

MITEL

3300 IP Communications Platform

5312 IP and 5324 IP Phones
User Guide



Lakehead
UNIVERSITY

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.



5312 IP Phone

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.
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.
2) Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.
3) 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.
4) 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.
5) Keypad	Use to dial.
6) 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.
7) Handsfree Speaker	Provides sound for Handsfree calls and background music.
8) 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" 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 greeting press *
- Please enter a mailbox number (enter your extension) press *
- Enter your pass code

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.

Long Distance

- When dialing a Long Distance Number press the "Long Distance" key first. The phone will prompt you to "ENTER NUMBER"
- The six digit authorization code assigned to you is the number you must enter here. If a valid authorization code is entered you will hear a dial tone.
- Dial 9 + 1 + Area Code + Number to complete the call.

Security Emergency and Parking

- Pressing the "Security" key in an emergency will call ext.8911
- Lakehead University Security Information 343-8569 (Internal Dial ext.8569)



Directory Assistance

- Bartley Front Desk 343-8612 (Internal Dial ext.8612)
- Lakehead University Operator Dial 0





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:

- Press  (MENU).
- Press # or the No softkey until "Ringer Adjust?" appears.
- Press * or the Yes softkey twice.
- Press  (UP) or  (DOWN).
- 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. (Double Rooms Only)

Do one of the following:

- Dial the number
- Press a Speed Call key
- Press  (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.

Handsfree Operation


To use Handsfree to make a call:

- If you want to use a Non-Prime Line, press a Line Appearance key.
- Dial the number.
- 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:

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

To hang up while using Handsfree operation:

- Press  (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:

- Press  (SPEAKER).
- Hang up the handset.

Hold

To place a call on Hold:


- Press  (HOLD).

To retrieve a call from Hold:

- Lift the handset.
- Press the flashing line key.

Redial



To redial the last number that you manually dialed:

- Lift the handset (optional).
- Press  (REDIAL).

Mute

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

To turn Mute on during a call:

- Press  (MUTE). The  (MUTE) light turns ON.

To turn Mute off and return to the conversation:


- Press  (MUTE). The  (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.

Transfer

To Transfer an active call:



1. Press  (TRANS/CONF).
2. Dial the number of the third party.

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).

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).

Phonebook

To use Phonebook:

1. Press  (MENU).
2. Press the Yes softkey when "Phonebook?" appears.
 - Enter the 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).