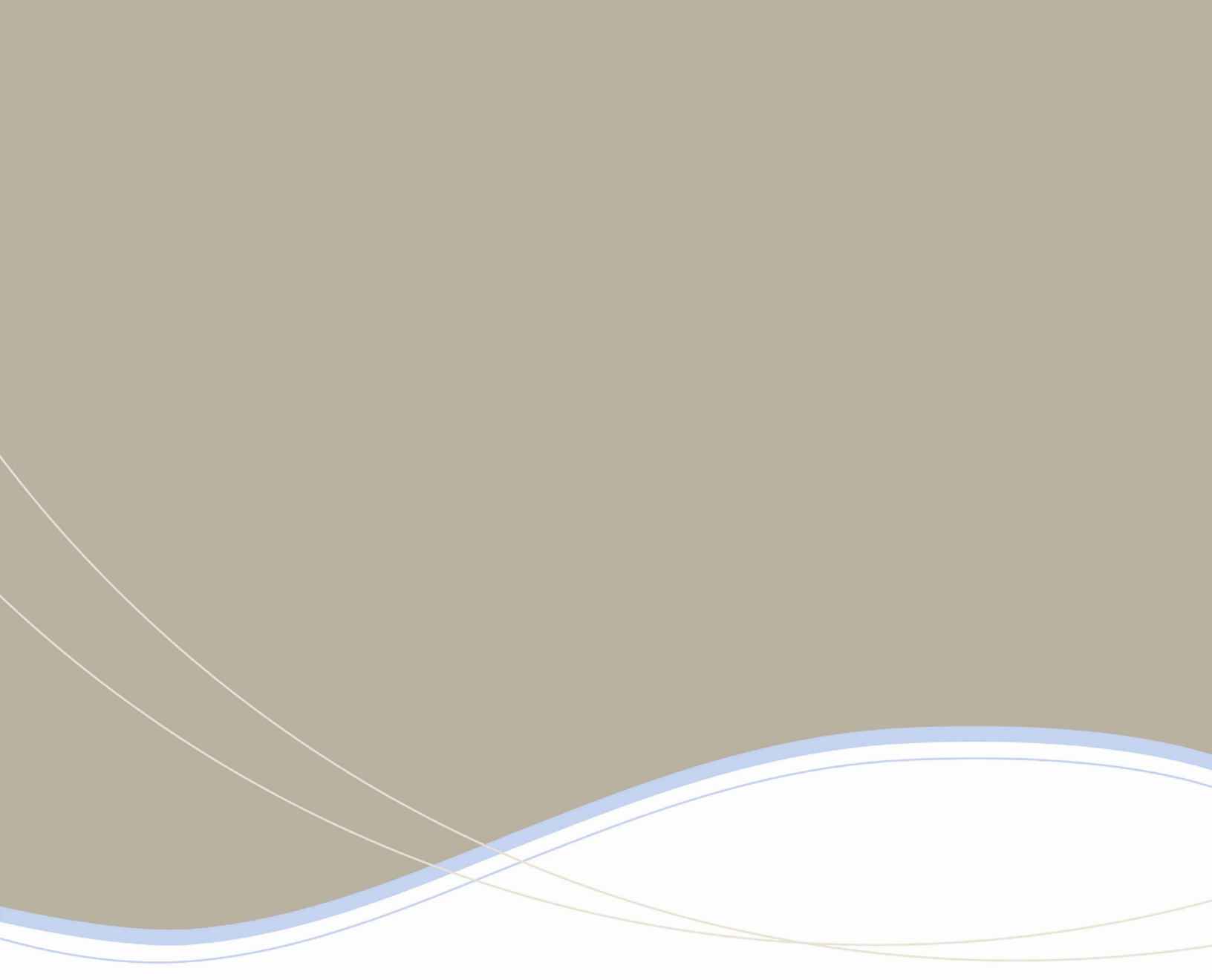
To delete all missed, answered, or outgoing call logs:

1. After selecting the type of logs you wish to delete, press # or the Delete All softkey.

2. Confirm that you do want to delete all items by pressing * or the # softkey.

To delete a particular call from the call log:

*   With the call log that you want to delete displayed, press **#** twice or press the **Delete** softkey.

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