Make a Call
1. Lift the handset, or
2. Press \[\text{Lift}\].
3. Dial the desired number, or
4. Press a Speed Call key, or
5. Dial the prefix for external calls (e.g. 9) and the number.

Answer a Call
1. Lift the handset, or
2. Press \[\text{Lift}\].
3. Press the flashing line key.

End a Call
1. Press \[\text{Redial}\] , or
2. Replace the handset.

Place a Call on Hold
1. Press \[\text{Hold}\].
2. The line key flashes.
3. Replace the handset if necessary.

Retrieve a Call from Hold
1. Lift the handset, or
2. Press \[\text{Lift}\].
3. Press the flashing line key.

Retrieve a Message
1. Press \[\text{Message}\]. It flashes when a message is waiting. Follow the voice mail prompts to retrieve your message.

Transfer a Call
1. Press \[\text{Transfer}\].
2. Dial the number. Wait for an answer.
3. Hang up, or announce the transfer and then hang up.

Conference Calls
1. Press \[\text{Transfer}\].
2. Dial the number. Wait for an answer.
3. Press \[\text{Transfer}\].

Program a Speed Call
1. Press \[\text{Program}\].
2. Press \[\text{Program}\] until Personal Keys? appears.
3. Press \[\text{Program}\].
4. Press a Personal Key.
5. Press \[\text{Program}\].
6. Dial the number.
7. Press the Personal Key again.
8. Press \[\text{Program}\] to make the number private, or
9. Press \[\text{Program}\] to keep the number visible.
10. Press \[\text{Program}\].

Adjust Volume Levels
Adjust ringer volume while the phone is ringing. Adjust speaker volume while using the handset or speaker.
1. Press \[\text{Volume}\] repeatedly to raise the volume, or
2. Press \[\text{Volume}\] repeatedly to lower the volume.
3. Press \[\text{Mute}\] to mute your microphone. See the 5312/5324 IP Phone User Guide for details.
MITEL

5324 IP Phone

Make a Call
1. Lift the handset, or
2. Press \( \text{Set \_} \),
3. Dial the number, or
4. Press a Speed Call key, or
5. Press \( 123 \) \( \text{Set} \), or
6. Dial the prefix for external calls (e.g. 9) and the number.

Answer a Call
1. Lift the handset, or
2. Press \( \text{Set \_} \), and begin speaking.

End a Call
1. Press \( \text{Set \_} \), or
2. Replace the handset.

Place a Call on Hold
1. Press \( \text{Set \_} \).
2. Dial the number. Wait for an answer.
3. Hang up, or announce the transfer and then hang up.

Transfer a Call
1. Press \( \text{Set \_} \).
2. Dial the number. Wait for an answer.
3. Press \( \text{Set \_} \).

Conference a Call
1. Press \( \text{Set \_} \).
2. Dial the number. Wait for an answer.
3. Press \( \text{Set \_} \).
4. Press \( \text{Set \_} \).

Program a Speed Call
1. Press \( \text{Set \_} \).
2. Press \( \text{Set \_} \).
3. Press \( \text{Set \_} \).
4. Press \( \text{Set \_} \) until Personal Keys? appears.
5. Press \( \text{Set \_} \).
6. Press a Personal Key.
7. Press Change.
8. Press Yes for Speed Call?
9. Dial the number.
10. Press Priv to make the number private.
11. Press Save.
12. Press \( \text{Set \_} \).

Adjust Volume Levels

Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.
1. Press \( \text{Set \_} \) repeatedly to raise the volume, or \( \text{Set \_} \) repeatedly to lower the volume.
2. Press \( \text{Set \_} \) to mute the microphone. See the 5312/5324 IP Phone User Guide for details.