

Meridian Telephone Userguide

Meridian Features

Meridian modular telephones provide easy access to a wide range of business features available through the Nortel SL-1 PABX. You can use your Meridian telephone just like any other telephone, however you can also take advantage of the available features to handle your daily telephone activities quickly and efficiently.

This guide describes the features available on Your Meridian telephone, and explains how to use them. You will see that the functions available number more than the function buttons on your telephone. This can be resolved by purchasing a Key Expansion Module which gives you an extra 22 function buttons, or by dialing a special code which identifies the function you require.

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1. Automatic Answer

After one ring, calls to your extension will be answered and Hands Free will be engaged.

To turn Automatic Answer on: Press Auto Ans.

To turn Automatic Answer off: Press Auto Ans again.

2. Automatic Dialing

Allows you to store numbers for immediate automatic dialing. You can store 1 number for each Auto Dial key on your telephone

To store a number for Automatic Dialing:

1. Press Auto Dial.
2. Dial the number you wish to store. Remember to dial a '0' in front of external numbers.
3. Press Auto Dial again.

To use Automatic Dialing

1. Lift the handpiece or press Handsfree.
2. Press the appropriate Auto Dial key and the number is dialed automatically.

3. Authorisation Code

Allows you to override access restrictions on your extension by dialing a PIN code. Pin codes can be used to allow calls to be made to local, STD, mobile, and international numbers.

4. Call Forward

Allows you to forward your telephone to another extension, or to Voice Mail. Arrangements can also be made with ITS to allow you to forward calls to your mobile telephone if you are traveling.

To forward your phone

1. Press Forward.
2. Dial the number you are forwarding to.
3. Press Forward again. Your calls will now go immediately to that number. You will not hear your phone ring.

To cancel a call forward

1. Press Forward once.

You can also arrange with ITS to have your telephone call forwarded automatically to another number if you do not answer the call within 5 rings.

5. Call Park

This feature enables you to "park" a call and pick it up later, or to pick it up at a different extension.

To park a call

1. Press Park.
2. Enter an extension number if you wish to park the call on another extension.
3. Press Park again.

The call is now parked on your extension, or the extension number entered. Your phone will ring periodically to remind you of the held call. A parked call which is not answered within a specified period will ring back to your phone.

To retrieve a parked call

1. Lift any handpiece or press Handsfree.
2. Press Park.
3. Dial the extension where the call was parked. You will now be connected to the call.

6. Call Pick-up

This feature enables phones in your department to be programmed into call pick-up groups. You can then answer a nearby ringing phone which is registered in your call pick-up group.

To answer a ringing phone in your group

1. Lift the handpiece or press Handsfree.
2. Press Call Pickup.

To answer a ringing phone which is not in your group;

1. Lift the handpiece or press Handsfree.
2. Press DN Pickup.
3. Dial the extension you wish to answer.

7. Call Transfer

Allows you to transfer a call to another extension.

To transfer a call

1. Press Transfer. The other party is now on hold.
2. Dial the number you want to transfer the call to.
3. Press transfer again, either when you hear ringing, or after you talk privately to the person you are transferring the call to.

8. Conference Call

You can use this feature to set up a conference call of up to six participating internal extensions. All parties can participate in the conversation.

To set up a conference call

1. While on a call press Conference. The party is now on hold.
2. Dial the number of the third party. When the call is answered you may talk privately with the third party.
3. Press Conference again to include all parties.
4. Repeat the procedure to add more parties (up to six).

9. Display

You can use the Display key to see what numbers you have stored on your telephone

To display your stored numbers

1. Press Display.
2. Press a key that has a stored number associated with it, such as Auto Dial, Forward, or Speed Call. The stored number will be displayed. In the case of Speed Call numbers, you will also need to dial the 1, 2, or 3 digit code which represents the speed number.
3. Press Display to clear the screen.

10. Electronic Lock

This feature allows you to lock your telephone electronically to prevent unauthorised use. You can even lock your telephone from another extension. Your lock password can be changed at any time from your telephone. If you wish to use this feature, you will need to contact ITS Call Centre on 3775 to obtain the codes and password.

To lock your telephone

1. Lift the handpiece or press Handsfree.
2. Dial the lock code.
3. Dial your password.
4. If you are using another extension, dial your extension number.
5. Hang up or press RLS.

To unlock your telephone

Perform the same procedure except use the unlock code in Step 2.

11. Handsfree Calling

The Meridian telephone is equipped with a handsfree feature which allows calls to be made and received without lifting the handpiece.

To make a handsfree call

1. Press Handsfree.
2. Dial the number you are calling.
3. When the call is answered, speak towards the telephone.
4. To disconnect the call, press RLS.

To receive a handsfree call

1. Press Handsfree when your phone rings, and speak toward the telephone.

To switch from handsfree to the handpiece;

1. Lift the handpiece. Handsfree is automatically discontinued.

To switch from handpiece to handsfree;

1. Press Hold. Place the handpiece on-hook.
2. Press the key next to the fast flashing indicator

If you wish to mute a call so that you can hear the caller, but they cannot hear you, press Handsfree Mute. Press it again to return to two-way conversation.

12. Intercom

Your Meridian telephone can be used to intercom other Meridian telephones which are programmed into your intercom group.

To make an intercom call

1. Lift the handpiece or press Handsfree.
 2. Press Intercom.
 3. Press the desired Intercom station number.
 4. You may speak after 2 seconds of ringing.
- To receive an intercom call, you need only speak when ready.

To answer an intercom call when you are on a call

1. Place the current call on hold.
2. Press Intercom.

13. Last Number Redial

This feature allows you to call the last number you dialed without the need to dial again.

To redial a number

1. Lift the handpiece or press Handsfree.
2. press Radial or press the extension key. The set automatically redials the last number you dialed.

14. Remote Call Forward

The remote call forward feature can be used for many telephone extension to set call forward on another extension.

To activate Remote Call Forward

1. Dial the Remote Call Forward activate code.
2. Dial the Electronic Lock password for your phone
3. Dial the extension number of the phone you wish forward.
4. Dial the number to which calls will be forwarded.
5. Dial the end-of-entry digits.

To cancel Remote Call Forward

1. Dial the Remote Call Forward Deactivate code.
2. Dial the Electronic Lock password for your phone
3. Dial the extension number of the forwarded phone
4. Dial the end-of-entry digits.

15. Automatic Ring Again for Internal Numbers

If you call an extension that is busy, Ring Again will notify you when that extension is free.

To activate Ring Again

1. Press Ring Again when you get a busy signal.
2. Hang up.
3. When the extension is free you will hear the Ring Again tone.
4. Lift the handpiece or press Handsfree.
5. Press Ring Again before you hear the ring again tone.

To cancel Ring Again

1. Press Ring Again before you hear the ring again tone.

16. Speed Call

Speed Call allows you to set up your own list of numbers which can then be accessed by dialing a 1, 2, or 3 digit code.

To store Speed Call numbers

1. With the handpiece on-hook, press Speed Call.
2. Enter a 1, 2, or 3 digit number to represent the phone number you are storing.
3. Enter the phone number. Remember to enter an '0' in front of external numbers.
4. Press Speed Call again.

To change a number, dial a new number in Step 3. To delete a number, dial a '*' in Step 3.

16. Some Telephone Buttons Explained

Main Extension Number

Your main extension number is assigned to the lower right button on your telephone. When you pick up the handpiece, the main extension number is activated, ready for you to make a call. To use other extensions you may have attached to your telephone, press their associated keys.

Release

The Release key (RLS) can be used to hang up a call. It is particularly useful for hanging up handsfree calls.

Hold

Used to place a call on hold.

Volume Control

The Volume key (<<<>>>) can be used to adjust the volume of the handpiece, headset if fitted, handsfree, or intercom. Raise the volume by tapping the right side, lower the volume by tapping the left side. You can adjust the ringing volume while the phone is ringing.

Message Lamp

The Message Lamp lights when a message has been left in your Voice Mail box.