

# Quick Reference Guide

## MiVoice 5324 IP Phone



### The Mitel 5324 IP Phone

- 1 Display
- 2 Softkeys
- 3 Ring/Message Indicator
- 4 Volume, Speaker, Mute Controls
- 5 Fixed-Function Keys
- 6 Key Pad
- 7 Personal Keys
- 8 Speaker
- 9 Handset

### Fixed-Function Keys

- SPEAKER
- MUTE
- MENU
- CANCEL
- REDIAL
- HOLD
- TRANSFER/CONFERENCE
- MESSAGE

**Note:** For more information about using other features and applications on your 5324 IP Phone, refer to the 5312/5324 IP Phone User Guide located at [www.mitel.com](http://www.mitel.com), or contact your Administrator.

### Make a Call

- 9 Lift the handset, or
- 4 Press .
- 6 Dial the number, or
- 7 Press a **Speed Call** key, or
- 5 Press , or
- 6 Dial the prefix for external calls (e.g. 9) and the number.

### Answer a Call

- 9 Lift the handset, or
- 4 Press , and begin speaking.

### End a Call

- 5 Press , or
- 9 Replace the handset.

### Place a Call on Hold

- 5 Press .  
The line key flashes.
- 9 Replace the handset if necessary.

### Retrieve a Call from Hold

- 9 Lift the handset, or
- 4 Press .
- 7 Press the flashing line key.

### Retrieve a Message

- 5 Press . It flashes when a message is waiting.  
Follow the voice mail prompts to retrieve your message.

### Transfer a Call

- 5 Press .
- 6 Dial the number. Wait for an answer.
- 9 Hang up, or announce the transfer and then hang up.

### Conference a Call

- 5 Press .
- 6 Dial the number. Wait for an answer.
- 5 Press .

### Program a Speed Call

- 5 Press **Menu** OR .
- 2 Press **No** until **Personal Keys?** appears.
- 2 Press **Yes**.
- 7 Press a Personal Key.
- 2 Press **Change**.
- 2 Press **Yes** for **Speed Call?**
- 6 Dial the number.
- 2 Press **Priv** to make the number private.
- 2 Press **Save**.
- 5 Press .

### Adjust Volume Levels

- Adjust ringer volume while the phone is ringing. Adjust handset or speaker volume while using the handset or speaker.
- 4 Press repeatedly to raise the volume, or repeatedly to lower the volume.
  - 4 Press to mute the microphone.  
See the *5312/5324 IP Phone User Guide* for details.