Quick Reference Guide

MITEL

5212 | IP Phone

NN0191

Note: For more information about using Mute or other features, or about programming Personal Keys on your 5212 IP Phone, refer to the *5212/5224 IP Phone User Guide* located at www.mitel.com, or contact your Administrator.

Mitel 5212 IP Phone

❶ Display
❷ Ring/Message Indicator
❸ Volume, Speaker, and Mute Controls
❹ Fixed-Function Keys
❺ Key Pad
❻ Personal Keys
❼ Speaker
❽ Handset

Fixed-Function Keys

🔊 SPEAKER
🎤 MUTE
SUPERKEY
⊗ CANCEL
123↩ REDIAL
HOLD
TRANSFER / CONFERENCE
✉ MESSAGE

MITEL | it's about **YOU**

Make a Call

❽ Lift the handset, or
❸ Press 🔊 .
❺ Dial the number, or
❻ Press a **Speed Call** key, or
❹ Press 123↩ , or
❺ Dial the prefix for external calls (e.g. 9) and the number.

Answer a Call

❽ Lift the handset, or
❸ Press 🔊 and begin speaking.

End a Call

❹ Press ⊗ , or
❽ Replace the handset.

Place a Call on Hold

❹ Press ☐☎ .
   The line key flashes.
❽ Replace the handset if necessary.

Retrieve a Call from Hold

❽ Lift the handset, or
❸ Press 🔊 .
❻ Press the flashing line key.

Retrieve a Message

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

Transfer a Call

❹ Press ↗ .
❺ Dial the number. Wait for an answer.
❽ Hang up, or announce the transfer and then hang up.

Conference a Call

❹ Press ↗ .
❺ Dial the number. Wait for an answer.
❹ Press ↗ .

Program a Speed Call

❹ Press .
❺ Press **#** until **Personal Keys?** appears.
❺ Press *****.
❻ Press a **Personal Key**.
❺ Press *****.
❺ Dial the number, or
❹ Press 123↩ (to redial the last number).
❻ Press the **Personal Key** again.
❺ Press ***** to make the number private, or
❺ Press **#** to keep the number visible.
❹ Press .

Adjust Volume Levels

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

❸ Press ⌃ repeatedly to raise the volume, or ⌄ repeatedly to lower the volume.
❸ Press 🎤 to mute the microphone. Refer to the *5212/5224 IP Phone User Guide*.

MITEL

5224 | IP Phone

NN0192

Mitel 5224 IP Phone

❶ Display
❷ Softkeys
❸ Ring/Message Indicator
❹ Volume, Speaker, and Mute Controls
❺ Fixed-Function Keys
❻ Key Pad
❼ Personal Keys
❽ Speaker
❾ Handset

Fixed-Function Keys

📢 SPEAKER
🔇 MUTE
⌨ SUPERKEY
⊗ CANCEL
123↩ REDIAL
☐☎ HOLD
↪|☷ TRANSFER / CONFERENCE
✉ MESSAGE

Note: For more information about using Mute or other features, or about programming Personal Keys on your 5224 IP Phone, refer to the *5212/5224 IP Phone User Guide* located at www.mitel.com, or contact your Administrator.

Make a Call

❾ Lift the handset, or
❹ Press 📢 .
❻ Dial the number, or
❼ Press a **Speed Call** key, or
❺ Press 123↩ , or
❻ Dial the prefix for external calls (e.g. 9) and the number.

Answer a Call

❾ Lift the handset, or
❹ Press 📢 , and begin speaking.

End a Call

❺ Press ⊗ , or
❾ Replace the handset.

Place a Call on Hold

❺ Press ☐☎ .
The line key flashes.
❾ Replace the handset if necessary.

Retrieve a Call from Hold

❾ Lift the handset, or
❹ Press 📢 .
❼ Press the flashing line key.

Retrieve a Message

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

Transfer a Call

❺ Press ↪|☷ .
❻ Dial the number. Wait for an answer.
❾ Hang up, or announce the transfer and then hang up.

Conference a Call

❺ Press ↪|☷ .
❻ Dial the number. Wait for an answer.
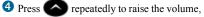❺ Press ↪|☷ .

Program a Speed Call

❺ Press ⌨ .
❷ Press **No** until **Personal Keys?** appears.
❷ Press **Yes**.
❼ Press a Personal Key.
❷ Press **Change**.
❷ Press **Yes** for **Speed Call?**
❻ Dial the number, or
❺ Press 123↩ (to redial the last number).
❷ Press **Priv** to make the number private.
❷ Press **Save**.
❺ Press ⌨ .

Adjust Volume Levels

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

❹ Press ⌃ repeatedly to raise the volume, or ⌄ repeatedly to lower the volume.

❹ Press 🔇 to mute the microphone. Refer to the *5212/5224 IP Phone User Guide*.