

MITEL

5212 | IP Phone

USER GUIDE

 **MITEL** | it's about **YOU**

SX-200 ICP 3.0

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ABOUT YOUR PHONE

The Mitel Networks 5212 IP phone is a full-feature, dual port, dual mode telephone that provides voice communication over an IP network. It features a back-lit liquid crystal display (LCD) screen, display-assisted access to features, on-hook dialing, handsfree speakerphone capability and a large ring/message indicator. It also offers 12 programmable keys with status indicators, and ten fixed feature keys that provide convenient access to features such as Conferencing and many customizable user settings. The 5212 IP Phone supports Mitel Call Control (MiNet) protocols and session initiated protocols (SIP). The 5212 IP Phone can also be used as a Teleworker phone.

The personal key on the bottom left is always your Prime Line; the remaining personal keys can be programmed as:

- Feature keys for one-touch launching of a variety of phone features (for example, Swap). You can program feature keys from your phone, or using the Desktop Tool. Your administrator can also program feature keys.
- Speed Call keys for one-touch dialing. You can program speed call keys from your phone, or using the Desktop Tool.
- Line Appearances for selectively answering calls according to incoming line. Only the administrator can program line appearances.

Elements of Your 5212 IP Phone



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Feature

1 Display

Function

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.









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 or handsfree speaker microphone off during a call.

Feature	Function
4 Fixed Function Keys	<p>Give you access to the following phone functions:</p> <ul style="list-style-type: none"> •  (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. •  (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.
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. 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.
7 Handsfree Speaker	Provides sound for Handsfree calls and background music.
8 Handset	Use for handset calls. If you are in headset or handsfree mode, you do not need to use the handset.

Ring/Message indicators

When indicator is

Flashing rapidly

Flashing slowly

On

Off

it means that

Your phone is ringing

A message or callback message is waiting at your phone

Your phone is ringing another phone

Your phone is idle, or you are on a call

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

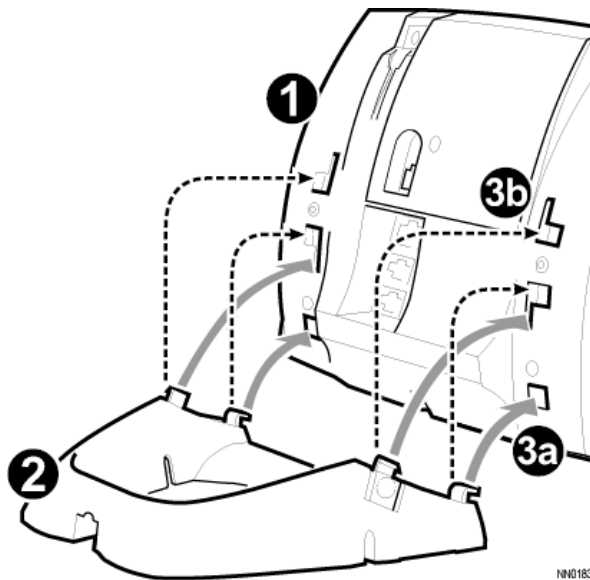
Mitel Networks Headsets with Feature Control Switch must be installed in the dedicated headset jack on the back of the phone. Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation.

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 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 # until "Ringer Adjust?" appears.
3. Press *.
4. Press *.
5. Press  (UP) or  (DOWN).
6. Press #.
7. 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

To display information about a key:

1. Press  (**SUPERKEY**).
2. Press a personal key that isn't a line key.
3. Press  (**SUPERKEY**).


To program a feature key:

1. Dial *47.
2. Press an unused personal key.
3. Dial the feature code for the desired feature key.
4. Press  (**CANCEL**).
5. Press  (**SUPERKEY**).
6. Write the feature name on the key label.

Contact your administrator for a complete list of the feature access codes you should use.

Language Change

To change the display language:

1. Press  (**SUPERKEY**).
2. Press # until "Language?" appears.
3. Press * for Yes.
4. Press * to change the language.
5. Press # until the desired language appears.
6. Press * to save your selection.

MAKING AND ANSWERING CALLS


If your telephone system operates as a private branch exchange (PBX), the Prime Line can be used for both incoming and outgoing calls. Outgoing calls require dialing a line access code (usually "9") followed by the telephone number.

In a key telephone system (KTS), the Prime Line is used for internal (Intercom) calls only. Outgoing calls require the use of Line keys.

Make a Call - PBX

1. Lift the handset.
2. Do one of the following:
 - Dial the extension number or a line access code (usually "9") and the telephone number for an outside call.
 - Press a Speed Call key.

Make an External Call - KTS

1. Lift the handset.
2. Press a Line key.
3. Do one of the following:
 - Dial the telephone number.
 - Press a Speed Call key.
 - Press  (REDIAL).

Make an Intercom Call - KTS



An Intercom call is a call between two extensions, which either pages or rings the called extension.

To switch between a ringing intercom call to a paged intercom call:

1. Make a call.
2. Do one of the following while listening to ringback tone:
 - Press the **Direct Page** feature key.
 - Dial ***48**.

Answer a Call


To answer a call, do one of the following:

- Lift the handset.
- Press  (**SPEAKER**).
- Press the flashing Line Appearance key and lift the handset.
- Press the flashing Line Appearance key and press  (**SPEAKER**).

Note: The Auto-Latch Microphone feature described elsewhere in this guide allows you to answer and respond to internal calls handsfree.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Press  (**REDIAL**).






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**).
2. Press # until "Personal Keys?" appears.
3. Press * for Yes.
4. Press a personal key that isn't a line key.
5. Press * to change the key.
6. Do one of the following:
 - To store a new number, dial 9 or other digit(s) used to access an outside line (if required) then dial the telephone number.
Press  (**HOLD**) between digits to create a one-second pause during dialing — press  (**HOLD**) more than once to lengthen the pause.
 - To enter the last number dialed, press  (**REDIAL**).
7. Press the personal key again.
8. Do one of the following:
 - To make the number private, press *.
 - To keep the number visible, press #.
9. Press  (**SUPERKEY**).

Speed Call - Personal

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial ***52**.
3. Enter an index number between **1** and **5**.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial ***51**.
3. Enter an index number between **1** and **5**.
4. Dial "9" or other digit(s) used to access an outside line (if required) then dial the telephone number.
Press  **(HOLD)** between digits to create a one-second pause during dialing — press  **(HOLD)** more than once to lengthen the pause.
5. Hang up.

Group Listen


To allow others in the room to listen to the far end of a handset call:

- Press the Group Listen feature key.

To return to a private two-way handset call from Group Listen:

- Press the Group Listen feature key.

To change a Group Listen call into a Handsfree call so that allow others in the room can join the telephone conversation:

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

To return to a private two-way handset call from Speaker:

- Lift the handset.

Handsfree Operation

To use Handsfree Operation to make calls:

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 temporarily mute the microphone during a Handsfree conversation:

- Press  (**MUTE**). The  (**MUTE**) key light turns on.


To turn mute off and return to the 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 when you are using a headset:

- Press the **Auto-Answer** feature key **Note:** When Auto-Answer is enabled, the  (**MUTE**) key light flashes rapidly to notify you of an incoming handsfree call.

To answer a call when you hear ringback:

- Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio. Your phone's  (**MUTE**) key light flashes rapidly to indicate that the Handsfree microphone is on and the calling party can hear you.


To temporarily mute the Handsfree microphone:

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

To turn Mute off and return to the conversation:

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

To end a call, do one of the following:

- Press  (**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:

- Press the flashing line key.



Hold and Page

The Hold and Page feature allows you to put a call on hold and page without having to use a feature key or code. You can also page after parking a call; see Call Park - Specific Orbit.

To place a call on hold and page:

1. Press the red  (HOLD) key twice.
2. Make the page.

To place a call on hold and not page:

1. Press the red  (HOLD) key.
2. Press any key except the red  (HOLD) key. The call is on hold.

Mute

Mute lets you temporarily turn your phone's handsfree speaker microphone off during a call. You can also mute your handset microphone—see the **Handset Mute** feature description elsewhere in this guide.

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**) turns OFF.

Handset Mute

To mute your handset's microphone during a call:



- Press the **Handset Mute** feature key.

To restore handset microphone operation:


- Press the **Handset Mute** feature key again.

Transfer

To Transfer an active call:



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

To leave a Conference:

- Hang up or press  **(CANCEL)**.

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 **Swap/Trade**.




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**).
2. Press # until "Call Forwarding?" appears.
3. Press * for Yes.
4. Press * to program Call Forward Always or press # until the desired call forwarding type appears. An asterisk next to the Call Forward option indicates that call forwarding is turned on.
5. Press * to change call forwarding if it is already programmed, and then press * to program.
6. Dial the destination number.
7. Press  to save.
8. Press  (**SUPERKEY**) to exit.

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

1. Press  (**SUPERKEY**).
2. Press # until "Call Forwarding?" appears.
3. Press * for Yes, and then press # until the desired call forwarding option appears.
4. To turn call forwarding on or off, press *, and then #.
5. Press  (**SUPERKEY**) to exit.

Call Forward - I'm Here


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

1. Press  (**SUPERKEY**).
2. Press # until "Call Forwarding?" appears.
3. Press * for Yes.
4. Press # until "I'm Here?" appears.
5. Press * for Yes.
6. Dial the remote extension number.
7. Press  to save.
8. Press **SUPERKEY** to save.

To cancel Call Forward - I'm Here from the phone that set it:

1. Lift the handset.
2. Dial *07.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward - I'm Here from the phone that was forwarded:

1. Press  (**SUPERKEY**).
2. Press # until "Call Forwarding?" appears.
3. Press * for Yes.
4. When "Always?" appears, press * to Change, then press # to Turn Off.

Call Forward - Forced

To force an incoming call to be forwarded:

- Press the **Forward Call** feature key.

To immediately transfer to another extension's No Answer forwarding destination when making a call:

- Press the **Forward Call** feature key when it lights.

Call Forward - Toggle

This feature is useful if you want call forwarding in effect for Busy and No Answer conditions most of the time, but need to override it with Call Forward Always occasionally — for example, when you're using a second phone such as a SUPERSET 4090 cordless phone. Instead of changing the call forward programming on your main phone to turn Call Forward Always on and off, you can program a key to do it.

You can also program keys to turn Call Forward Busy, No Answer or Busy/No Answer on and off.

To toggle call forward:



- Press the programmed feature key: **Forward Always**, **Forward Busy**, **Forward No Ans**, or **Forward Busy/NA**.

For information on programming a feature key, see "Feature Keys" elsewhere in this guide.



Note: You may also program a **Forward All** key to enable and disable all call forward types that have a destination programmed.

Messaging - Advisory

To turn Messaging - Advisory on:

1. Press  (**SUPERKEY**).
2. Press * to select ADVISORY MSGS.
3. Press # until the desired message appears.
4. Press * to turn on Advisory Messages.
5. Press  (**SUPERKEY**) to exit.

To turn Messaging - Advisory off:


1. Press  (**SUPERKEY**).
2. Press * to select ADVISORY MSGS.
3. Press * to turn off Advisory Messages.
4. Press  (**SUPERKEY**) to exit.

Messaging - Callback



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

- Press  **(MESSAGE)**.

To respond immediately to a Message Waiting condition on your telephone:

1. Lift the handset.
2. Press  **(MESSAGE)**. A call is placed to the message sender (voice mail system or extension user) that left the oldest message.

To view information about the messages before responding:

1. Press  **(MESSAGE)**.
2. Do one of the following.
 - To call the message sender, press #.
 - To erase the message, press *.
 - To view the next message, press  **(MESSAGE)**.

USING ADVANCED FEATURES

Account Codes

To enter an Account Code at the start of a call:

1. Press the **Account Code** feature key.
2. Enter the account code.
3. Dial the telephone number.

Callback

To request a Callback when you reach a busy or unanswered telephone:

- Press the **Callback** feature key.

To answer a Callback:

- Lift the handset.

Call Park

To park a call that is on your prime line (Line 1 key):

- Press the **Call Park** feature key.
-OR-
Press **TRANS/CONF** and then dial ***33**.

The call is parked and you receive dial tone on your prime line.

To retrieve a parked call from your phone while your phone is idle, or while you are off-hook and hearing dial tone:

- Press the **Call Park** feature key.
-OR-
Dial ***22**.

To retrieve a parked call while you are on a call on your prime line:

- Press the **Call Park** feature key.
-OR-
Press **TRANS/CONF** and then dial ***22**.

You are connected to the parked call and the caller that was on your prime line is parked.

To retrieve a parked call from another phone:

1. Lift the handset.
2. Dial ***23**.
3. Dial the prime line number (extension number) of the phone that parked the call.

Note: If the phone has both a parked call and a call on hold, dialing the Remote Hold Retrieve access code will retrieve the parked call.

Call Park - System

This feature allows you to park a call from any line on your telephone not just the prime line. The number of calls you can park is limited only by the number available system park "orbits."

To park a call in system orbit:

1. Press the lit **System Park** feature key.
2. Do either of the following:
 - Hang up
 - Press a line key to answer a call, retrieve a call or hold, or get dial tone.

To return to the caller if all the system orbits are busy:

- Press **⊗ (CANCEL)** to return to the caller.

To retrieve a call parked on a system orbit from any extension:

- While listening to dial tone, dial ***57** followed by the park orbit number.

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. Lift the handset.
2. Press the **Pickup** feature key.

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

1. Lift the handset.
2. Dial ***09**.
3. Dial the number of the ringing station.

Call Park - Specific Orbit

This feature allows you to park a call in a specific orbit by entering a two-digit orbit number or by pressing a feature key assigned to a specific orbit number.

To park a call in a specific orbit:

1. Press the **System Park** feature key.
2. Enter a two-digit Orbit Number (01-25).
If the selected orbit already has a parked call, press **⊗ (CANCEL)** to return to the caller, and then repeat steps 1 and 2 but select a different orbit.

To retrieve a call parked in a specific orbit:

- While listening to dial tone, dial ***57** followed by the park orbit number.

To park a call in a specific orbit using an Orbit # feature key:

- Press a free (unlit) **Orbit #** feature key. (See "Feature Key" for instructions on programming a feature key.)

Once a call is parked, you can press the same **Orbit #** to initiate a page.


To retrieve a call parked using an Orbit # feature key:

- Press the flashing **Orbit #** feature key.

Call Park - Destination Phone

Call Park - Destination Phone allows you to park an answered call on another phone. If a parked call is not retrieved after a specified length of time, a reminder occurs.

To park an active call on another phone:

1. Press  (TRANS/CONF) to get dial tone.
2. Dial *62, and then dial the extension of the destination phone.
If the call is parked successfully, dial tone, busy tone or a page occurs. If the call is not parked, reorder tone occurs.

To retrieve a call parked on another phone:

- Do one of the following:
 - Press the flashing **Call Park** feature key.
 - Dial *22.

Campon

To campon to a busy station:

- Press the **Campon** feature key.

To retrieve a call when you hear Campon tone:

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

Do Not Disturb

To activate and deactivate Do Not Disturb:

- Press the **Do Not Disturb** feature key. The key flashes to indicate that Do Not Disturb is active.

Override (Intrude)

To use Override when you encounter busy or DND tone:

- Press the **Intrude** feature key.

Paging - PA

To use Paging:

1. Lift the handset.
2. Do one of the following:
 - To page the default zone, press the **PA Page** feature key.
 - To page a specific zone, dial ***13** followed by the zone number (0-9).
3. Make the announcement.

Paging - Direct

Direct Paging allows you to page a party through their telephone speaker. If the paged party has Auto-Latch Microphone enabled, the page can be heard even when the party is on a handset or headset call. If the paged party has Handsfree Answerback enabled, your page automatically establishes a handsfree call with the paged party.

To page a party:


1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Dial the extension number.
4. Page the called party.

Note: If the phone you are paging has the "Can Be Paged" feature turned off, you hear a busy tone and the direct page cannot be connected.

How you answer a Direct Page depends on whether you have Handsfree Answerback to a Direct Page enabled on your phone. See "Handsfree Answerback to a Direct Page" elsewhere in this guide.


Note: You can also answer and respond to a Direct Page by enabling the Auto-Latch Microphone feature described elsewhere in this guide.

To allow or disallow Direct Pages to your phone:


1. Press  (**SUPERKEY**).
2. Press # until "Can Be Paged?" appears.
3. Do one of the following:
 - Press * for "TurnOn" if you want to receive Direct Pages.
 - Press # for "TurnOff" if you do not want to receive Direct Pages. If you select "TurnOff", all paging parties hear a busy tone when they attempt to page you.

Handsfree Answerback to a Direct Page


When you receive a Direct Page, Handsfree Answerback automatically establishes a Handsfree call on your phone. Your administrator enables or disables Handsfree Answerback on your phone. After your administrator enables Handsfree Answerback, you can choose to turn it on or off directly from your phone.

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

To turn Handsfree Answerback on:

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

To turn Handsfree Answerback off:

- Press the flashing  **(MUTE)** key once. The MUTE key light turns OFF. You will still receive Direct Page calls, but a Handsfree call is not automatically established.

To answer a call when Handsfree Answerback is ON, refer to the following table:

Phone state before Direct Page arrives	To answer the Direct Page
Phone is idle, and MUTE is flashing slowly	<ol style="list-style-type: none">1. Check that MUTE is flashing rapidly.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 call, and MUTE is flashing slowly	<ol style="list-style-type: none">1. Check that MUTE is ON solid.2. Press MUTE. The light turns OFF and the Handsfree microphone turns ON.3. Speak to the paging party. <p>Note: Your handset microphone is still enabled.</p>
You are on a muted handset call, OR you are on a Handsfree call	The party paging you receives a busy tone. Handsfree Answerback does not interrupt your call.

To answer a Direct Page when Handsfree Answerback is OFF, refer to the following table:

Phone state before Direct Page arrives	To answer the Direct Page (indicated by a single burst of tone)
---	--

Phone is idle, or you are on a handset call, 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.

Note: If you were on a handset call, your handset microphone is still enabled.

You are on a MUTED handset 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, 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.

Paging - All Sets

To page all telephones simultaneously through their speakers:

1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Press *.
4. Page the called party.

To answer an All Set Page:

1. Lift the handset.
2. Dial ***49**.

Paging - Group

To page all telephones in a paging group simultaneously through their speakers:

1. Lift the handset.
2. Press the **Direct Page** feature key.
3. Press **#**.
4. Page the called parties.

To respond to a Group Page:

1. Lift the handset.
2. Dial ***49**.

Direct Station Select/Busy Lamp Field (DSS/BLF)

Your phone may have keys programmed to place calls to other extensions and to show the status (idle, busy or DND) of those extensions.


To call the DSS/BLF extension:

- Press the **DSS/BLF** key.

To transfer a call to DSS/BLF extension (without Secretarial option):

1. Press **TRANS/CONF**.
2. Press the **DSS/BLF** key.

To transfer a call to a station (with Secretarial option):

- Press the  **(TRANS/CONF)**.

Direct Station Select (DSS)/Busy Lamp Field (BLF)/Call Pickup

Your phone may have keys programmed to show the status (idle, busy, ringing, call on hold) of another destination and to retrieve calls ringing or on hold at the destination.

To retrieve a call ringing at the DSS/BLF destination:

- Press the slowly flashing **DSS/BLF** key.

To retrieve a call on hold at the DSS/BLF destination:

- Press the rapidly flashing **DSS/BLF** key.

Direct Page/Busy Lamp Field (BLF)

Your phone may have keys programmed to show the busy/idle status of another extension and to page the extension.

To page a DP/BLF extension:

- Press the **DP/BLF** key.

You can page when the DP/BLF extension is idle (key dark) or busy (key steadily lit).

DSS/BLF/Direct Page/Call Pickup

Your phone may have keys that show the status (idle, busy, ringing, or call on hold) of another extension. Depending on the programming of the key, pressing it will either call the extension if it is idle, or retrieve a call ringing or on hold at the extension, or page the extension.

To pick up a call ringing at the DSS/BLF extension:

- Press the slowly flashing **DSS/BLF** key.

To retrieve a call on hold at the DSS/BLF extension:

- Press the rapidly flashing **DSS/BLF** key.

To page a DSS/BLF extension:

- Press the dark or steadily lit **DSS/BLF** key.

Headset Operation

To enable Headset Operation on telephones that are not programmed for full-time headset mode:

- Press the **Headset** feature key.

To answer a call (when Auto Answer is disabled):

- Press the flashing line key.

To hang up:

- Press **⊗ (CANCEL)**.

Headset Operation (Headset with Feature Control Switch)

IMPORTANT NOTE: Headsets with a feature control switch that are approved for use with the 5215 IP phone 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 answer a call:

- Press the 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.

Park and Page

With Park and Page, you can park a call and initiate a page all in one step. Park and Page options include

- **Park and Page Set** : After a call is parked, the system performs an all-set page.
- **Park and Page Group** : After a call is parked, the system pages your Paging Group.
- **Park and Page** : After a call is parked, you must enter the extension or Page Group number.
- **Park and PA Page** : After a call is parked, the you must enter a Paging Zone number (0-9).

See "Programming a Feature Key" for information on assigning this feature to a Personal Key.

To park a call and page a call:

1. Answer or make a call.
2. Perform one of the following:
 - To page all phones and the PA, press **Park & Page Sets**.
-OR-
Press **TRANS/CONF**, dial *63 and dial *.
 - To page all phones in a group and the PA, press **Park & Page Grp**.
-OR-
Press **TRANS/CONF**, dial *63 and press #.
 - To page an extension number, press **Park & Page** and dial the extension.
-OR-
Press **TRANS/CONF**, dial *63 and dial the extension.
 - To page all phones in a specified group and the PA, press **Park & Page** and dial the two-digit Page Group Number.
-OR-
Press **TRANS/CONF**, dial *63 and dial the two-digit Page Group Number, then #.
 - To park a call in orbit and perform a PA Page to any or all nine Paging Zones, press **Park & PA Page** and dial the Paging Zone number (0 for all zones, 1-9 for a specific zone).
-OR-
Press **TRANS/CONF**, dial *64 and dial the Paging Zone number (0 for all zones, 1-9 for a specific zone)

Note: To Park and Page call using speed call keys, press **TRANS/CONF** to get dial tone before pressing a speed call key programmed with the Park and Page access codes plus the digits for the required paging option (for example, an extension number to page a single phone or * to page all phones plus PA paging).

Record a Call

This feature uses your voice mail system to record your telephone conversations.

Note: You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your system administrator.


To start recording while on a 2-party call:

- Press the **Record Call** key. (See *Feature Keys* for instructions on programming a **Record Call** key to your phone.)

Note: Your system may be programmed to automatically begin recording external calls when you or the other answers.

To stop and save a recording:

- Press the **Record Call** key.

Putting the call on hold saves the recording; taking the call off hold starts a new recording. Depending on system programming, hanging up, or pressing  (TRANS/CONF) or a **DSS** key, may also save the recording.

To stop and erase a recording:

- Press  (**CANCEL**).

To listen to a recording:

1. Lift the handset.
2. Access your voice mailbox.
3. Follow the prompts to retrieve the recording.


Music


To turn Music on and off when the phone is idle:


- Press the **Music** feature key.

Auto-Latch Microphone






To set the handsfree microphone to automatically turn on when receiving a Direct Page or Intercom call:

1. Press  (**SUPERKEY**).
2. Press # until "Auto Latch Mic?" appears.
NOTE: If your administrator has already enabled Auto-Latch Microphone on your phone, "Auto Latch Mic?" does not appear in your list of options.
3. Press * for Yes.
4. Do one of the following:
 - Press * to TurnOn Auto Latch Mic.
 - Press # to TurnOff Auto Latch Mic.





When Auto-Latch Microphone is enabled and your set is idle, the  (**MUTE**) key light flashes rapidly to notify you when an incoming page/intercom call has been established.

When Auto-Latch Microphone is enabled and you are engaged in a handset conversation, the  (**MUTE**) key light turns on solid to notify you when an incoming page/intercom call is waiting at your phone.

To respond to an Auto-Latch call while your phone is idle:

1. Begin speaking after the paging/intercom party addresses you. **Note:** The  (**MUTE**) key light flashes rapidly to indicate that the Handsfree microphone is on and that the calling party can hear you.
2. Press  (**MUTE**) if you wish to mute your handsfree conversation. The  (**MUTE**) key light turns on solid.
3. Press  (**MUTE**) again if you wish to turn mute off and return to the handsfree conversation. The  (**MUTE**) key light turns off.

To answer an Auto-Latch call while you are on a handset call with another caller:

- Press the lit (solid)  (**MUTE**) key. The handsfree microphone turns on and the  (**MUTE**) key light turns off to indicate that the paging/intercom party can hear you.
- Begin speaking after the paging/intercom party addresses you.
- Press  (**MUTE**) to alternate between handset and handsfree conversations. When you are speaking with the paging/intercom party, the  (**MUTE**) key light is off.

Reminder

To set or modify a timed reminder:

1. Lift the handset.
2. Dial ***32**.
3. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.
You hear dial tone if the time is valid; reorder tone if it is invalid.

To cancel a timed reminder:

1. Lift the handset.
2. Dial ***32** followed by 9999.
3. Hang up.
The reminder is cancelled.

To acknowledge the reminder (indicated by five rings).

- Lift the handset.

Reminder - Multiple

To set multiple reminders (up to three):

1. Lift the handset.
2. Dial ***32**.
3. Dial # followed by the number of the timer (#1, #2, or #3). To repeat the timer daily, dial *.
4. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.
You hear dial tone if the time is valid; reorder tone if it is invalid.
5. Repeat for each additional timer.

To cancel the Timer 1 reminder:

1. Lift the handset.
2. Dial ***32** followed by 9999.
3. Replace the handset.

The reminder is cancelled.

To cancel multiple reminders:

1. Lift the handset.
2. Dial ***32**.
3. Dial # followed by the timer number (#1, #2, or #3).
4. Dial 9999.
5. Replace the handset.

To acknowledge the reminder (indicated by five rings).

- Lift the handset.

Phonebook

To access the Phonebook:

1. Press the **Phonebook** softkey or dial ***65**.
2. Using the keypad, enter the name or extension of the person you wish to call.

Note: Only extensions that have a voice mailbox can be dialed using Phonebook.

Call Monitoring

This feature allows you to monitor another extension user's phone conversation, either with or without the user's knowledge.


If your system is programmed to notify users that they are being monitored, they hear a beep when monitoring begins. Users that have a display telephone also see your name and extension number in the display for the duration of the call.

When monitoring a call, you can listen to the conversation but you can't speak to either party, and they can't hear you. However, you can join the conversation by forming a three-party conference

A few conditions:

- The system may be programmed to disallow monitoring of any or all extensions.
- A user can only be monitored from one extension at a time. If you try to monitor someone who is already being monitored, you receive busy tone and BUSY appears in your display.
- If the user puts the caller on hold, transfers the call, or ends the call, you are disconnected and your monitoring session ends. Note that the system can be programmed to allow monitoring to continue while the call is on hold.
- While you are monitoring, you can't make or receive calls. Anyone who calls your telephone while you are monitoring receives busy tone. The caller can leave a callback, but is unable to camp on or override your monitoring session. If you want to place an outgoing call, you must first cancel your monitoring session.

To monitor a call:

1. Lift the handset.
2. Dial ***45** followed by the number of the extension you wish to monitor.
If the user is on a call, **INTRUDING** followed by the user's extension number appears in your telephone display.
If the user is not on the phone, you hear busy tone and the user's extension number followed by the words **IS IDLE** are shown in your telephone display.
3. Press  **(TRANS/CONF)** to form a three-party conference with the user and the other party.
-OR-
Press **Exit** to end the monitoring session.

NOTE: If you wish to continue monitoring after exiting the conference, you must set up the monitor again.

Door Opener

Door Opener allows you to operate a third-party door opener. For example, when someone requires entry into a third-party building, a designated extension (or extensions) rings and on answering, the extension user can press a feature key or dial a feature access code to open the door.

To use Door Opener:

- Press **Door Opener** or press ***66**.

Night Answer

Office telephone systems are often placed into Night Answer after regular hours. Calls then ring alternate answer points—either designated extensions or a night bell. You can dial the Trunk Answer From Any Station (TAFAS) code to answer calls ringing the night bell. If permitted by system programming, you can put your phone into one of two night answer modes, Night1 or Night2.

To switch your phone to Night Answer or back to Day service:

1. Lift the handset.
2. Press the Night Answer feature key. See "Feature Key" for instructions on programming a feature key.
3. Do one of the following:
 - Press 0 for Day service.
 - Press 1 for Night1.
 - Press 2 for Night2.
4. Hang up. The Night Answer feature key light flashes slowly for Night1, and rapidly for Night2. The Night Answer feature key light is off for when your phone is in Day service.

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.


Secure Hot Swap

Secure Hot Swap allows you to "swap" your own phone programming when you are using any other IP phone that is enabled to support the feature. When you dial your phone's extension number and your assigned Hot Swap Personal Identification Number, the "swapped" phone immediately assumes most of your phone settings, including key programming. Any changes you make to the phone while you are logged in—for example, adding a speed dial—are saved to your personal profile.

To Hot Swap a phone (the phone must be idle):

1. Dial ***68** or the appropriate feature access code.
2. Dial the extension number of the phone you wish to swap.
3. Enter your four-digit Hot Swap Personal Identification Number (PIN).

To verify that the phone has been swapped:

1. Press  (**SUPERKEY**).
2. Press the Prime Line key. If the phone is successfully swapped, the display shows the extension of the phone whose settings you wished to swap.

To log out of the Swapped phone (the phone must be idle):

- Dial ***68** on the phone on which you initiated the Hot Swap.

Note: Your profile can only be active on one phone at a time. You must "unswap" from the current swapped phone before you can initiate a Hot Swap of another phone.

FEATURE ACCESS CODES

Program Feature Key	*47
Direct Paging	*48
Retrieve Personal Speed Call	*52
Store Personal Speed Call	*51
Call Forwarding - Cancel I'm Here	*07
Call Park	*33
Call Hold Retrieve (Local)	*22
Call Hold Retrieve (Remote)	*23
Call Park Orbit Retrieve	*57
Directed Call Pickup	*09
Call Park Remote	*62
Paging Access To Specific Zones	*13
Group Page Meet-Me-Answer	*49
Call Park and Page - Telephone	*63
Call Park and Page - PA	*64
Automatic Wakeup/Reminder	*32
Phonebook	*65
Silent Monitoring	*45
Open Door	*66
Secure Hot Swap	*68

