MITEL

5212 | 5224 | IP Phone

USER GUIDE

MITEL | it's about **YOU**

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ABOUT YOUR PHONE

The Mitel 5212 and 5224 IP Phones are full-feature, dual port, dual mode telephones that provide voice communication over an IP network. Each features a back-lit liquid crystal display (LCD) screen, display-assisted access to features, on-hook dialing and off-hook voice announce with handsfree answerback, and a large ring/message indicator. The 5212 IP Phone offers 12 programmable keys, and the 5224 IP Phone offers 24 programmable keys for one-touch feature access. Both phones provide ten fixed feature keys for convenient access to features such as Conferencing, Redial, and many customizable user settings. The 5212 and 5224 IP Phones support Mitel Call Control (MiNet) protocols and session initiated protocols (SIP). The 5224 IP Phone also supports modules such as the Line Interface Module, 5310 IP Conference Unit, and the 12 and 48 Buttom Programmable Key Modules. The 5224 IP Phone can be used as an ACD Agent Phone or a Teleworker phone.

The personal key on the bottom (left on 5212, right on 5224) is always your Prime Line; the remaining personal keys can be programmed as:

- Feature keys (for example, Swap). You can program feature keys from your phone. Your administrator can also program feature keys.
- Speed Call keys. You can program speed call keys from your phone.
- Line Appearances. Only the administrator can program line appearances.

The 5212 IP Phone

The 5224 IP Phone

Elements of Your Phone

Feature	Function
1 Display	Provides a two–line, 20–character liquid crystal display (LCD) viewing area that assists you in selecting and using phone features, accessing your voice mail, and identifying callers. When you are using the Superkey menu interface, prompts and feature information appear on the display screen. For information on selecting menu options with or without softkeys, see "Selecting Menu Options" elsewhere in this guide.
2 Softkeys (5224 IP Phone only)	Context-sensitive keys change depending on the modes of the operation and the menu currently displayed. Softkeys enable you to easily view and select a variety of features.
3 Ring/Message Indicator	Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox.
4 Volume, Speaker and Mute Controls	Provide the following audio control capability: • ⌃ **(UP)** and ⌄ **(DOWN)** provide volume control for the ringer, handset, and handsfree speakers. • ◁)) **(SPEAKER)** enables and disables Handsfree mode. • 🎤 **(MUTE)** enables Mute, which allows you to temporarily turn your phone's handset, headset or handsfree microphone off during a call.

Feature	Function
5 Fixed Function Keys	Give you access to the following phone functions:

Give you access to the following phone functions:

- 🖭 **(SUPERKEY)** : provides access to menus for your phone's additional features. **Note** : When navigating through Superkey menu options, press ⊗ **(CANCEL)** or 🖭 **(SUPERKEY)** to back up one menu level.
- ⊗ **(CANCEL)** : ends a call when pressed during the call, and, when you are programming the phone, eliminates any input and returns to the previous menu level.
- 123↰ **(REDIAL)** : calls the last number dialed.
- △☎ **(HOLD)** : places the current call on hold.
- ↝|☏ **(TRANS/CONF)** : initiates a call transfer or establishes a three–party conference call.
- ✉ **(MESSAGE)** : provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox. **Note** : The Ring/Message indicator also flashes when messages are waiting.

Feature	Function
6 Keypad	Use to dial.
7 Programmable Personal Keys and Designation Card	Provides keys that can be programmed as speed call keys, feature keys, or line appearance keys, according to your communication needs. Personal keys have status indicators. On a 5224 IP Phone, the bottom right personal key is always your Prime Line key. On the 5212 IP Phone, the bottom left personal key is always your Prime Line key. Write the name (speed call, feature or line appearance) of the Personal keys that you program on the **designation card** (use the side of the card with the textboxes provided). Use the slot behind the plastic cover at the bottom of the phone to remove/insert the designation card.

Feature	Function
8 Handsfree Speaker	Provides sound for Handsfree calls and background music.
9 Handset	Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

IMPORTANT NOTE FOR HEADSET USERS:

Mitel Networks Headsets with Feature Control Switch must be installed in the dedicated headset jack on the back of the phone. Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick–disconnect plug restores handset operation.

Ring/Message indicators

When indicator is	it means that
Flashing rapidly	Your phone is ringing
Flashing slowly	A message or callback message is waiting at your phone
On	Your phone is ringing another phone
Off	Your phone is idle, or you are on a call

Selecting Menu Options

Because the 5224 IP Phone offers softkeys, feature availability and menu options for the 5212 and 5224 IP Phones may differ.

To select menu items on the display:

1. On a 5224 IP Phone, press the softkeys.
2. On a 5212 IP Phone, press *, 0 and # on the keypad. For example, if options *=YES 0=DEFAULT #=NO appear and you want to select YES, press *.

Procedures in this guide show all menu selection options, where applicable—for example, "Press the * or **Yes** softkey". Procedures in this guide also specify when a menu option is available on only one of the phones—for example, "On a 5224 IP Phone only, press the **Save** softkey".

About Feature Access Codes

Use of some features requires dialing access codes. The codes are flexible and may be different than those in this guide. Ask your Administrator for a list of codes you should use.

For Users on Resilient 3300 ICP Systems

If during a call, you hear two beeps repeated every 20 seconds it means that your phone is switching to a secondary 3300 ICP system. The call continues but some of the keys and features on your phone function differently. The keys and most features begin working normally again after you hang up. If your phone switches to the secondary system while your speaker or handset is muted (that is, while the ✗ MUTE light is on), the call remains muted until you hang up. Normal operation resumes when your phone switches back to the primary system. If your phone is idle and switched to the secondary system, you'll see a flashing rectangle on the display. The rectangle remains until the switch to the primary system is complete.

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

IMPORTANT NOTE FOR HEADSET USERS: Mitel Headsets with Feature Control Switch must be installed in the dedicated headset jack (the jack on the back of the phone). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation.

Adjust the viewing angle

The stand built into your phone tilts to give you a better view of the keys.

To tilt your telephone for better viewing:
1. Turn the phone so that the front faces away from you.
2. Hold the base unit firmly and press the release tabs on the sides of the stand to detach the base unit.
3. Hinge the hooks of the base unit into the notches on the back of the phone and snap into place as follows:

   a. For a high–angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.
   b. For a low–angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.

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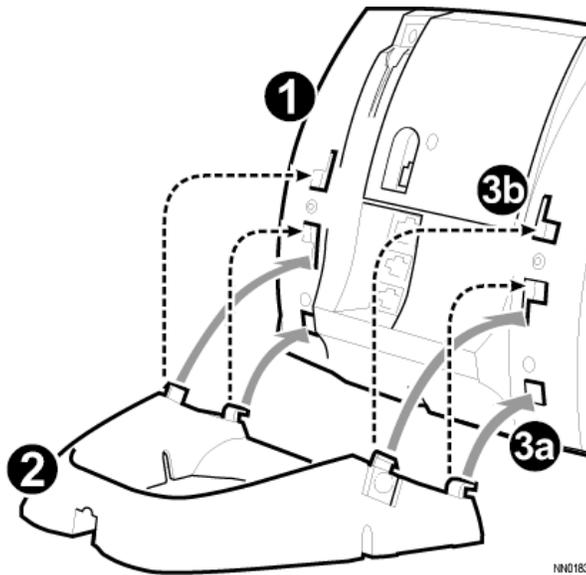
CUSTOMIZING YOUR 5212/5224 IP PHONE

Ringer Control

To adjust the Ringer Volume while the set is ringing:

- Press ▲ (**UP**) or ▼ (**DOWN**).

To adjust the Ringer Pitch while the set is idle:

1. Press 📞 (**SUPERKEY**). .
2. Press **#** or the **No** softkey until "Ringer Adjust?" appears.
3. Press ***** or the **Yes** softkey twice.
4. Press ▲ (**UP**) or ▼ (**DOWN**).
5. Press 📞 (**SUPERKEY**).

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press ▲ (**UP**) or ▼ (**DOWN**).

Speaker Volume Control

To adjust the Speaker Volume when making an on–hook call or when listening to background music:

- Press ⌃ (**UP**) or ⌄ (**DOWN**).

Display Contrast Control

To adjust the Display Contrast while your set is idle:

- Press ⌃ (**UP**) or ⌄ (**DOWN**).

Feature Keys

You can use ![SUPERKEY icon] (**SUPERKEY**) on your phone to program the persona keys as feature keys.

To program some features to a personal key, you must dial a feature access code. A list of access codes is provided elsewhere in this guide.

To display information about a key:
1. Press ![SUPERKEY icon] (**SUPERKEY**).
2. Press a personal key that isn't a line key.
3. Press ![SUPERKEY icon] (**SUPERKEY**).

To program a personal key:
1. Press ![SUPERKEY icon] (**SUPERKEY**).
2. Press **#** or the **No** softkey until "Personal Keys?" appears.
3. Press ***** or the **Yes** softkey.
4. Press a personal key that isn't a line key.
5. Press ***** or the **Change** softkey.
6. Press **#** or the **No** softkey until the desired feature appears.
7. Press ***** or the **Yes** softkey.
8. On a 5212 IP Phone only, press **#** to save the feature under the chosen key.
9. Press ![SUPERKEY icon] (**SUPERKEY**), or press another personal key and proceed to program another feature.
0. Write the feature name on the key label.

Language Change

To change the display language:

1. Press ![SUPERKEY icon] (**SUPERKEY**).
2. Press **#** or the **No** softkey until "Language?" appears.
3. Press ***** or the **Yes** softkey.
4. Press ***** or the **Change** softkey.
5. Press **#** or the **No** softkey until the desired language appears.
6. Press ***** or the **Yes** softkey.

MAKING AND ANSWERING CALLS

Make a call

1. Lift the handset (optional).
2. If you want to use a Non–Prime Line, press a Line Appearance key.
3. Do one of the following:
    -   Dial the number
    -   Press a Speed Call key
    -   Press ![REDIAL icon] (**REDIAL**).

Answer a call

Do one of the following:

-   Lift the handset.
-   Press ![SPEAKER icon] (**SPEAKER**).
-   Press the flashing Line appearance key and lift the handset.
-   Press the flashing Line appearance key and press ![SPEAKER icon] (**SPEAKER**).

EMERGENCY CALLS

To make an Emergency Call:

1. Lift the handset.
2. Dial your Local Emergency Number (911).

Phonebook (5224 IP Phone only)

To use Phonebook: :

- Press 🖳 **(SUPERKEY)**.
  Press the **Yes** softkey when "Phonebook?" appears.
- Enter the name of the desired party, as follows:
  - For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.
  - Use the <— softkey to correct errors.
  - If the next letter in the name is on the same digit key as the previous letter, press the —> softkey before proceeding.
  - If required, press —> softkey to add a space between the first and last name.
- Press the **Lookup** softkey.
- If no match exists, edit the original entry.
- If more than one match is found, press the **Next** softkey.
- Do one of the following:
  - To make the call, press the **Call** softkey.
  - To edit the entry, press the **Retry** softkey.
  - To exit, press 🖳 **(SUPERKEY)**.

Redial

To redial the last number that you manually dialed:

1. Lift the handset (optional).
2. Press 123🔄 (**REDIAL**).

Redial – Saved Number

To save the last number that you manually dialed:

- Lift the handset, and then dial **#22**.

To Redial a saved number:

- Lift the handset, and then dial ***22**.

Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi–digit password, for instance).

To dial a stored Speed Call number:

1. Lift the handset.
2. Press a Speed Call key.

To store a Speed Call number:

1. Press ![SUPERKEY icon] (**SUPERKEY**).
2. Press **#** or the **No** softkey until "Personal Keys?" appears.
3. Press ***** or the **Yes** softkey.
4. Press a personal key that isn't a line key.
5. Press ***** or the **Change** softkey
6. On a 5224 IP Phone only, press the **Yes** softkey.
7. Do one of the following:
    - To enter a new number, dial the number (press ![HOLD icon] (**HOLD**) between digits to create a three–second pause during dialing; press ![HOLD icon] (**HOLD**) more than once to lengthen the pause.)

    - To enter the last number dialed, press ![REDIAL icon] (**REDIAL**).
8. On a 5212 IP Phone only, press the personal key again.
9. Do one of the following:
    - To make the number private, press ***** or the **Priv** softkey
    - To keep the number visible, press **#** or the **Save** softkey.
0. Press ![SUPERKEY icon] (**SUPERKEY**).

Speed Call – Personal (must be setup by Telcom)

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial ***33**.
3. Enter an index number between **00** and **09**.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial ***32**.
3. Enter an index number between **00** and **09**.
4. Dial the number to be stored (press ⌂⌐ (**HOLD**) between digits to create a three–second pause during dialing; press ⌂⌐ (**HOLD**) more than once to lengthen the pause.)
5. Hang up.

Handsfree Operation

To use Handsfree to make a call:

1. If you want to use a Non–Prime Line, press a Line Appearance key.
    Note: Your administrator must program Line Appearances to your phone.
2. Dial the number.
3. Begin speaking when the called party answers. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To use Handsfree operation to answer calls:

1. Press the flashing line key.
2. Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To hang up while using Handsfree operation:

-   Press 🔊 (**SPEAKER**).

To turn Mute on during Handsfree operation:

-   Press 🎤 (**MUTE**).The Mute key light turns ON.

To turn Mute off and return to conversation:

-   Press 🎤 (**MUTE**).The Mute key light turns OFF.

To disable Handsfree operation:

-   Lift the handset.

To return to Handsfree operation:

1. Press 🔊 (**SPEAKER**).
2. Hang up the handset.

Auto–Answer

To enable or disable Auto–Answer:

- Press the **Auto–Answer** feature key.

To enable or disable Auto-Answer on a 5224 IP Phone only:

1. Press ![SUPERKEY icon] (**SUPERKEY**).
2. Press the **No** softkey until "Auto Answer?" appears.
3. Do one of the following:
   - To enable Auto-Answer, press the **TurnOn** softkey.
   - To disable Auto-Answer, press the **TurnOff** softkey.

To answer a call when you hear ringback:

- Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To end a call, do one of the following:

- On a 5224 IP Phone only, press the **Hang up** softkey.
- Press ![CANCEL icon] (**CANCEL**).
- Wait for the caller to hang up.

CALL HANDLING

Hold

To place a call on Hold:
- Press ⌂⌐ (**HOLD**).

To retrieve a call from Hold:
1. Lift the handset.
2. Press the flashing line key.

To retrieve a call from Hold at another phone, do one of the following:
- Press the flashing line key.
- Dial ***78** and the number of the station that placed the call on Hold.

Mute

Mute lets you temporarily turn your phone's handset, headset or handsfree microphone off during a call.

To turn Mute on during a call:
- Press 🎙 (**MUTE**). The 🎙 (**MUTE**) light turns ON.

To turn Mute off and return to the conversation:
- Press 🎙 (**MUTE**). The 🎙 (**MUTE**) light turns OFF.

Note: If you are on a Handsfree MUTED call and you lift the handset, the handset microphone is automatically enabled and the MUTE light turns OFF.

NOTE FOR USERS ON RESILIENT 3300 ICP SYSTEMS: If your phone switches to the secondary system while your speaker or handset is muted (that is, while the Mute key is lit) the call remains muted until you hang up.

Transfer

To Transfer an active call:

1. Press ⤳|𝔰𝔯 (**TRANS/CONF**).
2. Dial the number of the third party.
3. Do one of the following:
    - To complete the Transfer, hang up.
    - To announce the Transfer, wait for an answer, consult, and hang up.
    - To cancel the Transfer, press ⊗ (**CANCEL**).

To transfer an active call during headset operation:

1. Press ⤳|𝔰𝔯 (**TRANS/CONF**).
2. Dial the number of the third party.
3. To complete the Transfer, press the **Release** feature key.

Conference

To form a Conference when a two–party call is already in place, or to add another party to an existing Conference:

1. Press ⤳|𝔰𝔯 (**TRANS/CONF**).
2. Dial the number of the next party.
3. Wait for an answer.
4. Press ⤳|𝔰𝔯 (**TRANS/CONF**).

To leave a Conference:

- Hang up or press ⊗ (**CANCEL**).

Conference Split

To Split a Conference and speak privately with the original party on a 5212 IP Phone (only):

1. Press ⤳|𝔰𝔯 (**TRANS/CONF**).
2. Dial **#54**.

To Split a Conference and speak privately with the original party on a 5224 IP Phone (only):

- Press the **Split** softkey.

Add Held (5224 IP Phone only)

To move a call on hold to another line appearance:

1. Press an available line key.
2. Press the **AddHeld** softkey.
3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press the **AddHeld** softkey.
2. Press the flashing line key.

Swap

To call another party when you are in an established two–party call:

1. Press ⤳|☏ (**TRANS/CONF**).
2. Dial the number.

To alternate between the two parties:

- Press the **Swap/Trade** feature key or the **Trade** softkey.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number.You can select one of the following forwarding options:

- **Always** redirects all incoming calls regardless of the state of your telephone.
- **B—Int** redirects internal calls when your telephone is busy.
- **B—EXt** redirects external calls when your telephone is busy.
- **NA—Int** redirects internal calls after several rings if you don't answer.
- **NA—Ext** redirects external calls after several rings if you don't answer.

Note: For information about "I'm Here?", see Call Forward — Remote.

To program Call Forward:

1. Press ![SUPERKEY icon] (**SUPERKEY**).
2. Press **#** or the **No** softkey until "Call Forwarding?" appears.
3. Press ***** or the **Yes** softkey .
4. Press **#** or the **Next** softkey until the type of Call Forward that you want to set up appears (see above).
5. On a 5224 IP Phone only, press the **Review** softkey.
6. If a number is already programmed, press ***** or the **Change** softkey .
7. Press ***** or the **Program** softkey .
8. Dial the destination number.
   If you make an error while dialing, press ***** or the **<—** softkey to correct errors.
9. Press ![DOWN icon] (**DOWN**) or the **Save** softkey.

To turn Call Forward on and off (once it has been programmed):

1. Press ![icon] (**SUPERKEY**).
2. Press **#** or the **No** softkey until "Call Forwarding?" appears.
3. Press ***** or the **Yes** softkey .
4. Press **#** or the **Next** softkey until the type of Call Forward appears. .
5. Do one of the following:
     -   On a 5212 IP Phone, press ***** (**Change**) and then press **#** (**TurnOff/TurnOn**)
     -   On a 5224 IP Phone, press the **Review** softkey. Press the **Change** softkey. To turn Call Forward on, press the **TurnOn** softkey, or, to turn Call Forward off, press the **TurnOff** softkey.

Call Forward – Remote (I'm Here)

To forward calls from a remote station to your current location:

1. Press ![icon](**SUPERKEY**).
2. Press **#** or the **No** softkey until "Call Forwarding?" appears.
3. Press ***** or the **Yes** softkey.
4. Press **#** or the **Next** softkey until "I Am Here" appears.
5. Press ***** or the **Yes** softkey.
6. On a 5212 IP Phone only, if a number is already programmed, press ***** twice.
7. Dial the extension of the remote station.
   If you make an error while dialing, use the **#** or the **<—** softkey to backspace and correct the number.
8. Press ![icon](**DOWN**) or the **Save** softkey.

To cancel Call Forward – Remote from the station that set the remote forwarding:

1. Lift the handset.
2. Dial **#66**.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward – Remote from the station that was forwarded:

1. Press ![icon](**SUPERKEY**).
2. Press **#** or the **No** softkey until "Call Forwarding?" appears.
3. Press ***** or the **Yes** softkey.
4. Press ***** or the **Review** softkey.
5. Press ***** or the **Change** softkey.
6. Press **#** or the **TurnOff** softkey.
7. Press ![icon](**SUPERKEY**).

Call Forward – End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial ***63**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial **#63**.
3. Hang up.

Call Forward - Forced (5224 IP Phone only)

To force an incoming call to be forwarded:

- Press the Forward softkey.

Messaging – Advisory

Advisory Messaging enables you to select a notice that appears on your phone display to inform people visiting your desk of your whereabouts. Select from a variety of advisory messages, including "On vacation", "In a meeting", or "Out to Lunch".

To turn Messaging – Advisory on:
1. Press (**SUPERKEY**).
2. If necessary, press the **#** or the **No** softkey until "Advisory Msgs?" appears.
3. Press ***** or the **Yes** softkey when "Advisory Msgs?" appears.
4. Press **#** or the **Next** softkey until the desired message appears.
5. Press ***** or the **TurnOn** softkey.

To turn Messaging – Advisory off:
1. Press (**SUPERKEY**).
2. If necessary, press the **#** or the **No** softkey until "Advisory Msgs?" appears. .
3. Press ***** or the **Yes** softkey when "Advisory Msgs?" appears.
4. Press ***** or the **TurnOff** softkey .

Messaging – Callback

To leave a Callback Message when you hear busy or ringback tone:

- Press ✉ (**MESSAGE**), which will activate message wait light on remote phone. Or, on a 5224 IP Phone only, press the **Callback** softkey, which will activate an auto callback, no visual indication on remote phone.

To respond to a message waiting condition on your 5212 IP Phone:

1. Press ✉ (**MESSAGE**).
2. Do one or all of the following:
   - To call the message sender, press #.
   - To erase the message, press *.

To respond to a message waiting condition on your 5224 IP Phone:

1. Press ✉ (**MESSAGE**).
2. Press the **Yes** softkey, and do one or all of the following:
   - To display the time the message was sent, press the **More** softkey.
   - To display the number of the caller, press the **More** softkey twice.
   - To call the message sender, press the **Call** softkey.
   - To delete the message, press the **Erase** softkey.
   - To view the next message, press ✉ (**MESSAGE**).

On a 5224 IP Phone only, you can check for messages from a remote station:

1. Press ▣ (**SUPERKEY**).
2. Press the **No** softkey until "Remote Msging?" appears.
3. Press the **Yes** softkey.
4. Dial your extension number.
5. Press the **Enter** softkey
6. Press the **Yes** softkey.

Cancel Callback - Set By Callback Softkey

To cancel a Callback:

1. Lift the handset.
2. Dial **#85**.
3. Dial the number of the called station.
4. Hang up.

Cancel All Callbacks - Set By Callback Softkey

To cancel all Callbacks:

1. Lift the handset.
2. Dial **#84**.
3. Hang up.

NOTE: The cancel callback and cancel all callbacks feature access codes have no effect if call back was set with message button.

USING ADVANCED FEATURES

Account Codes

To use Account Codes:

1. Lift the handset and dial 2.
2. Dial the Account Code digits.
3. Press **#**.

To enter an Account Code during a call on a 5212 IP Phone:

1. Press (**TRANS/CONF**).
2. Dial **2**.
3. Dial the Account Code digits.
4. Press **#**.
5. Press (**CANCEL**).

To enter an Account Code during a call on a 5224 IP Phone:

1. Press (**SUPERKEY**).
2. Press the **Yes** softkey.
3. Dial the Account Code digits.
4. Press the **Save** softkey.
5. Do one of the following:
    - For a verified account code, press the **Yes** softkey.

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial ***79**.
3. Dial the console ID and the Hold Slot number.

Call Pickup

To answer a call that is ringing at another phone in your Pickup Group: (Group must be set up by Telcom)

1. Lift the handset.
2. Press the **Pickup** feature key or the **Pickup** softkey, or dial *71.

To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset.
2. Dial **#71**.
3. Dial the number of the ringing station.

Campon

To Campon to a busy station:
- Press the **Wait** feature key or the **Wait** softkey.

To retrieve a call when you hear Campon tone:
- Press the **Trade** feature key or the **Trade** softkey.

Do Not Disturb

To activate or deactivate Do Not Disturb:
- Press the **Do Not Disturb** feature key.

Direct Paging

Direct Paging allows you to page a party through the party's handsfree speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call. If the paged party has Handsfree Answerback enabled and turned on on the phone, your page automatically establishes a handsfree call with the paged party.

To page a party:

1. Lift the handset.
2. Press the Direct Paging feature key or dial ***77**.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

How you answer a Direct Page depends on whether Handsfree Answerback is enabled and turned on at your phone. See one of the following procedures in this guide:

- Direct Paging — Handsfree Answerback Enabled
- Direct Paging — Handsfree Answerback Disabled

Direct Paging – Handsfree Answerback Enabled

When you receive a Direct Page, Handsfree Answerback automatically establishes a Handsfree call on your phone after a single burst of tone.

To turn Handsfree Answerback on:

- When your phone is idle, press ⚟ **(MUTE)** once.
  The MUTE key light flashes to indicate that Handsfree Answerback is ON.
- When a Direct Page arrives, the MUTE key light turns OFF and a Handsfree call is automatically established.

To turn Handsfree Answerback off:

- Press the flashing ⚟ **(MUTE)** key once.
  The MUTE key light turns OFF.
- To respond to a Direct Page when Handsfree Answerback is OFF, see "Direct Page – Handsfree Answerback Disabled" elsewhere in this guide.

Note: By default, Handsfree Answerback is turned OFF at your phone. If the ⚟ **(MUTE)** key is OFF when your set is idle, Handsfree Answerback is OFF.

To answer a call using Handsfree Answerback:

Phone state before Page arrives	**To answer the Direct Page**
Phone is idle and MUTE is flashing	1. Check that MUTE is OFF.
	2. Listen for the paging party.
	3. Begin speaking.
	4. Lift the handset if you wish to switch from a Handsfree call to a handset call.
You are on a handset or headset call, and MUTE is OFF	1. Check that MUTE is flashing.
	2. Press MUTE. The light turns ON solid, and you are now speaking to the paging party and have muted your handset/headset call.
	3. Speak to the paging party. Press MUTE to alternate between handset/headset and handsfree calls.
You are on a MUTED handset/headset call, OR, you are on a Handsfree call	The party paging you receives a busy tone. Handsfree Answerback does not interrupt your call.

To end a Handsfree Answerback call:

- Press either 🔊 (**SPEAKER**) or ⊗ (**CANCEL**).

Note : When the Handsfree Direct Page call ends, the MUTE key light returns to the state it was in before the call was established.

Direct Paging – Handsfree Answerback Disabled

To turn Handsfree Answerback off, see
"Direct Paging – Handsfree Answerback Enabled" elsewhere in this guide.
When Handsfree Answerback is disabled on your phone and you receive a
Direct Page, the Direct Page is indicated by a single burst of tone.

To answer Direct Page calls when Handsfree Answerback is disabled:

Phone state before Page arrives:	To answer the Direct Page (indicated by single burst of tone):
Phone is idle and MUTE is OFF.	1. Check that MUTE is ON solid. 2. Lift the handset **OR** press MUTE key to answer in Handsfree mode. (The light turns OFF.) 3. Begin speaking.
You are on a handset call or headset call, and MUTE is OFF	1. Check that MUTE is flashing. 2. Press MUTE. The light turns ON solid and and you are now speaking to the paging party and have MUTED your handset/headset call. 3. Speak to the paging party. Press MUTE to alternate between handset and handsfree calls.
You are on a MUTED handset/headset call, OR, you are on a Handsfree call	The party paging you receives a busy tone. Handsfree Answerback does not interrupt your call.

To end a Direct Page call, do one of the following:

- Hang up the handset to end a handset call.
- Press 🔊 (**SPEAKER**) to end a Handsfree call.
- Press ⊗ (**CANCEL**).

Note: When the Handsfree Direct Page call ends, the (MUTE) key light returns to the state it was in before the call was established.

Reminder (5224 IP Phone only)

To program a Reminder:

1. Press 📞 (**SUPERKEY**).
2. Press the **No** softkey until "Timed Reminder?" appears.
3. Press the **Yes** softkey.
4. Enter the time in 24-hour format.
5. Press the **Save** softkey.

To view, change, and/or cancel a pending Reminder:

1. Press 📞 (**SUPERKEY**).
2. Press the **No** softkey until "Timed Reminder?" appears.
3. Press the **Yes** softkey.
4. Do one of the following:
    - To change the Reminder, press the **Change** softkey, enter the new time, and press the **Save** softkey.
    - To cancel the Reminder, press the **Clear** softkey.
    - To exit without canceling the Reminder, press 📞 (**SUPERKEY**).

To acknowledge a Reminder when your phone rings once:

- Press the **Confirm** softkey.

Headset Operation

To enable Headset Operation:
- Press the **Headset** feature key.

To answer a call (when Auto Answer is disabled):
- Press the flashing line key.

To hang up:
- Press ⊗ (**CANCEL**).

To mute your headset microphone:
- Press the 🎙 **(MUTE)** key. The light turns ON.

To turn mute off and return to the conversation:
- Press the 🎙 **(MUTE)** key. The light turns OFF.

Headset Operation (with Feature Control Switch)

IMPORTANT NOTE: Mitel Networks Headsets with Feature Control Switch must be installed in the dedicated headset jack on the back of the phone. Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick–disconnect plug restores handset operation. If handset operation is required for an extended period of time, you should press the Headset feature key to return the telephone to handset mode.

To enable or disable Headset Operation:

- Press the **Headset** feature key.

To answer a call:

- Press flashing Line Appearance key
  —OR—
  Quickly press and release the headset's feature control switch.

To mute the headset microphone:

- Press and hold the headset's feature control switch.

To hang up:

- Press ⊗ (**CANCEL**).
  —OR—
  Quickly press and release the headset's feature control switch.

To disable Headset Operation:

- Press the **Headset** feature key.

Music

To turn Music on and off on a 5212 IP Phone when the phone is idle:

- Press the **Music** feature key.

To turn Music on and off on a 5224 IP Phone when the phone is idle:

1. Press the 📠 (**SUPERKEY**).
2. Press the No softkey until "Music?" appears.
3. Do one of the following:
    - To turn the music on, press the TurnOn softkey.
    - To turn the music off, press the TurnOff softkey.
4. Press 📠 (**SUPERKEY**).

Group Paging / Meet Me Answer   (must be set up by Telcom)

Group Paging allows you to page a group of telephones through their built–in speakers. You can belong to to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Lift the handset.
2. Press **Direct Page** or dial ***77**.
3. Do one of the following:
    - To page your prime page group, press **#**.
    - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Lift handset.
2. Dial **#77**.
3. Do one of the following:
    - To respond to a page from your prime page group, press **#**.
    - To respond to a page from a specific page group, dial the page group directory number.

Hot Desking (must be set up by Telcom)

Hot Desking allows you to log into the telephone system from any phone designated as a Hot Desk phone. Simply log in at the phone using your assigned Hot Desk User Extension Number and the phone immediately assumes all your speed dials, features keys, call forwarding setup, and line appearances – even your language preference for the display. Any changes you make to the phone while you are logged in—for example, adding a speed dial—are saved to your personal profile. Logging in activates your profile on any phone that supports Hot Desking.

Note: All Hot Desking profiles have 13 programmable keys. If you log into a phone that has a fewer number of keys, the extra ones are "hidden". Only the use of the extra keys is lost, not the features assigned to them.

To log into a Hot Desking 5212 IP Phone (the phone must be idle):
1. Dial ***51**.
2. Press *****.
3. Enter your Hot Desk User Extension Number
4. Press *****.

To log out of Hot Desking 5212 IP Phone (the phone must be idle):
1. Dial **#51**.
2. Press **#**.
3. Press the *****.

To log into a Hot Desking 5224 IP Phone (the phone must be idle):
1. Press the **HotDesk** softkey.
2. Press the **Login** softkey.
3. Enter your Hot Desk User Extension Number.
4. Press the **Okay** softkey.

To log out of Hot Desking 5224 IP Phone (the phone must be idle):

1. Press the **HotDesk** softkey.
2. Press the **Logout** softkey.
3. Press the **Confirm** softkey.

Note: Your profile can only be active on one phone at a time. If you log in from another phone without logging out from the first one, the system will automatically deactivate your profile on the first phone.

Hot Desk Remote Logout

A user who has forgotten to log out of a Hot Desking phone can be logged out using any phone that supports Hot Desk Remote Logout.

To remotely log out a Hot Desking phone:

1. Dial **#52**.
2. Dial the Hot Desk User Extension Number that you want to log out.

Tag Call

Tag Call allows you to signal that you are the victim of a threatening or malicious call. Using the tag, Telcom can identify the source of the call and provide this information to appropriate personnel or authorities.

CAUTION: Tagging a non–malicious call may result in fines or other penalties.

To tag a malicious call:

- Press the **Tag Call** feature key while the call is in progress.
  See "Feature Keys" elsewhere in this guide for information on programming a Tag Call feature key to your phone.
  –OR–
- Press ⤳|𝔰𝔯 (**TRANS/CONF**) and dial ***99**.

If the call was successfully tagged "Thank You" is shown on the display; otherwise, "Not Allowed" is displayed.

Note: Tag Call can be used on active two–party calls only. Calls on hold and conference calls cannot be tagged.

Call History

Call History keeps track of the names (if available) and telephone numbers of missed calls, answered incoming external calls, and outgoing external calls.

To display the call history, and view call detail:

1. Press the **Call History** feature key. The total number of missed calls is displayed in brackets ( ), the number of new missed calls is indicated with a *.
2. To browse though the list of missed calls, press ***** or the **Yes** softkey, followed by the ⬆ (**UP**) and ⬇ (**DOWN**) keys to scroll through the list.
   To view answered or outgoing calls, press **#** or the **No** softkey (once for Answered, twice for Outgoing), followed by the ⬆ (**UP**) and ⬇ (**DOWN**) keys to scroll through the list.
3. To view the number of the call, press the **#** or **Options** softkey. When the Options screen is displayed, press the ***** or **Details** softkey to display the number. Press the **#** or **Next** softkey to display the call time and date.

To return a call:

1. Display the call you want to return.
2. Do one of the following:
    - If the call is internal, and the caller name is known, press ***** or the **Call** sofkkey. For unknown numbers, the **Call** option is not displayed.
    - If the call is external, and you normally need to precede external calls with a digit such as 8, the system will be unable to complete the dialing automatically. When this happens, you can edit the dialed digits manually by pressing **#** or the <— (**Clear**) softkey. Use the **#** or <— (**Clear**) softkey to delete the left-most digit, and then type the digits to insert them. When you have the dial string edited to suit your needs, press the ***** or **Call** softkey to dial the number.

To delete all missed, answered, or outgoing call logs:

1. After selecting the type of logs you wish to delete, press **#** or the **Delete All** softkey.
2. Confirm that you do want to delete all items by pressing ***** or the **#** softkey.

To delete a particular call from the call log:

- With the call log that you want to delete displayed, press **#** twice or press the **Delete** softkey.

Release

Release lets you disconnect from an attempted Call Transfer or Conference Call without hanging up the handset. Release is useful when you encounter a busy or unavailable party.

To release from an attempted transfer or conference call:
- Press the Release feature key or the **Release** softkey.

FEATURE ACCESS CODES

Save Last Number	#22
Repeat Last Number Saved	*22
Personal Speedcall - Invoke	*33
Personal Speed Call - Upper Range Index Number	09
Personal Speedcall - Store	*32
Call Hold - Remote Retrieve	*78
Conference Call Split	#54
Cancel Call Forwarding Follow Me - Remote	#66
Call Forwarding - End Chaining	*63
Cancel Call Forwarding - End Chaining	#63
Callback - Cancel Individual	#85
Callback - Cancel	#84
Account Code	2
Call Park - Remote Retrieve	*79
Call Pickup - Directed	#71
Direct Page	*77
Meet Me Answer	#77
Hot Desking Login	*51
Hot Desking Logout	#51
Remote Hot Desking Logout	#52
Do Not Disturb	*55
Do Not Disturb Cancel	#55

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