



(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 access the Menu key, prompts and feature information appear on the display screen.

(2) Ring/Message Indicator

Flashes to signal an incoming call and to indicate a message waiting in your voice mailbox

(3) 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.

(4) Fixed Function Keys

MENU/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. Provides access to your voice mailbox and flashes to notify you of messages waiting in your voice mailbox.

(5) Keypad Use to dial.

(6) Programmable Personal Keys and Designation Card

Provides 12 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 the 5312 IP Phone the bottom left personal keys 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.

(7) Handsfree Speaker

Provides sound for Handsfree calls.

(8) Handset

Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

ANSWERING CALLS

INTERNAL: Single ring, display shows who's calling you before you answer. Pick up the handset, or press flashing key, or press SPEAKER key to answer

EXTERNAL: Double ring, prime or line key flashes, pick up handset or press SPEAKER and/or press flashing key to answer.

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

MAKING CALLS

OPERATOR CALL - Dial 500

MAKING INTERNAL CALLS

Just dial the extension number you require.

MAKING EXTERNAL CALLS

Dial 9 and the required telephone number System

Press PHONEBOOK to look-up internal & system speedial numbers

Press REDIAL key for Last Number Redial

SOMEONE ANSWER THAT PHONE

Group Pick up: Lift handset and press *6

To answer any ringing extension dial **6 plus the ringing extension number.

WHAT IS THEIR EXTENSION NUMBER?

Press PHONEBOOK, use dialpad to display first few letters of the name you want to look up, press LOOK UP, use NEXT if required and when the correct name appears in the screen press the CALL key

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

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 to transfer the call - or press CANCEL to return to original call. While making an enquiry call, you may use TRADE to alternate between the outside call and extension as required.

LETS SPEAK TO A.N.OTHER AS WELL

To set up a conference call: 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 as required.

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 and hang up. When the extension is free or is next used an automatic callback will take place or Press WAIT and do not hang up - the busy extension will hear call waiting tone and can swap to your call, or when they hang up their telephone will ring.

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 immediately, when you are busy or if you don't answer and may be switched on or off using either the SUPERKEY and following the prompts or by dialling feature access codes shown

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

To CANCEL dial above code without dialling the destination.