



USER GUIDE FOR 5312 and 5324 MITEL IP HANDSETS

Any codes stated in the documents are system defaults if these do not work then please contact your system administrator or Ocean Telecom


1. TO MAKE AN EXTERNAL CALL

Press 9 or OUTGOING and then dial the telephone number and press # to speed up the dialling


2. TO ANSWER A CALL HANDSFREE

Press the speaker key 

3. TO HOLD A CALL


Press the RED HOLD key  or select HOLD from the LCD options

TO RETRIEVE THE CALL ON HOLD


Press the flashing CALL key or the red HOLD key  again

If you leave a call on hold longer than the recall timer (default is around 60 seconds), it will recall back to your phone and start ringing

4. TO TRANSFER A CALL

While on a call press the transfer key , dial the extension number, announce the call, then hang up to transfer it

If you have the extension programmed under keys you do not need to press transfer first.


If you want to transfer the call externally then press the transfer key  then dial 9 or press OUTGOING then dial the external number.

To transfer to a speed dial press the transfer key  then STN SPDL or SYS SPDL then the speed dial number

If the number you are transferring to is busy or there is no answer, return to the caller by pressing the flashing CALL key.

5. TO ACCESS THE SYSTEM DIRECTORY OR A SYSTEM SPEED DIAL NUMBER


Press SYS SPDL and enter the 3-digit code

To access the system directory press the blue directory key  and select 1 for INTERNAL DIRECTORY or 2 for OUTSIDE DIRECTORY you can now search by typing the name required.

Use MUTE to backspace and FWD to move cursor forward. Use the VOLUME up and down keys to scroll through the entries



6. REDIAL


Press the REDIAL key  to redial the last external number dialled.

7. CALL LOGGING (this feature is only available on newer systems)

Your phone stores the last several dialled, received or missed calls. To access this feature dial 333 then from the LCD options select 1 for Missed Calls, 2 for Received Calls or 3 for Dialled Calls. You can then use the volume keys to scroll through the entries. Press the # key if you want to call one of those entries.


8. SPEAKER

This allows you to replace the handset should you wish to continue the call hands free.


Press the speaker key  first and then replace the handset.

9. MESSAGE

Message can be used for voicemail or sending waiting indications on other handsets.

To active waiting indications while on an internal call, which is not being answered, press your MSG key  and replace the handset. Their MSG light will flash and when they pickup their handset and press the message key it will call you back.

10. MUTE

You can mute the handset or speaker (if on hands free), which allows you to hear the caller, but they cannot hear you. Press the MUTE key  to enable and disable whilst on a call.

11. FORWARD

To call forward your phone to another destination press the Forward key then select one of the options from the LCD

Then dial the destination you want to forward to, examples below. Or use the options from the LCD.

- Internal Number - enter the extension or group number
- Voicemail – enter 2500
- External Number - dial 9 followed by the external number then #

TO CANCEL ANY OF THE ABOVE MODES PICKUP THE HANDSET DIAL 355 THEN HANG UP. Or Press the forward key to clear.



12. VOLUME CONTROLS

You can adjust the volume levels while performing or listening to any of the following functions:

- Handset use for internal and external calls,
- Hands free calls,
- Ringing through the speaker

Press the up and down buttons on the right hand side of the phone

13. DND

Do Not Disturb.

Use this key to block all calls to your handset, press DND then select the message number or just press the lit speaker key. Press the lit DND key to turn off.

14. PAGING

Lift the handset and press PAGE, make your announcement and press the switch hook before replacing the handset.

After pressing PAGE you may be requested to enter a Zone number, enter as required.

15. CALL PICK-UP (REVERSE TRANSFER)

Dial 4 followed by the extension number of the ringing handset.

Alternatively you can press 4 then the group number if you are part of one.

If you have a key on your phone programmed as an extension or group you can press 4 then the key.

16. CONFERENCING

You can have up to four parties (including yourself) in a conference call.

TO ACTION:

With a caller on the line press the Conference button or select Conference from the LCD options

Make your next call (internal or external)

When the next party has answered press Conference twice to include all parties

Repeat for additional parties.

17. TO SELECT A DIFFERENT RING TONE

Leave the handset down and dial 398

The press the volume up or down key to scroll through the ring tones

18. TO PROGRAMME YOUR OWN KEYS

Leave handset down and dial 397

Press the blank key you wish to programme

Enter the extension number you require.



PROGRAMMING PERSONAL SPEED DIAL NUMBERS (0-9)

1. With the handset down dial 383.
2. Enter a code between 0-9
3. Enter the name if required using the keypad and press # then enter the telephone number to be stored and press #.

Use MUTE to backspace and FWD to move cursor forward whilst typing the name or number

TO DIAL THE NUMBER

USING THE DISPLAY

1. Press the STN SPDL or dial 382 key
2. Then select the speed dial 0-9

You can press # to speed up the dialling