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Hosted Business Phone & Internet Services

Quick Reference Guide
Mitel 5224/5324 IP Phone

Fixed Function Key Legend			
	Directory key - displays company internal directory	**Hold** key - puts current call on hold	
	Cancel key - cancels current action	**Transfer and Conference key** - pressing once starts transfer, twice starts conference	
	Redial key - displays list of recently dialed calls. Use this key to dial from a displayed list	**Message key** - accesses your voicemail	

Additional Information on the operation of this phone is available in the Mitel IP Phone User Reference Guide or by selecting **Help** from the web administration interface.

Make a call
1. Lift the Handset, or press a **Line Appearance** memory key, or press the ◀◀ function key.
2. Dial the number from the key pad. - or -Press a speed dial memory key.

Make a call using Redial
1. Press the function key (or the **REDIAL** softkey)
2. Choose the number by scrolling through the list with the Arrow keys.
3. Press the **Dial** softkey

Make a call using the Directory
1. Press the **MENU** softkey.
2. Press the **DIR** softkey.
3. Enter the first letter of the name using the keypad.
4. Use the **Arrow** keys to find the name.
5. Press the **Dial** softkey.

Mute a call
While on a call press the function key to toggle between turning off and on the microphone.

Place a call on Hold
While on a call press the function key.

Retrieve a call from Hold
Press the flashing **Line Appearance** memory key.

Transfer a call
1. Press the function key (or the **TRANSFER** softkey).
2. Dial the number.
3. Press the function key (or the **TRANSFER** softkey) and hang up. - or -

   Announce the call, press the function key (or the **TRANSFER** softkey) and hang up.

Make a three-way call
While on a call:
1. Press the function key twice (or the **CONF** soft-
2. key once).
3. Dial the second number.
4. Announce the call.
5. Press the function key once (or the **CONF** soft-
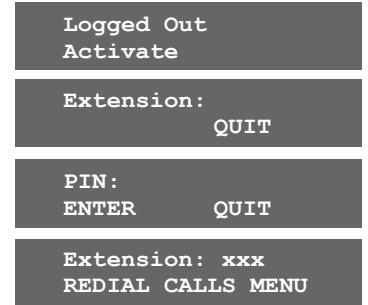6. key once) to join the parties.

Retrieve a message
Press the function key.
Follow the voice instructions.

1. Activating a phone
To activate a phone you need (1) an extension number, (2) a phone, and (3) a PIN. The administrator can provide you with an extension number and default PIN.

1. Connect one end of an Ethernet cable to the network LAN jack and the other to the phone port marked by the ⬚⬚⎯⎯ symbol on your 5224 phone.
2. If your network is not configured with Power Over Ethernet, connect the phone power pack to a power outlet.
3. If you also need to connect your computer to the LAN, connect an Ethernet cable from your computer's network port to the phone port marked PC.
4. Wait for the phone to display the following (this may take 30 seconds or more):

```
Logged Out
Activate
```

5. Press the **ACTIVATE** soft key. The display will show:

```
Extension:
          QUIT
```

6. Enter your extension. If you have login/logout privileges, the display will show:

```
PIN:
ENTER     QUIT
```

7. Enter your PIN
8. Press the **ENTER** key. The display will show: where xxx is the extension of your phone. You have now successfully activated the phone and are ready to make calls.

```
Extension: xxx
REDIAL CALLS MENU
```
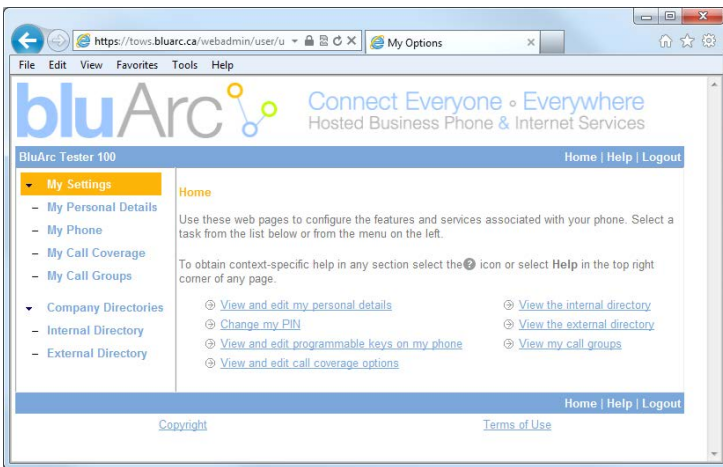
2. Logging in to the web administration interface
To log in to the web administration interface, follow these steps:

1. Open your web browser (Internet Explorer 6.0 or higher or Mozilla Firefox 1.5.0.4 or higher).
2. Enter the URL for telephone users (provided by your administrator). The Login screen appears.
3. Enter your extension and PIN (provided by your administrator). Your personal Home Page will appear.

For assistance on performing any of the functions on this page, select **Help** or refer to the **Mitel IP Phone User Reference Guide.**

4. Setting up your call coverage
Call coverage allows you to specify where calls you do not answer should be directed. Call coverage options include voice mail, an auto attendant, a co-worker's extension, or another phone number such as your home number or cell phone. To configure your call coverage, follow these steps:

1. Log in to the web administration interface
2. Select **My Settings** in the left menu.
3. From the menu appearing in the main frame, select **View and edit call coverage options**. The main frame will display the call coverage options. Follow the on-screen instructions.
4. Select the **Save** button to save your changes.

3. Programming memory keys
To customize your phone features, follow these steps:

1. Log in to the web administration interface.
2. Select **My Phone** in the left-hand menu.
3. Select **Mitel 5212 IP Phone** from the Phone Model drop-down list if this is not already displayed.
   NOTE—The phone that you are currently logged into will be marked with an *.
4. Select the memory key that you want to program.
5. Enter the information in the fields displayed in the Program Memory Details window.
6. Select Save to save your changes or Close Window to cancel your changes.
7. Select the Print Key Labels button.

5. Recording your name announcement
Callers hear your recorded name announcement as confirmation when they use the auto attendant name directory to contact you.
NOTE—The recorded announcement is for the auto attendant. It is not your voice mail greeting. To record, or re-record your name announcement, follow these steps:

1. Log in to the web administration interface.
2. Select **Personal Details** in the left menu.
3. Select the **Record** button on the **Personal Details** page.
4. When a **Record Prompt** pop-up window is displayed, follow the instructions.