VTSL
Hosted Communications

Quick Reference Guide – Mitel 5312 & 5324

Button	Action
▲ (Up)	Provides volume control.
▼ (Down)	Scrolls through feature options.
🔊 (Speaker)	Activates Handsfree Mode. Activates features.
🎤 (Mute)	Mutes the microphone during a call.
📇 (Directory)	Activates the contact and feature DIrectory.
⊗ (Special)	Activates features while on a call. The ⊗ (Special) button does not cancel features. To cancel features, press the Star button (*).
(Redial)	Calls the last external number dialed. You cannot redial internal numbers.
🔲☎ (Hold)	Places the current call on hold. Left/Backspace when entering dialpad characters.
⤳ (Transfer)	Transfers the current call. Right/Forward when entering dialpad characters.
✉ (Message)	Connects to voice mailbox and notifies when you have messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

No.	Name	Description
❶	Handset	The handset is hearing aid compatible (HAC). If you are using a headset or if you are in Handsfree Mode, you do not need to use the handset.
❷	Display	Provides a two-line, 20-character viewing area for using features and identifying callers. When idle, the display shows user information and the time and date.
❸	Ring/Message Indicator	Flashes or stays lit to indicate call, message, and feature activity. **Indicator Signals** / **Description** Rapidly flashing — You have an incoming call. Slowly flashing — You have a waiting message or callback message. On — You are on a call or using a feature. Off — Your IP phone is idle.
❹	Feature Buttons	Provide quick access to commonly used features.
❺	Dialpad Buttons	Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.
❻	Programmable Buttons	Provide 12 programmable buttons. The top seven buttons on both models are programmed by the system administrator and cannot be reprogrammed. However, you can program the remaining buttons for quick access to features or speed-dial entries.
❼	External Speaker	Provides audio for handsfree calls and background music.