![WCS logo] WCS — WE MAKE YOUR NETWORK

*network*WCS Release 6.0 Quick Reference Guide Mitel 5212/5312 IP Phone

Phone diagram labels:
- Handset
- Speaker
- LCD display
- Message waiting lamp
- Volume/Contrast/Scroll
- Speaker key and Mute key
- Feature keys
- Keypad
- Microphone
- Memory keys

Fixed Function Key Legend			
![dir key]	Directory key - displays company internal directory	Hold key - puts current call on hold	![hold key]
![cancel key]	Cancel key - cancels current action	Transfer and Conference key - pressing once starts transfer, twice starts conference	![transfer key]
![redial key]	Redial key - displays list of recently dialed calls. Use this key to dial from a displayed list	Message key - accesses your voicemail	![message key]
![speaker key]	Speaker key - Disables and enables Handsfree mode	Mute/unmute –turns off the handset, headset or handsfree microphone	![mute key]

Make a call

1 Lift the Handset, or press a Line Appearance memory key, or press the ![speaker] function key.
2 Dial the number from the keypad.
   - or -
   Press a speed dial memory key.

Place a call on hold

While on a call press the ![hold] function key.

Retrieve a call from Hold

Press the flashing Line Appearance memory key.

Make a call using Redial

1 Press the ![redial] function key
2 Choose the number by scrolling through the list with the Arrow keys.
3 To dial, press the ![scroll] function key again.

Transfer a call

1 Press the ![transfer] function key.
2 Dial the number.
3 Press the ![transfer] function key and hang up.
   - or -
   Announce the call, press the ![transfer] function key and hang up.

Make a call using the Directory

1 Press the ![directory] function key.
2 Enter the first letter of the name using the keypad.
3 Use the Arrow keys to scroll to the name of the person you are calling.
4 To dial, press the ![scroll] function key.

Make a three-way call

While on a call:

1 Press the ![transfer] function key twice.
2 Dial the second number.
3 Announce the call.
4 Press the ![transfer] function key once to join the parties.

Mute a call

While on a call press the ![mute] function key to toggle between turning off and on the microphone.

Retrieve a message

Press the ![message] function key.
Follow the voice instructions.

1 Activating a phone

To activate your phone, follow these steps:

A) If your network is configured with Power Over Ethernet (POE) follow the step below and continue to step 4:

• Connect one end of an Ethernet cable to your network LAN jack and the other to the phone port marked by the ⌨⌨— symbol on your 5212/5312 IP phone.

B) If your network is not configured with POE, follow steps 1-3 and continue to step 4.

1. Connect one end of an Ethernet cable to the network icon connector marked by the ⌨⌨— symbol on the power supply and the other end to the network LAN jack.
2. Connect one end of an Ethernet cable to the phone icon connector marked on your power supply and the other end to the phone port marked by the ⌨⌨— symbol on your 5212/5312 phone.
3. Connect the phone power supply into a power outlet.
4. 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.
5. Wait for the phone to display the following (this may take 30 seconds or more):

```
Logged Out
*00 to Login
```

6. To log into your phone, press *00 on the phone keypad. The display will show:

```
Extension:
```

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

```
PIN:
Enter PIN press #
```

8. Enter your PIN.
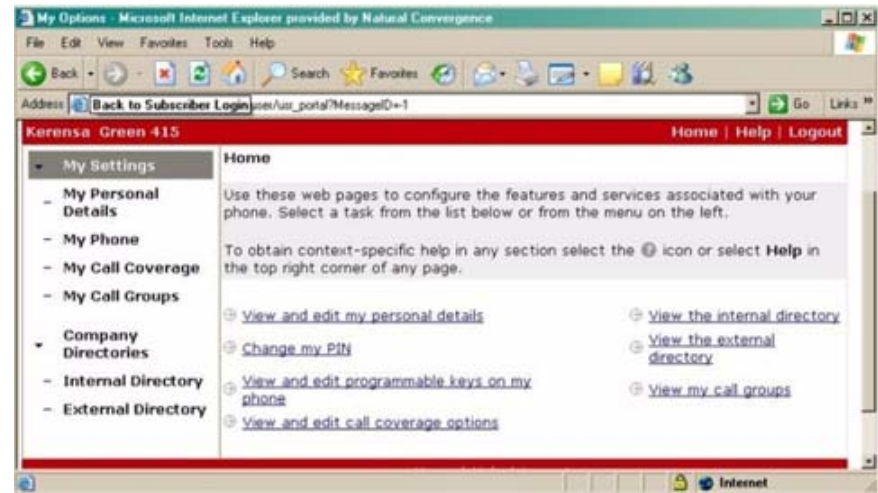9. Press the # key. The display will show:

```
Extension: xxx
```

where **xxx** is the extension of your phone.

You have now successfully activated the phone and are ready to make calls.

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*.

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** or **Mitel 5312 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.

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 i**n 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.
4. Follow the on-screen instructions.
5. Select the **Save** button to save your changes.

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.