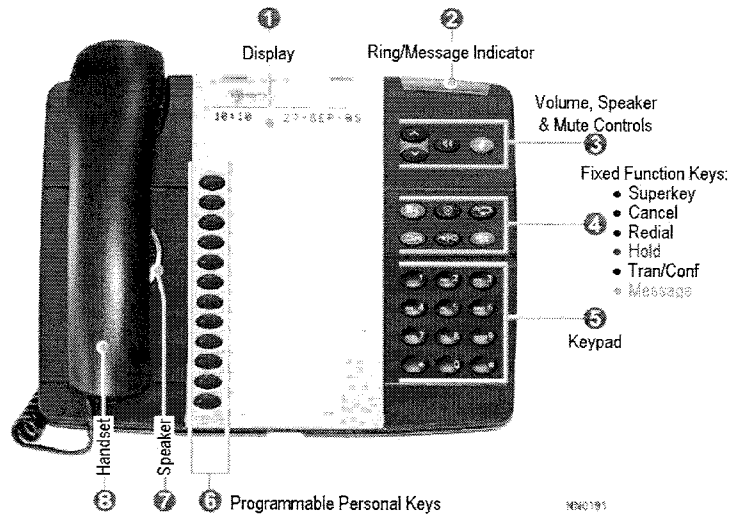


# USER GUIDE



August  
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## MITEL 5312 IP Phone

### USING YOUR PHONE

*Different options will appear based upon what state your phone is in; get in the habit of looking at your display!*

#### ANSWER AN INCOMING CALL

- Lift handset  
or press the speaker key of the ringing telephone

#### PLACE AN OUTGOING CALL

- Dial **[8]** + the number you wish to call

#### PLACE AN INTERNAL CALL

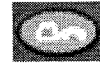
- Dial the 4-digit extension number
- Dial **[0]** to reach the office

#### PLACE A CALL ON HOLD

- With a call on the line, press the red Hold key

#### To reconnect with the caller:

- Press the flashing line key



#### TRANSFER A CALL

- With a call on the line, press the **Trans/Conf** key
- Dial destination number
  - (Optional) Wait for answer and announce call if desired
  - Press **Cancel** key to return to caller (or **Back to Held SK**)
- **Hang-Up** to transfer call



#### TRANSFER A CALL DIRECTLY TO A MAILBOX

- With a call on the line, press the **Trans/Conf** key
- Dial special extension **1111**
- When system answers Press \*  
• Enter the extension/mailbox number
- Hang up immediately so caller hears entire greeting



#### CONFERENCE CALLS

- With a call on the line, press the **Trans/Conf** key
- Dial second party (internal or external)
- Press the **Trans/Conf** key again to bring all parties together



#### REDIAL Dials the last outside number (not extensions)




#### ADJUST RING VOLUME AND RING TONE


- Press the Blue Superkey →
- Press **# (NO)** until **Ring Adjust** appears
- Follow prompts to adjust ringer volume and/or ringer tone using the (Up) **▲** & (Down) **▼** (Down Arrows) to make your selection
- Press the Blue Superkey again to exit the menus





#### HANDSET AND SPEAKER VOLUME CONTROL

- With the handset or speaker active press **▲** & **▼**  
NOTE: In the neutral state the **▲** **▼** keys adjust display contrast  
NOTE: Turn the  button **ON** (lit) to mute a handsfree call.

## TO PROGRAM SPEED DIAL BUTTON

- Press the Blue Superkey → 
- Press # (NO) until **Personal Keys** appears
- Press \* (YES) for **Personal Keys**
- Select the blank Key to Program
- Press \* (CHANGE)
- Enter extension number, or 8 plus an outside phone number
- Press the selected key again to save
- Press # (NO) (private function is non-functional)
- Program another key  
or press the Superkey again to exit the menus

## PHONEBOOK FUNCTION

- Press the Blue Superkey → 
- Press \* (YES) for **PHONEBOOK**
- Enter 2 or three letters by texting  
to lookup a name within the district
- Use the  keys to activate prompts  
that appear  
in the Left, Mid or Right of the display

## DIALING 911 ... For immediate access to emergency services.

- Dial **911** or **8911**
- **Verify your location and state the nature of the emergency**

## Helpful Hints

During Message Playback, **Press 3** to skip to the end of a message.  
You can then immediately reply (4); check next (5); delete (6);  
archive (7); time stamp (8); redirect (9); or repeat (#).

When calling a co-worker and reaching their voicemail, **press #** to skip their  
greeting (*if bypass is allowed*), and record your message at the tone.

Your voice mail key is a **speed dial into 1999**. If your key does not work,  
follow your phone directions to program the key to speed dial 1999.

Check your voice mail messages **daily**, even if your lamp is not activated.

In your greeting, include the following information:

"If your call needs immediate attention please **press zero**."

This will bring the caller to your building main office.

**Transfer callers directly to a mailbox** (phone will not ring) by pressing...  
Transfer → Dial **1111** → Press \* → enter extension number →  
hang up immediately so caller hears entire greeting.

911 calls may be placed by dialing 8911 or 911. If you call 911 in error,  
**please wait on the line and let the dispatcher know that the call  
was placed in error**. If you hang up the call will go through to  
dispatch and they will send emergency equipment out.

If your building has a power outage the phone system will go down after the  
battery backup is used. **Power failure phones are located in each  
building's office**. Please check now with your office staff to locate  
these phones in case of future emergency.

Archived messages are saved for **20 days**.

## CONTACT INFO:

For questions contact...

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