



## 5312 IP PHONE REFERENCE SHEET

### **WHAT DO THESE KEYS DO?**

-  **UP/DOWN ARROW KEYS:** Used to turn volume of caller up & down when on a call and to adjust the ringer volume.
-  **SPEAKER:** Used to activate/deactivate loudspeaker
-  **MUTE:** Enables Mute, for phone's handset, headset or handsfree microphone.
-  **SUPERKEY:** Used for programming Personal keys and accessing various features
-  **CANCEL:** Used to cancel your last action
-  **REDIAL:** Used to redial the last external number you dialed
-  **HOLD:** Used to hold calls (not used for transfer)
-  **TRANS/CONF:** Used for enquiry, transfer and conference calls
-  **MESSAGE:** Used to send and answer messages
- PERSONAL KEYS (12):** These keys may be programmed as LINE, GROUP, STATUS, SPEEDCALL or FEATURE keys however the bottom **Right** key is your **prime** key and cannot be changed-this is your extension

### **ANSWERING CALLS**

To answer a call you must pick-up the handset, press the prime key or press [SPEAKER]

**INTERNAL:** Single ring, prime key flashes, pick up handset, or press flashing key. Display shows who is calling you before you answer.

**EXTERNAL:** Double ring, prime or line key flashes, pick up handset or press flashing key.

**CALLS FORWARDED TO YOU:** Display shows "from XXXX", answer as above.

### **"CALL WAITING - WHAT CAN YOU DO" (Only Available if programmed on feature keys)**

While on a call, you hear call waiting tone, you can either hang up or press the [WAIT] feature key - this holds your current call and brings the waiting call through - press **TRADE** again to hold the new call and reconnect to your original call

### **"SOMEONE ANSWER THAT PHONE!"**

Group Pick up: Lift handset and press **PICK UP** feature key or \*6.  
To answer any ringing extension dial \*\*6 plus the ringing extension number.

### **"NEED TO MAKE A CALL!"**

**OPERATOR CALL** - Dial 0.  
**MAKING INTERNAL/NETWORK CALLS** - Just dial the extension number you require.  
**MAKING EXTERNAL CALLS**  
Dial 9 and the required telephone number or  
Dial System Speedcall code **XXXX** or  
Dial Personal Speedcall code: \*1(00-09) or  
Press [REDIAL] key for Last Number Redial.

### **"HOLD ON I'LL FIND OUT!"**

To hold a call press the [HOLD] key.  
To retrieve a held call press the fast flashing line key.

### **"WHAT IS THEIR EXTENSION NUMBER?"**

Press [SUPERKEY], press \* to select "**PHONEBOOK**", use dialpad to display first few letters of the name you want to look up, press 0 to select "**LOOK UP**", use 0 to select "**NEXT**" if required and when the correct name appears in the screen press \* to select "**CALL**".

### **"I'LL PUT YOU THROUGH!"**

To make an enquiry/transfer a call, press [TRANS/CONF] (caller is automatically held), dial required extension number, wait for answer if necessary and either hang up or press **RELEASE** feature key or **HANG-UP** to transfer the call - or press [CANCEL] to return to original call.



**“LETS SPEAK TO ..... AS WELL”**

**Setting up an outgoing conference:** With a call in progress, press **[TRANS/CONF]**, dial the next person, when they answer, speak privately if required, and when ready, press **[TRANS/CONF]** again - a conference is established. Repeat above steps to add additional parties to the conference (maximum of 8)

**Setting up an Incoming Conference:** With a call in progress on line 1, line 2 - 8 will flash slowly to indicate an incoming call, press **[HOLD]**, select second line to answer call and speak privately, press **[HOLD]**, go back to original call on line 1, then press **“ADD HELD”** softkey below display, then select line 2 that was held, a 3 party conference is now established, to add a further incoming call to your conference, while connected to conference call on line 1, line 2 - 8 will flash slowly to indicate an incoming call, press **[HOLD]**, select second line to answer call and speak privately, press **[HOLD]**, go back to original call on line 1, then press **“ADD HELD”** softkey below display, then select line 2 that was held, you have a 4 party conference, continue above steps to add additional incoming parties to the conference (maximum of 8)

**“CAN’T GET THROUGH!”**

If the extension you are calling is busy or there is no answer:

Press **[MESSAGE]** and hang up - their message lamp will begin to flash immediately or Press **CALLBACK** feature key or Dial **6** and hang up. When the extension is free or is next used an automatic callback will take place or

**To Cancel ALL Callbacks:** - Press **#6** or **To Cancel an Individual Callback:** - Press **##6** & extension number.

**MESSAGE LIGHT IS FLASHING**

Press **MESSAGE**, press YES, the name of the caller is shown, press MORE for date and time, and press CALL to be connected.

**“GOING SOMEWHERE?”**

Calls may be forwarded (to an extension or to voicemail) immediately, when you are busy or if you don't answer and may be switched on or off using either the SUPERKEY and pressing the \* & # key or by dialling feature access codes shown

<b>ALWAYS</b>	<b>*81+ destination</b>	<b>forwards all calls to destination</b>
B-INT	*83+ destination	forwards internal calls if you are busy
B-EXT	*84+ destination	forwards external calls if you are busy
<b>B-INT/EXT</b>	<b>*85+ destination</b>	<b>forwards all calls if you are busy</b>
NA-INT	*86+ destination	forwards internal calls on no answer
NA-EXT	*87+ destination	forwards external calls on no answer
<b>NA-INT/EXT</b>	<b>*88+ destination</b>	<b>forwards all calls on no answer</b>

**To CANCEL:** dial above code without dialling the destination.

**SECRETARIAL SERVICE**

**This facility allows the Secretary to control the call forwarding facility from his/her phone. A STATUS key (showing if the Manager is engaged) and a RING key may also be programmed.**

To activate Secretarial Service (from SEC phone) dial **\*82** plus Manager's extension number or press pre-programmed key.

To cancel Secretarial Service (from SEC phone) dial **#82** plus Manager's extension number or press pre-programmed key.

**PROGRAMMING PERSONAL KEYS**

Personal Keys may be programmed as SPEEDCALL OR FEATURE keys. Press **[SUPERKEY]**, press # until **“PERSONAL KEYS”** appears, press \*. Press un-programmed Personal key, Dial a new number, press the personal key again and Press \* to make private and # to save. Press **[SUPERKEY]** to exit.

**PROGRAMMING PERSONAL SPEEDCALLS (00-09) (if available)**

Dial **#1** (00-09) 9 plus complete telephone number to be stored hang up.