Station to Station Calling

1. Lift handset - (dial tone is heard).
2. Dial desired 7-digit telephone number.

External Calling

1. Lift handset - (dial tone is heard).
2. Dial outside telephone number. (do not dial 8)
3. To dial Hospital Operator “0”
4. To Dial Local Operator “#0”
5. To dial AT&T operator “#00”

Call Transfer

1. Advise calling party that you are going to transfer the call.
2. Press the Transfer key - (special dial tone is heard).
3. Dial the number you wish to transfer the call to.
4. After third party answers, press the Transfer key.

Conference Calling (up to 6 parties)

1. Place the original caller on hold by pressing the CONF 6 key - (special dial tone is heard).
2. Dial the third party's telephone number.
3. Ringback tone is heard.
4. After third party answers, press the CONF 6 key again.
5. To add more callers, repeat steps 1 – 4.

Permanent Hold

1. Place the caller on hold by pressing the Hold key.
2. To Retrieve: Press the Line key where the party is holding.

Forward Activation

1. Do NOT lift the handset.
2. Press the Call Forward key once - (arrow flashes).
3. Enter the number you to which you wish to forward your phone calls.
4. Press Call Forward key again. Your phone is now forwarded to the number you entered.

Forward Deactivation

1. Press the Call Forward key - (arrow disappears).
2. Call forwarding is now canceled.
Call Pick-Up
1. Lift handset - (dial tone is heard).
2. Press the Call Pick-Up key.

Last Number Redial
1. Lift handset - (dial tone is heard).
2. Press Last Number Redial feature code (##).
3. The last number dialed is redialed.

Speed Dial Key Programming
1. With handset in cradle, Press the button you want to program
2. Dial the number you want to store
3. Press the button you are programming again.

Programming Speed Call Short List
1. Dial *74
2. Enter a one digit code (0-9) to assign to the number
3. Dial the phone number you want to assign to the code number
4. Wait for the double tone

Dialing from the Speed Call Short List
1. Dial *
2. Dial the code number you want to call
3. Dial #

Remove Call Waiting on a Per Call Basis
1. Before dialing your parties number, press *70
2. Receive confirmation tone and new dial tone
3. Dial your parties number

Authorization Codes
1. Pick up the handset, dial #8, 1+10 digit long distance number
2. A recording will prompt you to enter an authorization code
3. Enter authorization code and call will be connected.
Remote Call Forward

1. Call access number 905-1900
2. Enter number you wish to remote call forward, followed by PIN (1111), then press #
3. Enter Code *72 followed by the #
4. Enter 7 digit number where you want the phone forwarded to, followed by the #

To Cancel

1. Repeat steps 1 -2
2. Enter code *73, followed by the #

Join Two Incoming Callers (feature added only upon request)

1. With 1 caller on Hold & another caller on the line, press the [ Conf 6 ] button.
2. The [ Conf 6 ] indicator will go solid, you will hear dial tone and both lines will blink.
3. Press the line that was initially on Hold.
4. Press [ Conf 6 ]. All callers are Joined in a Conference.

GIC Call (feature must first be added to the phone)

1. Press Handsfree key or lift handset
2. Press GIC key
3. Enter 1-2 digit member number
4. Press GIC key again.
5. Called party must press Handsfree key or lift handset to talk back

GIC All Call

1. Press Handsfree key or lift handset
2. Press GIC key
3. Press the “#” key twice
4. Press GIC key again and begin speaking.
Call Forward
You can forward your calls to another phone, another location, your home office, your car -- anywhere you need to be reached. For example, if you're going to a meeting, you can have your calls forwarded to a coworker. If you haven't turned on Call Forward and you are busy on a call or you don't answer your phone, your calls may be forwarded to a predetermined number, such as voicemail or your secretary. Check with your system administrator.

Conference
You can add up to 6 other people to a call you are on, so that all of you can talk together. You can talk privately to the person you are adding to the call. For example, you have called a supplier and want to include your manager in the conversation.

Call Pick-Up
Pick-Up call from any other phone in call group.

Display
This adjustable LCD display will support two lines of twenty-four character information. Where available, Caller Number (or Name) ID will appear.

Handsfree
Allows you to carry on a conversation with the receiver in the cradle. While using Handsfree, speak clearly (facing the telephone) and raise your voice if you move away from the your M5312. If background noise becomes too loud (for example, you are typing loudly at your desk), your M5312 will cut off the person speaking to you and ready itself for you to speak. For this reason, it is recommended that you use your Mute key to stop background noises from interfering with your conversations.
**LCD indicators**
Indicate the status of a feature/line key:
1. Steady triangle: Feature or line is active.
2. No triangle: Feature or line is non-active.
3. Slow flashing triangle: Line is ringing, or feature is being programmed.
4. Fast flashing triangle: Line is on hold.

**Message waiting**
If you are out or don't answer your phone, someone can leave a message for you on your voice mail box. You can see if any messages are waiting for you by checking to see if your Message Waiting indicator is on.

**Microphone**
Speak towards the microphone when you are making a handsfree call.

**Mute key**
Is used to speak privately with someone at your desk, so your caller can't hear you.

**Program Key**
Optional feature which allows the user to activate set features, such as Time and Date Set, Time and Date Format, as well as some central office features.

**Programmable Line and Feature Buttons**
These programmable line and feature buttons can be assigned Speed Calling keys.

**Release**
The key lets you end a call without hanging up the receiver.

**Speaker**
The speaker turns on automatically by pressing any available line key. It allows you to monitor the progress of your call without lifting the handset.

**Transfer**
The transfer button when pressed, puts the caller on hold and gives you new dial tone to call another party. Pressing it again transfers the caller.

**Volume**
The volume key adjusts the volume of the ring and the speaker.