

# Quick Reference Guide

MITEL

## 5212 IP Phone



NN0191

### The Mitel 5212 IP Phone

- 1 Display
- 2 Ring/Message Indicator
- 3 Volume, Speaker, and Mute Controls
- 4 Fixed-Function Keys
- 5 Key Pad
- 6 Personal Keys
- 7 Speaker
- 8 Handset

### Fixed-Function Keys

- SPEAKER
- MUTE
- SUPERKEY
- CANCEL
- REDIAL
- HOLD
- TRANSFER / CONFERENCE
- MESSAGE

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**Note:** For more information about using Mute or other features, or about programming Personal Keys on your 5212 IP Phone, refer to the *5212 IP Phone User Guide* located at [www.mitel.com](http://www.mitel.com), or contact your Administrator.

### Make a Call

- 8 Lift the handset, or
- 3 Press .
- 5 Dial the number, or
- 6 Press a **Speed Call** key, or
- 4 Press , or
- 5 Dial the prefix for external calls (e.g. 9) and the number.

### Answer a Call

- 8 Lift the handset, or
- 3 Press and begin speaking.

### End a Call

- 4 Press , or
- 8 Replace the handset.

### Place a Call on Hold

- 4 Press .
- The line key flashes.
- 8 Replace the handset if necessary.

### Retrieve a Call from Hold

- 8 Lift the handset, or
- 3 Press .
- 6 Press the flashing line key.

### Retrieve a Message

- 4 Press . It flashes when a message is waiting. Follow the voice mail prompts to retrieve your message.

### Transfer a Call

- 4 Press .
- 5 Dial the number. Wait for an answer.
- 8 Hang up, or announce the transfer and then hang up.

### Conference a Call

- 4 Press .
- 5 Dial the number. Wait for an answer.
- 4 Press .

### Program a Speed Call

- 4 Press .
- 5 Press # until **Personal Keys?** appears.
- 5 Press \*.
- 6 Press a **Personal Key**.
- 5 Press \*.
- 5 Dial the number, or
- 4 Press (to redial the last number).
- 6 Press the **Personal Key** again.
- 5 Press \* to make the number private, or
- 5 Press # to keep the number visible.
- 4 Press .

### Adjust Volume Levels

Adjust ringer volume while the phone is ringing. Adjust speaker volume while using the handset or speaker.

- 3 Press repeatedly to raise the volume, or repeatedly to lower the volume.
- 3 Press to mute the microphone. See the *5212 IP Phone User Guide* for details.

5212/5224

# Quick Reference Guide

MITEL

## 5224 IP Phone



NN0192

### The Mitel 5224 IP Phone

- 1 Display
- 2 Softkeys
- 3 Ring/Message Indicator
- 4 Volume, Speaker, and Mute Controls
- 5 Fixed-Function Keys
- 6 Key Pad
- 7 Personal Keys
- 8 Speaker
- 9 Handset

### Fixed-Function Keys

- SPEAKER
- MUTE
- SUPERKEY
- CANCEL
- REDIAL
- HOLD
- TRANSFER / CONFERENCE
- MESSAGE



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**Note:** For more information about using Mute or other features, or about programming Personal Keys on your 5224 IP Phone, refer to the *5224 IP Phone User Guide* located at [www.mitel.com](http://www.mitel.com), or contact your Administrator.

### Make a Call

- 9 Lift the handset, or
- 4 Press .
- 6 Dial the number, or
- 7 Press a **Speed Call** key, or
- 5 Press , or
- 6 Dial the prefix for external calls (e.g. 9) and the number.

### Answer a Call

- 9 Lift the handset, or
- 4 Press , and begin speaking.

### End a Call

- 5 Press , or
- 9 Replace the handset.

### Place a Call on Hold

- 5 Press .
- The line key flashes.
- 9 Replace the handset if necessary.

### Retrieve a Call from Hold

- 9 Lift the handset, or
- 4 Press .
- 7 Press the flashing line key.

### Retrieve a Message

- 5 Press . It flashes when a message is waiting. Follow the voice mail prompts to retrieve your message.

### Transfer a Call

- 5 Press .
- 6 Dial the number. Wait for an answer.
- 9 Hang up, or announce the transfer and then hang up.

### Conference a Call

- 5 Press .
- 6 Dial the number. Wait for an answer.
- 5 Press .

### Program a Speed Call

- 5 Press .
- 2 Press **No** until **Personal Keys?** appears.
- 2 Press **Yes**.
- 7 Press a Personal Key.
- 2 Press **Change**.
- 2 Press **Yes for Speed Call?**
- 6 Dial the number, or
- 5 Press (to redial the last number).
- 2 Press **Priv** to make the number private.
- 2 Press **Save**.
- 5 Press .

### Adjust Volume Levels

Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.

- 4 Press repeatedly to raise the volume, or repeatedly to lower the volume.
- 4 Press to mute the microphone. See the *5224 IP Phone User Guide* for details.

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