

# **Meridian Telephone Sets**

**M2008, M2616**

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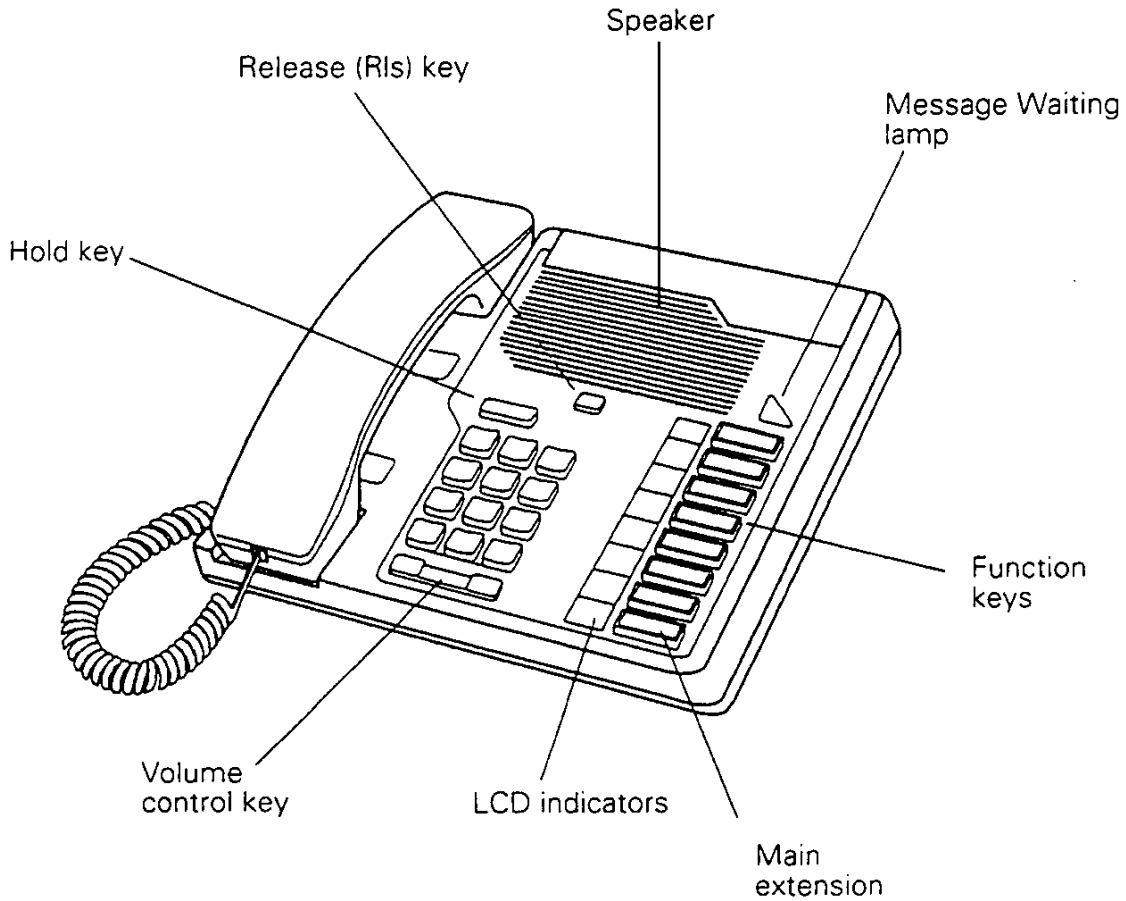
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# Your Meridian Telephone



M2008 Shown Above (your Phone May or May not Look the same).



2616



2008

Meridian Modular telephones provide easy access to a wide range of business features available through the Meridian I system. You can use your Modular telephone just like any other telephone. You can also take advantage of a wide range of features available to handle your daily phoning activities quickly and efficiently.

This booklet describes the features and operation of the following Meridian Modular telephones:

M2008  
M2616

The chapter titled "Special Features" describes the features that can be assigned to your phone. There are two ways to access most of these features.

1. Press the function key assigned to a feature. The LCD indicators adjacent to the keys tell you the status of a feature.

OR

2. Dial your Special Prefix code (SPRE) then a feature code that activates the desired feature. Feature codes are listed with each feature description; the SPRE code is available from your telephone System Administrator.

You can expand your telephone's capabilities with additional hardware options. There are various hardware modules available for your telephone, such as additional key strips, display screen, and programmable data adapter.

For more information on these, see the chapter titled "Add on Modules."

## Your Telephone's Controls

Here is a brief description of each control on your telephone.

### **Volume Bar**

Use <<< >>> to control the volume of the handset, the speaker, and the ringer. Raise the volume by pressing the right side of the bar. Lower it by pressing the left side.

### **Microphone**

A microphone is integrated into the M2616 telephone, allowing you to have a telephone conversation without using the handset (known as Handsfree calling).

### **RLS**

You can terminate an active call by pressing RLS, or by hanging up the handset. RLS is especially useful for disconnecting Handsfree calls.

### **LCD Indicator**

A steady ► appearing in one of the LCD indicators means that the feature or line beside it is active. A flashing ► means the line is on hold or the feature is being programmed.

**Hold**

By pressing HOLD you can put an active call on hold. Return to the caller by pressing the extension key beside the flashing LCD.

**Handset**

Lift the handset to place or answer a call.

**Feature Keys**

You access telephone features and telephone lines with the feature keys. The keys are labeled for your convenience.

**Main Extension Key or Directory Number (DN) Key**

The lower right-hand key is the main extension key, also known as a Directory Number (DN) key. When you pick up the handset, the line associated with this key is ready for you to make a call. You may have more than one DN key assigned to your telephone.

**Message Waiting Light**

The Message Waiting light turns on to indicate that a message has been left for you.

**Program**

The PROGRAM key gives you access to several parameters through the Display Module Option. You can adjust the volume of the ringer, buzzer, speaker, and handset. You can turn key clicking on or off, adjust the display contrast, choose the display language, set the format of the date and time, and turn the call timer on or off. If you also have a Meridian 1 Communications Adapter, (see "MCA"), you can also set your data parameters.

## **Your Telephone's Features**

Your telephone system administrator assigns features to your feature keys and can provide you with information about each feature. Whenever this guide describes a procedure that requires special codes or passwords, ask your telephone system administrator to provide these to you.

One of the codes you will be provided is the Special Prefix (SPRE) code, which you will need in order to use some features. There is also a Flexible Feature Code (FFC) for each feature. To use a feature, you will be instructed to press a feature key, or enter the SPRE code, or enter the FFC. These codes are listed at the back of this guide.

Note: Not all features are available in your area, and some require additional equipment.

# Terms You Should Know

## **Attendant**

The attendant is a telephone operator at your organization.

## **Directory Number (DN)**

A DN is any extension on a telephone.

## **Flexible Feature Codes**

(FFCs) - your system may use FFCs to access some of your telephones features. For your convenience, the SPRE code and FFCs for your system are printed on a page located at the back of this guide.

## **Interrupted Dial Tone**

A broken, or pulsed dial tone that you will hear when accessing some of your telephones features.

## **Link**

If your telephone has a LINK button, you can press LINK instead of pressing and releasing the switchhook. You will press LINK usually prior to entering a feature code. Some telephones have a LINK button, while others have a RECALL button.

NOTE: LINK and RECALL perform the same function. Wherever one key is indicated in this guide, you can press whichever key you have on your telephone.

## **Private Line**

A Private Line may be assigned to your telephone. With this line, you may reach any outside number without dialing the digit(s) which you normally use to get an outside line. Internal extensions cannot be dialed from a private line.

## **Recall**

If your telephone has a RECALL button, you can press RECALL instead of pressing and releasing the switchhook. You will press RECALL usually prior to entering a feature code. Some telephones have a RECALL button, while others have a LINK button.

## **Paging Tone**

Tone heard when using the Radio Paging feature. You hear two beeps followed by dial tone.

## **Ringback/Ring Tone**

Ringback/Ring Tone is the sound you hear when a call you've made is ringing at its destination.

**Shared Directory Numbers**

A DN (extension) that is shared by two or more persons.

**Special Dial Tone**

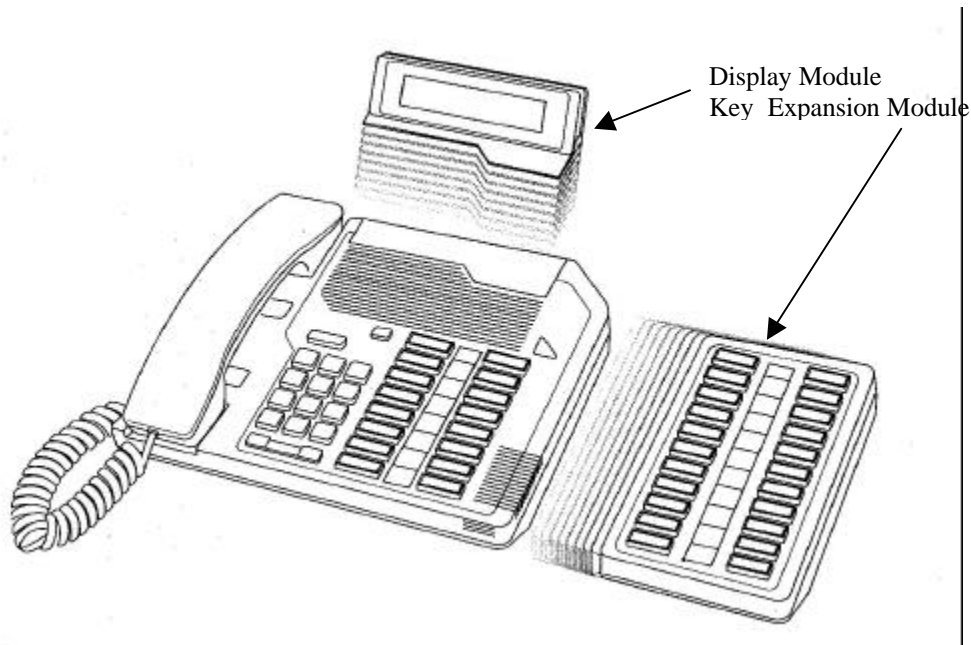
Three consecutive tones followed by dial tone that you will hear when accessing some of your telephone's features

**Special Prefix Code (SPRE)**

The Special Prefix Code is a number you'll need to enter to activate many of the features on your telephone. For example, when you read "Enter the SPRE code plus (8) (7) first enter the SPRE code, then press (8) (7).

**Switchhook** - the switchhook is the button, which the handset presses down, disconnecting your call when you replace the handset. If you press and release the switchhook very quickly, your call is not disconnected, Instead, you send a signal to the system, usually followed by entering a code.

## Add On Modules



### **Meridian 1 Display Module**

The Meridian 1 Display Module shows you the status of features, and displays the name of the calling party from within your system. It also displays instructions for using features. You can adjust the angle and contrast of this two-line display. It can be used with the M2008 and M2616 models.

### **Key Expansion Module**

The Key Expansion Module provides 22 additional feature keys for the M2616 model you can add up to two Key Expansion modules, for a total of 60 feature keys.

### **External Alerter Interface**

The External Alerter Interface lets you connect a remote ringer to your telephone. It can be used with the M2006, M2008, and M2616 models. The remote ringer is provided by your supplier.

### **Meridian 1 Communications Adapter (MCA)**

The MCA lets you connect your telephone to a personal computer or terminal. You can then use your telephone to exchange data between your computer and other computers. The MCA can be used with the M2006, M2008, and M2616 models.

### **Wall Mount**

The wall mount lets you hang your telephone on the wall. It can be used with the M2008, and M2616 models.

# Basics Of Using Your Telephone

## **Answering Calls**

To indicate an incoming call, your telephone rings and a ► symbol flashes beside a DN key.

To answer a call:

- Lift the handset, or press HANDSFREE; or press the DN key beside the flashing ►.

## **Making Calls**

**To call using the dial pad:**

- Lift the handset or press HANDSFREE.
- Wait for dial tone.
- If no free line is selected automatically, press a DN key.
- Dial the number.

Note: Whenever in this guide you read "Lift the handset," you may alternatively press a free DN key, or press HANDSFREE (if so equipped). Each of these actions will give you dial tone.

## **Placing A Call On Hold**

**To place a call on hold:**

- Press HOLD. The ► flashes beside the line on hold.

**To return to a hold call.**

- Press the DN key beside the flashing ►.

## **Transferring Calls**

**To transfer a call to another extension:**

- Press TRANSFER. The other party is on hold and you hear dial tone.
- Press a free DN key.
- Dial the extension that you want to transfer the call to.
- Press TRANSFER again, either when you hear ringing, or after you talk privately to the person you are transferring the call to.

Note: When using a feature of your telephone, such as transferring a call, if the person you are calling is not available, press the DN key to speak to the original caller.

## **On-Hook Dialing**

On-hook dialing allows you to dial a number without lifting the handset.

**To use On-hook dialing.**

- Press a free DN key to obtain a line.

- Upon hearing dial tone, dial the desired number.
- Pick up the handset, or press HANDSFREE when you hear ringback/ring tone or when the called party answers. If it is busy/engaged, press RLS to release the Line, or RING AGAIN if desired.

### **Handsfree**

If your telephone is an M2616 model (the model with 16 feature keys), you can use the built-in microphone and speaker instead of the handset. At any time during a call, you can switch to the handset by picking it up. You can also mute your microphone so that the other party cannot hear you speaking.

#### **To use Handsfree on a call:**

- Press HANDSFREE or a DN key instead of picking up your handset. Press RLS to end your call.

#### **To mute a Handsfree call:**

- Press HANDSFREE. The ► flashes.
- Press HANDSFREE again and return to the two-way conversation.

#### **To switch from the handset to Handsfree:**

- Press HANDSFREE.
- Replace the handset.

### **PreDial**

PreDial allows you to enter and preview a number, making corrections if required, before dialing the number. (This applies to the M2008 and the M2616 telephones with the Display Module Option.)

#### **To Use PreDial**

- Without lifting the handset enter the number.
- Preview the number.
- Use the volume key to backspace if you need to correct the number.
- Press a free DN key to dial the number.
- Press HANDSFREE or lift the handset when the called party answers.

### **Last Number Redial**

Last Number Redial allows you to automatically redial the last number you dialed.

#### **To use Last Number Redial**

- Lift the handset.
- Press LAST NO or press a free DN key twice.

### **Auto Dial**

Auto Dial lets you dial a specific telephone number by pressing a feature key.

**To store an Auto Dial number:**

- Without lifting the handset, press AUTO DIAL. The associated ► flashes.
- Dial the number.
- Press AUTO DIAL again.

**To use Auto Dial:**

- Press a free DN key or lift the handset.
- Press AUTO DIAL. The stored number is dialed automatically.

**To display the Auto Dial number:**

- Press DISPLAY
- Press AUTO DIAL. The number is displayed.
- If you want to clear the display, press DISPLAY again.

**Automatic Answerback**

When Automatic Answerback is activated, your M2616 telephone automatically answers in Handsfree mode after one ring.

**To activate Automatic Answerback:**

- Press AUTO ANS. The ► appears in the LCD display.  
     Note: When Automatic Answerback is active, calls are not routed to your voice message service, if provided.

**To deactivate Automatic Answerback:**

- Press AUTO ANS again. The ► turns off.

**Buzz**

Two telephones may be linked, allowing one person to notify another person. The person to whom your telephone is linked hears a "buzz". Use this feature to indicate a call, a visitor, or a request.

**To buzz the person whose telephone is linked to yours:**

- Press BUZZ. The other telephone buzzes as long as you hold down the key.

**Call Pickup**

Using Call Pickup, you can answer a ringing telephone from any telephone in your Pickup Group or another Pickup Group.

**To answer a ringing call in your own Call Pickup group:**

- Lift the handset
- Press CALL PICKUP, or enter the SPRE code plus (3), or enter the Pick Up Ringing Number FFC.

**To answer a ringing call in another Call Pickup group:**

- Lift the handset.
- Press GRP PICKUP, or enter the SPRE code plus (9) (4) or enter the Pick up Group FFC.

- Dial the pickup group number of the ringing telephone.

**To answer a ringing call at a specific extension in any pickup group:**

- Lift the handset.
- Press DN Pickup or enter the SPRE code plus (9) (5)
- Dial the extension number of the ringing telephone.

**Auto Dial Transfer**

Auto Dial Transfer allows you to use your Auto Dial key to transmit digits to the central office after a Trunk Switchhook Flash. You must be on a central office/exchange (CO) trunk call from or to a CO which offers Centrex- or exchange line-type features.

**To use Auto Dial Tandem Transfer when you pick up an incoming trunk call:**

- Press Trunk Switchhook Flash and wait for interrupted dial tone.
- Press Auto Dial to call the number desired.
- Replace the handset or press RLS to end the call.

**Attendant Recall**

The Attendant Recall feature allows you to contact an attendant during the call and connect the call to the attendant.

**To contact the attendant during a call:**

- Press Att Recall during a call.
- Stay on the line until the attendant answers.
- When you replace the handset, the caller remains connected to the attendant.

**Call Transfer**

Call TRANSFER allows you to direct a call to another number.

**To transfer a call while on a call:**

- Press Transfer, The call is placed on hold and you hear dial tone.
- Dial the number to which you want to transfer the call.
- Press Transfer again, either when you hear ringback/ring tone, or after you talk privately to the person to whom you are transferring the call.

**Conference**

You can set up a conference call for up to three (or six) persons, including yourself. See your telephone system administrator to find out the maximum number of persons you can join in a conference call.

**To set up a conference call:**

- While on a call, press CONFERENCE, or enter the 3-person or 6-person Conference FFC. The other party is on hold and you hear dial tone.

- Dial the next number to add to the conference. When the call is answered, you may talk privately with the person before they join the conference. If they do not answer, press the DN key.
- Press Conference again to join all callers.
- If necessary, repeat the procedure to include up to 3 (or 6) persons in the conference.

Note: The Conference feature on your telephone allows you to connect either up to 3, or up to 6 persons. Ask your system administrator how your Conference feature is programmed.

### **Call Forward**

Call Forward allows you to transfer all your calls so that they ring at another extension. You cannot forward calls while your telephone is ringing.

#### **To forward all your calls:**

- Press FORWARD, or lift the handset and enter the Call Forward Activate FFC. The ► flashes.
- Dial the extension that you want to forward your calls to.
- Press Forward. or enter the Call Forward Activate FFC again. The ► remains on.

#### **To cancel forwarding:**

- Press FORWARD or lift the handset and enter the Call Forward Cancel FFC. The ► turns off.

#### **To reinstate Call Forward to the same number.**

- Press FORWARD twice, or lift the handset and enter the Call Forward Activate FFC twice. The ► turns on again.

#### **To display the number to which you are currently forwarding your internal calls (on telephones equipped with an appropriate display):**

- Press DISPLAY.
- Press FORWARD or lift the handset and enter the Call Forward Verify FFC. The number is displayed.
- If you want to clear the display, press DISPLAY again.

### **Call Forward-internal**

Call Forward internal allows only calls originating at internal extensions to ring at another extension. Calls originating outside your Meridian I system will still ring at your telephone. You cannot forward calls while your telephone is ringing.

#### **To forward your internal calls:**

- Press FORWARD or lift the handset and enter the Internal Call Forward Activate FFC. The ► flashes.
- Dial the extension that you want to forward your calls to.

- Press FORWARD, or enter the Internal Call Forward Activate FFC again. The ► remains on.

**To cancel forwarding:**

- Press FORWARD, or lift the handset and enter the Internal Call Forward Cancel FFC. The ► turns off.

**To reinstate Call Forward to the same number:**

- Press FORWARD twice, or lift the handset and enter the internal Call Forward Activate FFC twice. The ► turns on again.

**To display the number to which you are currently forwarding your internal calls (on telephones equipped with an appropriate display):**

- Press DISPLAY.
- Press FORWARD or lift the handset and enter the Internal Call Forward Verify FFC. The number is displayed.
- If you want to clear the display, press DISPLAY again.

**Call Forward, Remote**

Remote Call Forward allows you (from any telephone other than your own) to forward your calls to any telephone.

**To activate Remote Call Forward.**

- Lift the handset.
- If you are calling from a telephone outside the system, first dial the Direct Inward System Access (DISA) number and wait for the dial tone.
- Enter the Remote Call Forward Activate FFC.
- Enter the Electronic Lock password for your telephone. (See Electronic Lock.)
- Dial your main extension number.
- Dial the number of the telephone to which you want your calls forwarded. If the number you are forwarding calls to is invalid, you will hear a fast busy/engaged signal.
- Press #.

**Note:** If you want to forward calls to a previously programmed telephone number, skip step 6, above.

**To cancel Remote Call Forward:**

- Lift the handset and enter the Remote Call Forward Deactivate FFC.
- Enter your Electronic Lock password.
- Dial your main extension number.
- Press #

**To verify Remote Call Forward:**

- Lift the handset and enter the Remote Call Forward Verify FFC.
- Enter your Electronic Lock password.

- Dial your main extension number,
- Dial the extension number of the telephone you are forwarding to,
- Press #

### **Call Join**

To connect a call on hold or on a different line to your current call.

- You are currently on a call.
- Press CONFERENCE.
- Press the DN key that has the other call on it, or press CALL WAIT.
- Press CONFERENCE. The person on hold joins your conversation.

### **Call Park**

Call Park allows a call to be stored temporarily, then to be retrieved from any other extension. You can park an incoming call and then page the called party, without tying up a line. Your office may have a System Park Extension where most calls are automatically parked.

#### **To park a call on the System Park Extension or your own extension:**

- Press PARK twice. If there is a System Park Extension, the call is parked on it, otherwise, it is parked on your extension.

#### **To park a call on an extension other than the System Park Extension or your own extension:**

- Press PARK.
- Enter the extension number.
- Press PARK again.

#### **To park a call using the SPRE code or the FFC**

- Press TRANSFER or CONFERENCE.
- Enter the SPRE code plus (7) (1) or enter the Call Park FFC.
- If you don't want the System Park Extension or your own extension, dial an extension number.
- Press TRANSFER or CONFERENCE again.

#### **To retrieve a parked call:**

- Select a free DN key.
- Press PARK, or enter the SPRE code plus (7) (2), or enter the Call Park FFC
- Dial the extension where the call is parked.

Note: If you park a call and it isn't answered within a specified period of time, it rings back to your telephone.

### **Call Waiting**

If the attendant routes an outside call to you when you are already on a call, Call Waiting lets you put your current call on hold, allowing you to answer the outside call.

**To answer an incoming call during a telephone call:**

- Press HOLD when you hear a tone and the call waiting indicator flashes during a telephone call.
- Press CALL WAIT to answer the incoming call.

**To return to your first telephone call:**

- Press HOLD if you want to put the second call on hold, or RLS to end the second call.
- Press the DN key associated with the first call.

**To answer an incoming call during a telephone call without the Call Waiting key:**

- If you don't have a CALL WAIT key and you hear the Call Waiting tone, end your current call and replace the handset or press RLS.
- When the telephone rings, press the DN key beside the flashing ► to answer the incoming call.

**Calling Number**

With the Calling Number feature, you can create a charge account record and/or charge a call to an incoming number.

**While on a call, to record the caller's number for accounting purposes:**

- Press CALLING NO. You hear three beeps followed by dial tone. The other party is on hold.
- Dial a charge account number or the caller's number.
- Press CALLING NO. again to return to the call.

**Charge/Forced Charge**

Charge allows you to charge a call to a specific account. Forced Charge allows you to charge long distance calls from telephones that are restricted to local calls.

**To charge a local or long distance call to an account before you dial.**

- Press a free DN key to obtain a line.
- Press CHARGE or enter the SPRE code plus (5), or enter the Call Detail Recording FFC,
- Enter the charge account number.
- Upon hearing dial tone, place your call.

**To charge a call in progress:**

- Press TRANSFER or CONFERENCE.
- Press CHARGE or enter the SPRE code plus (5) or enter the Call Detail Recording FFC.
- Enter the charge account number.
- Press the DN key to return to your call.

**To use the Special Prefix Code to charge a call in progress:**

- Press TRANSFER or CONFERENCE.
- Enter the SPRE code plus (5), or enter the Call Detail Recording FFC.
- Enter the charge account number,
- Press the DN key to return to your call.

**To charge a call to an account when you transfer a call.**

- Press TRANSFER. The call is on hold.
- Press CHARGE, or enter the SPRE code plus (5), or enter the Call Detail Recording FFC.
- Dial the charge account number.
- When you hear dial tone, dial the number you want the call transferred to.
- Press TRANSFER when you hear ringing, or after you talk privately to the person you are transferring the call to.

**To charge a call to an account when you add someone to a conference call:**

- Press CONFERENCE. The call is on hold.
- Press CHARGE, or enter the SPRE code plus (5), or enter the Call Detail Recording FFC.
- Dial the charge account number.
- Call the party you want to add to the conference.
- Press CONFERENCE.

**Centrex/Exchange Line Switchhook Flash**

Centrex/Exchange Switchhook Flash allows you to signal the Central Office/Exchange (CO) during an established call to use a Centrex service such as call transfer or three-way calling.

**To use Centrex/Exchange line Switchhook Flash:**

- Press TRUNK SWITCHHOOK FLASH or enter the Switchhook Flash FFC. You hear special dial tone.
- Enter the codes for your custom Centrex feature.

**Display**

When you are on an active call, you can identify a second incoming caller with the Display feature. This feature differentiates between external and internal calls. For internal calls, it also displays the caller's identity. Your telephone must have a Display Module Option to use this feature.

**To view the name of a second caller while on a call in progress:**

- While on a call, you hear the tone of the second call.
- Press DISPLAY.
- Press the DN key beside the flashing ►. The caller's name is displayed in the Display Module.

Note: Displaying the second caller's name does not interfere with the current call in progress.

### **Electronic Lock**

You can lock your telephone with a password so that no one can make calls outside your office. The lock consists of a password which you may change.

#### **To lock your telephone:**

- Lift the handset or press a DN key.
- Enter the Lock FFC.
- Enter your electronic lock password
- If you are using someone else's telephone, dial your extension number.
- Replace the handset or press RLS

#### **To unlock your telephone:**

- Lift the handset or press a DN key.
- Enter the Unlock FFC.
- Enter your electronic lock password.
- If you are using someone else's telephone, dial your extension number.
- Replace the handset or press RLS.

#### **To change your electronic lock password.**

- Lift the handset or press a DN key.
- Enter the password Change FFC.
- Enter the current password for your telephone,
- Enter the new password you wish to use.
- Enter the new password again.

If you hear a fast busy/engaged signal, you may have misdialled, Press RLS and try again.

### **Forced Camp-on**

Forced Camp-on allows your telephone to automatically ring another telephone as soon as it disconnects from its current call. Forced Camp-on allows both internal and external calls to be camped; Camp-on allows only external calls to be camped.

Forced Camp-on may also be used with Priority Override. The combination of the two features is referred to as Enhanced Override.

#### **To use Forced Camp-on:**

- You dial a telephone number and hear a busy/engaged signal.
- Press Override to initiate a Forced Camp-on. If either of the persons on the call disconnect at this time, you will hear an overflow (fast busy/engaged) signal.

- The person you are calling hears a tone and you hear a ring/ringback signal or busy/engaged signal, (depending on the options chosen). You are now camped-on.
- When the person hangs up, both your telephone and their telephone ring.
- Lift the handset or press a DN key or HANDSFREE and begin speaking.

### **Group Call**

Group Call automatically calls members of a predefined group, one at a time, until they have all answered. Ask your system administrator for details on creating a conference call group.

#### **To call group members:**

- Lift the handset or press a DN key.
- Press GROUP CALL, or enter the Group Call FFC. The group members are called automatically. The ► beside the Group Call key flashes until all members have answered.
- When all of them have answered, the ► stops flashing and remains on.

Their phone numbers appear on the display as they answer. When the last person answers, the Group Call indicator lights steadily.

When a person in your group is on another call on the extension the incoming group call is on, the group call is put in Camp-on or Call Waiting mode.

When a person in your group is on a conference call or another group call, he or she is not connected to your group call.

After all the people in the group have answered, only the person who made the group call can put the call on hold.

To answer a group call

- Lift the handset or press the DN key.

If you are on a call and you hear three tones through the handset or speaker, one each ten seconds, you are being notified of an incoming group call on your current extension. If you are on a call on another extension on your set when a group call is made, you hear a long tone through the handset or speaker.

If you are on a conference call or a group call when another group call comes in, you are not notified of the second call.

#### **To end a group call.**

- Replace the handset or press RLS

When the person who made the group call disconnects, all the members of the group are disconnected from the call. However, the other members can disconnect at any time during the call without affecting the call.

**Hot Line**

The system administrator can program a Hot Line telephone number that is dialed automatically.

**To use Hot Line:**

- Press HOT LINE. The Hot Line number is dialed automatically.
- or
- If your main line is a Hot Line, lift the handset. The Hot Line number is dialed automatically.

**Intercom**

You can use the Intercom feature to call a member of your intercom group.

**To make an Intercom call:**

- Lift the handset and press INTERCOM.
- Dial the one- or two-digit code for the intercom group member you wish to call.

**To answer an Intercom call when you are on a line other than your intercom group line:**

- Press HOLD to put the current call on hold, or press RLS to terminate the call.
- Press INTERCOM and begin speaking.

**Make Busy**

Make Busy allows you to make your telephone appear busy/engaged to all callers.

**To make your telephone appear busy/engaged:**

- Press MAKE BUSY, or lift the handset and enter the Make Busy FFC.

**To receive calls again:**

- Press MAKE BUSY again, or lift the handset and enter the Make Busy FFC.

**Malicious Call Trace**

Malicious Call Trace provides a way for you to trace nuisance calls within your system.

**To trace a call:**

- Answer the call.
- Press TRACE or enter the SPRE code plus (8) (3) or enter the Trace FFC. If you do not have a Trace button, pressing TRANSFER or CONFERENCE will initiate a trace. Keep the caller on the line to allow time to trace the call. If you pressed TRANSFER or CONFERENCE the call is taken off hold as soon as it is traced.

**Privacy Release**

Privacy Release allows someone who shares your extension to join your call.

**To use Privacy Release:**

- Press PRIV RLS during a call. The person can now join in by pressing the DN key beside the flashing ►.

**Ring Again**

If you receive a busy/engaged signal when trying to reach someone in your office, or in your private network, Ring Again automatically redials that number and lets you know when that person is free.

**To use Ring Again:**

- You dial an extension and get a busy/engaged signal. Press RING AGAIN, or enter the Ring Again Activate FFC.
- Replace the handset or press RLS.
- When number you want to reach is free, you hear the Ring Again signal.
- Press a free DN key to obtain a line.
- Press RING AGAIN, or enter the Ring Again Activate FFC to automatically redial the number,

**To cancel Ring Again:**

- Press RING AGAIN, or lift the handset and enter the ring again Deactivate FFC before you hear the Ring Again signal.

**Ring Again on No Answer**

Ring Again on No Answer allows you to automatically redial a number that previously did not answer. When the person you want to call places a call, your set automatically redials the number immediately after they finish their call.

**To use Ring Again on No Answer.**

- You dial an extension and receive no answer.
- Press RING AGAIN, or enter the Ring Again Activate FFC. The lamp lights steadily.
- Replace the handset or press RLS. You may continue with other calls as needed.
- The person you called returns to their office and places a call. When he or she hangs up, your set buzzes and the Ring Again key flashes.
- Lift your handset or press a free DN key to obtain a line.
- Upon hearing dial tone, press RING AGAIN or enter the Ring Again Activate FFC.
- The number is redialed, and Ring Again goes out

**To cancel Ring Again No Answer:**

Press RING AGAIN, or lift the handset and enter the Ring Again Deactivate FFC.

**Speed Call**

Speed Call allows you to dial frequently-called telephone numbers using a brief code to represent the number. The codes are one, two, or three digits long (0 to 999). See your telephone system administrator for a list of the Speed Call codes.

Only a telephone that has been designated as a Speed Call Controller telephone can program the numbers to be stored.

**To store a Speed Call number.**

- Press SPEED CALL, or lift the handset and enter the Speed Call Controller FFC.
- Enter the code to be added to the Speed Call list (0 to 999).
- Dial the access code (if required), internal, external, or long distance telephone number.
- Press SPEED CALL again, or enter the Speed Call User FFC.

**To change a Speed Call number:**

- Press SPEED CALL, or lift the handset and enter the Speed Call Controller FFC.
- Enter the Speed Call code that you want to change.
- Dial the new access code (if required), internal, external, or long distance telephone number.
- Press Speed Call again, or enter the Speed Call User FFC.

**To erase a Speed Call number:**

- Press SPEED CALL, or lift the handset and enter the Speed Call Controller FFC.
- Enter the Speed Call code that you want to erase.
- Press \*.
- Press Speed Call again.

**To make a Speed Call:**

- Press a free DN key.
- Press SPEED CALL, or enter the Speed Call User FFC.
- Dial the Speed Call code.

**Speed Call on Private Lines**

Speed Call on Private lines allows you to access a Private Line trunk and make a speed call. See Speed Call for more information on setting up speed codes

**To use Speed Call on Private Lines:**

- Press PRIVATE LINE.
- Press SPEED CALL, lift the handset and enter the Speed Call Controller FFC.
- Enter the Speed Call code of the number you want to dial.

**System Speed Call**

System Speed Call lets you dial Speed Call codes and override all restrictions on the telephone during the call. See Speed Call for more information on setting up speed call numbers

**To make a System Speed Call**

- Press a free DN key to obtain a line.
- Press SYS SPEED or enter the System Speed Call FFC
- Enter the Speed Call code of the number you want to dial.

**Stored Number**

The Stored Number feature allows you to store a single telephone number that you can dial quickly. You can easily change the stored number.

**To store a number when you're not on a call:**

- Without lifting the handset, press STORED NO. or enter the Stored Number FFC.
- Dial the number.
- Press STORED NO. again, or enter the Store Number FFC Any number previously stored is replaced.

**To store a number when you're on a call:**

- After you dial the number, press STORED NO. or enter the Stored Number FFC.

**To display the stored number:**

- Press DISPLAY.
- Press STORED NO. or enter the Stored Number FFC. The number is displayed.
- If you want to clear the display, press DISPLAY again.

**To call the stored number:**

- Select a free line.
- Press STORED NO. or enter the Stored Number Redial FFC.

**Timed Reminder Recall**

Timed Reminder Recall rings your telephone after a period of time to remind you of a transferred call that has not yet been answered.

**To use the Timed Reminder Recall:**

- During a call in progress, transfer a call by dialing the desired extension, and press TRANSFER.
- Press TRANSFER, again or replace the handset before the extension answers. This starts the recall timer.
- If the person to whom the call is transferred answers, the recall timer stops.

If the transferred call is not answered, your telephone rings.

**To Answer a recall:**

- When your telephone rings, pick up the handset or press a DN key. You are connected to the original caller. The extension to which you transferred the call will continue to ring.
- Press TRANSFER to repeat the transfer, if desired.
- If the person to whom you are transferring the call answers while you are on the line, a conference call is set up between the three of you. Press RLS or replace the handset to complete the transfer.

**Override**

You can override a busy/engaged signal and interrupt another call.

**To override a busy/engaged signal:**

- You dial a telephone number and hear busy/engaged signal.
- Press OVERRIDE or enter the Override FFC. Both persons on the call in progress hear a tone for approximately one second; the three of you are then connected together. A short tone repeats every 16 seconds.

**Enhanced Override**

Enhanced Override allows you to override an ongoing call after you have attempted a Forced Camp-on. Use Enhanced Override when making either a simple call or a consultation call (i.e., place a call on hold and call another party).

**To use Enhanced Override:**

- You dial a telephone number and hear a busy/engaged signal.
- Press OVERRIDE or enter the Override FFC to initiate a Forced Camp-on. If either of the persons on the call disconnect at this time, you receive an overflow (fast busy/engaged) signal.
- Press OVERRIDE again, or enter the Override FFC. The other two persons on the call hear an override tone and a conference call is established between the three of you. If anyone disconnects the other two persons will remain connected.

**Priority Override**

The Priority Override feature allows you to override a busy/engaged signal and join a call in progress.

**To use Priority Override:**

- You dial a number and hear a busy/engaged signal.
- Press OVERRIDE, or enter the Override FFC. If either of the persons on the call in progress disconnect at this time, you will hear an overflow (fast busy/engaged) signal.
- The persons on the call in progress hear an Override tone, and a Conference is established between the three of you.
- If any person disconnects, the other two persons remain connected.

## **Voice Call**

You can page another person or make an announcement through another telephone's speaker.

### **To make a voice call:**

- Lift the handset or press a DN key.
- Press VOICE CALL.
- Make your announcement.
- To end, replace the handset or press RLS.

### **To respond to a voice call:**

- Your telephone rings once and you hear the caller's voice through the speaker. Lift the handset and begin speaking.

