

# Meridian Digital Telephones and Options

M2006

M2008/M2008HF

M2616

M2216ACD

M2016S Secure Set

Quick Reference Guide





Your Meridian Digital Telephone provides easy access to a wide range of business features. Your telephone system administrator assigns features to your feature keys, and provides you with passwords and other codes as required. One of the codes provided by the administrator is the Special Prefix Code (SPRE) which you need in order to use some features. For other features, the SPRE is optional. There are three models of Meridian Digital Telephone. The M2006 has six feature keys. The M2008 has eight feature keys, and the M2008HF includes a built-in microphone. The M2616, shown below, has 16 feature keys and also includes a built-in microphone. The M2216ACD and M2016S Secure Set also have 16 feature keys. Many of the features described in this manual are also available on the M2616CT Cordless Telephone. Please refer to the documentation packaged with the M2616CT.

## Introducing your Meridian Digital Telephone

### Message Waiting Light

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



### LCD Indicator

A steady  means the feature or line is active. A flashing  means the line is on hold or the feature is being programmed.



### Meridian Display Option

The Meridian Display Option, with adjustable angle and contrast, shows you features, instructions, and incoming call information. It attaches to the M2008/M2008HF or M2616, and is standard on the M2216ACD.

### Release

By pressing , you can disconnect an active call. You may also hang up the handset.  is especially useful for disconnecting handsfree calls.




### Hold

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

### Microphone

A microphone is an integral part of the M2616 and M2008HF telephone, allowing you to have a telephone conversation without using the handset.

### Volume Bar

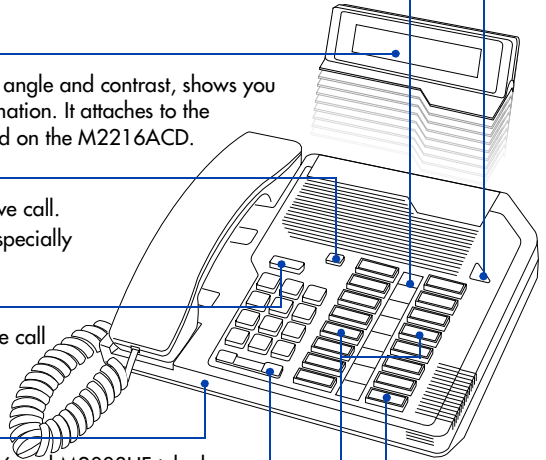
Use    to control the volume of the handset and the speaker. Raise the volume by pressing the right side of the bar. Lower it by pressing the left side.

### Feature keys

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

### Main Extension key/Primary Directory Number (DN) key

By pressing the lower right-hand key (or lifting the handset), you can make a call on your primary line. The telephone may also have other line keys. (The M2006 only supports a single line key).



## Auto Dial

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

To store an Auto Dial number:

Auto Dial



Auto Dial

1. Without lifting the handset, press **Auto Dial**. The associated LCD Indicator flashes ►.
2. **Dial** the number.
3. Press **Auto Dial** again.

To use Auto Dial:



Auto Dial

1. **Lift the handset** or press a **DN** Key (see Note below).
2. Press **Auto Dial**. The stored number is dialed automatically.

To display the Auto Dial number:

Display

Auto Dial

1. Press **Display**.
2. Press **Auto Dial**. The number is displayed.

**Note:** A **DN** (Directory Number) Key is used to access a line on your telephone.

## Placing a call on hold

Use the Hold feature to place a call on hold. An example of where hold would be useful would be to answer a call on a second line without disconnecting from your original call.

To place a call on hold:

Hold



Press **Hold**. The LCD indicator ► flashes beside the line on hold.

The LCD indicator flashes slowly.

The caller may hear music if this is programmed on your system.

To retrieve a call on hold:

2637

Press the **DN** Key beside the flashing LCD indicator ►.

## Transferring calls

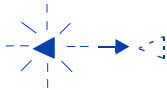
Use the Transfer feature to redirect a call to a third party.

To transfer a call to another number:

Transfer



Transfer



1. Press **Transfer**. The other party is on hold and you hear dial tone. The LCD indicator lights steadily.
2. **Dial** the DN that 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.

The LCD indicator goes from steady to off.

For MSL-100 systems:

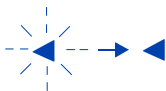
Transfer


or Conference

Rls

If the person you are calling is not available:

2637



Press the **DN** Key beside the flashing LCD indicator . You will be reconnected with the call.

The LCD indicator goes from flashing to steady.

## Using Handsfree

If your telephone is a an M2616 or M2008HF model, you can use the built in microphone and speaker instead of the handset. At ant 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 Mute** or a **DN Key\*** instead of picking up your handset.

\* For MSL-100 systems, **Handsfree Mute** must be pressed

4. Press **Release** to end your call.

### To mute a Handsfree call:



1. Press **Handsfree Mute**. The LCD indicator flashes.

2. Press **Handsfree Mute** again to return to the two-way conversation.

### To switch from the handset to Handsfree:



1. Press **Handsfree Mute**.

2. **Replace the handset.**

## Making calls quickly and easily

### Conference

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

To set up a conference call:

Conference



Conference

1. While on a call, press **Conference**. The other party is on hold and you hear dial tone.
2. **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.
3. Press **Conference** again to join all callers. If necessary, repeat the procedure to include up to six people in the conference.

If the person you are adding to the conference is not available:

2637

Press the **DN** Key with the flashing ►.

### Last Number Redial

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

To use Last Number Redial:



Last No.

2637

2637

1. **Lift the handset.**
  2. Press **Last Number** Key.
- or**
- Press **Primary DN** Key twice.

For MSL-100 systems:

# #

Press the **Pound Sign** Key twice.

## Ring Again

If you receive a busy tone or the person does not answer when trying to reach someone in your office or private network, Ring Again automatically redials that number and lets you know when that person is free, or that the person has used his telephone.

To use Ring Again:

Ring Again



Ring Again

1. You dial a DN and receive a busy tone or no answer. Press **Ring Again**.

2. **Replace the handset** or press **Release**.

When the number you want to reach is free, or the person has re-used his set, you hear the Ring Again signal.

3. **Lift the handset** or press a **DN** Key.

4. Press **Ring Again** to automatically redial the number.

To cancel Ring Again:

Ring Again

Press **Ring Again**.

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## 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:

Stored No.



Stored No.

1. Without lifting the handset, press **Stored No**.

2. **Dial** the number.

3. Press **Stored No** again. Any number previously stored is replaced.

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

Stored No.

After you dial the number, press **Stored No**.

To display the stored number:

 Display

 Stored No.

1. Press **Display**.
2. Press **Stored No**. The number is displayed.

To call the stored number:



 Stored No.

1. **Lift the handset** or press a **DN** Key .
2. Press **Stored No**.

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## 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. This feature is available on MSL-100 as “Preset Conference”.

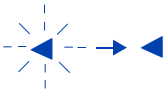
To call group members:



or

 2637

 Group Call



1. **Lift the handset** or press a **DN** Key.
2. Press **Group Call**. The group members are called automatically. The LCD indicator beside the **Group Call** Key flashes until all members have answered.
3. When all members have answered, the LCD indicator stops flashing and remains on.

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## Group Listening

The group listening feature allows you to listen to a call through the speaker while speaking through the handset, thus allowing a third party(ies) to listen to both sides of the conversation. This feature is not available in all market regions or on MSL-100 systems. Check with your system administrator for availability and information on local laws governing the use of this feature.

To activate group listening:

 Group Listen

While on a call, press the **Group Listen** Key.

To turn group listening off:

 Group Listen

or



Press the **Group Listen** Key again or **Replace the handset**.



## Handling Calls

### Call Forward

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

To forward all your calls:

Forward



Forward

1. Press **Forward**. The LCD indicator ► flashes.
2. **Dial** the **DN** that you want to forward your calls to.
3. Press **Forward**. The LCD indicator ► remains on.

To cancel Call Forward:

Forward

Press **Forward**. The LCD indicator ► turns off.

To reinstate Call Forward to the same number:

Forward

Forward

Press **Forward** twice. The LCD indicator ► turns on again.

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

Display

Forward

1. Press **Display**.
  2. Press **Forward**. The number is displayed.
- You can forward calls to Meridian Mail by using the Meridian Mail DN as your Call Forward DN.

### 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:

**Hold**

**Call Wait**

1. Press **Hold** when you hear a tone and the call waiting indicator flashes during a telephone call.
2. Press **Call Wait** to answer the incoming call.

To return to your first telephone call:

**Hold** or **Rls**

**2637**

1. Press **Hold** if you want to put the second call on hold, or **Release** to end the second call.
2. Press the **DN** Key associated with the first call.

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



or

**Rls**

**2637**

1. 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 **Release**.
2. When the telephone rings, press the **DN** Key beside the flashing LCD indicator ► to answer the incoming call.

## 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:



**Call Pickup** or



1. **Lift the handset** or press a **DN** Key.
2. Press **Call Pickup**, or dial **SPRE + 3**.

To answer a ringing call in another Call Pickup group:



**Call Pickup** or



1. **Lift the handset** or press a **DN** Key.
2. Press **Call Pickup**, or dial **SPRE + 9 4**.



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



DN Pickup or



3. **Dial** the pickup group number of the ringing telephone.
1. **Lift the handset** or press a **DN** Key.
2. Press **DN Pickup**, or dial **SPRE +**  .
3. **Dial** the **DN** of the ringing telephone.

## Meridian Display Option

The 2 line by 24 character display makes the most sophisticated features on your Meridian Digital Telephone easy to use. Screen prompts take you step by step through procedures and keep you informed on the status of various features such as Call Forward and Make Set Busy. Your display can be tilted forward or back to an angle that allows you to see it best.

Whether your display is factory installed or added on later, your top right function key will be designated as a  key. This key enters you into the programming mode, where you can make adjustments to various settings such as volume and display contrast. When you press the  key again to exit programming mode, you lock the settings until you reenter programming mode.

This section shows you how to use your  key. For complete feature explanations, refer to your Meridian Digital Telephone user guide.

## Programming

When you first press  to enter programming mode, you will see this screen. This is the first programming selection.

```

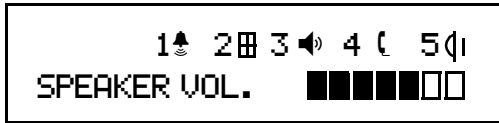
00 VOLUME ADJUSTMENT
SELECT OR SCROLL <<< >>>
  
```

You can press   to scroll forward or back through the available selections. To make a selection, dial the number shown on the screen. Make the changes and press  a second time to save them and exit programming mode.

**Note:** After any programming procedure press  to exit and save the new setting.

## Volume Adjustment

Press **Program** and dial **0 0**.



Dial **1** to adjust Ringer Volume

Dial **2** to adjust Buzzer Volume

Dial **3** to adjust Speaker Volume

Dial **4** to adjust Handset Volume

Dial **5** to adjust Handsfree Volume (If you telephone has Handsfree activated)

Use **<<< >>>** to increase or decrease the volume for the selection you have made.

Press **Program** to save and exit programming mode.

## Predial Recall

Press **Program** and dial **0 1**.



The most recently predialed number appears. Press **Program** to exit. You can the edit the number using **<<< >>>** and the dial pad or dial the number by pressing a free line key.

## Contrast Adjustment

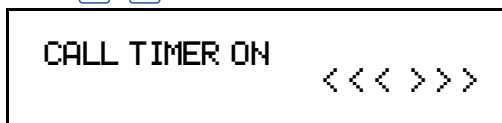
Press **Program** and dial **0 2**.



Use **<<< >>>** to increase or decrease the contrast. Press **Program** to save and exit programming mode.

## Call Timer Enable

Press  and dial  .

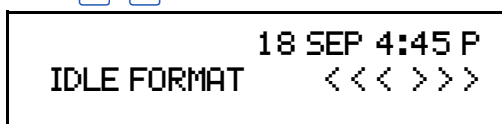


Use   to choose between Call Timer On and Call Timer Off. Press  to save and exit programming mode.

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## Idle Screen Format

Press  and dial  .

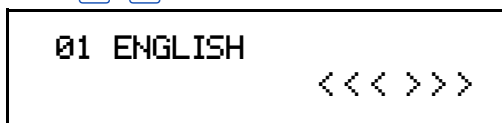


Use   to scroll through the eight possible selections. When you find the Idle Screen you want to select, press  to save and exit programming mode.

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## Language Selection

Press  and dial  .

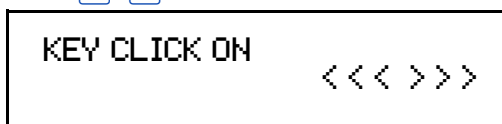


Use   to scroll through the available selections. Dial the two digit number which corresponds to your language of choice, and press  to save and exit programming mode.

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## Key Click

Press  and dial  .

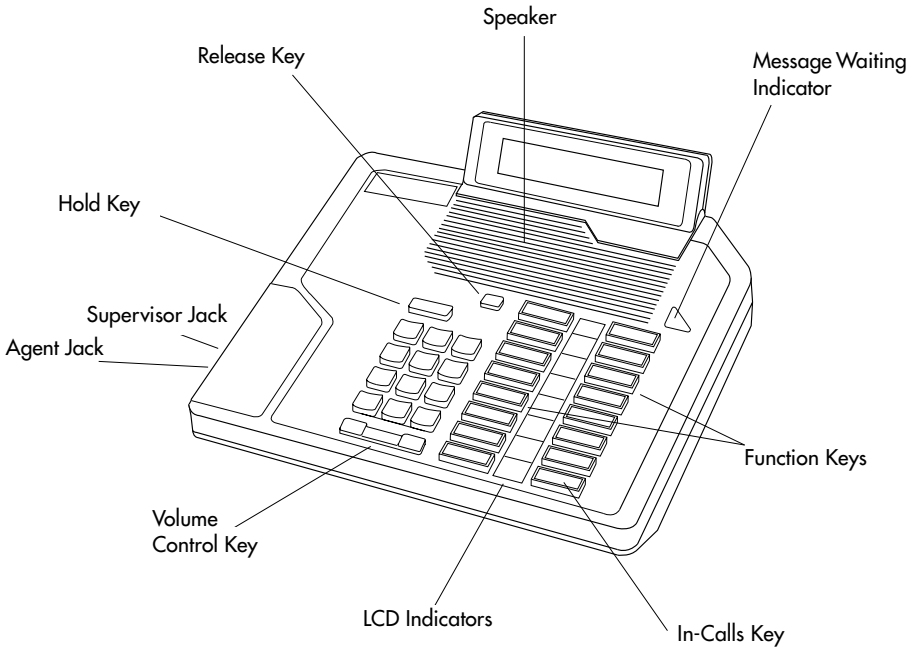


Use   to choose between Key Click On and Key Click Off. Press  to save and exit programming mode.

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## Meridian M2216ACD Digital Telephone

This section lists the sequence of commands for ACD features on your Meridian Digital Telephone.



## Agent Features

### Log in

In-Calls



In-Calls

Not Ready

1. **Plug in the headset.**
2. Press **In-Calls**.
3. If using Agent ID, dial your ID number.
4. Press **In-Calls** when ready to start work, or **Not Ready** if you are not yet ready to take calls.

## Log Out

**Make Busy**

1. Press **Make Busy**.
2. Unplug the headset.

## Answer ACD Calls

**In-Calls**

Press **In-Calls**.

## Emergency

**Emergency**

Press **Emergency** during a call in progress to connect your supervisor to an urgent or abusive call.

## End ACD Calls

**Rls** or

**In-Calls** or

**Not Ready** or

**2637**

Press **Release**, **In-Calls** (if using Call Forcing); wait for the other party to hang up; press **Not Ready**; or press a **DN Key**.

## Headset

**Program** and



**Program**

1. Press **Program** and **Dial** **1** **0**
2. To select headset:
  - Dial **1** for Plantronics, VXI
  - Dial **2** for GN Netcom, Liberation
  - Dial **3** for headset.
3. Press **Program** to exit and save changes.

**Note:** Nortel Networks recommends setting **3** for all applications. Headsets vary in electrical, physical and audio characteristics. Performance perception is subjective; so, it is recommended that the headset user try using their headset with each of the three settings on both internal and external calls to determine which works best for them. As with all Meridian Digital Telephones, amplified headsets are recommended.

## Hold

Hold

Press **Hold**. To take a call off Hold, press the key beside the fast flashing indicator.

## Make Busy

Make Busy

Press **Make Busy** to make your phone appear busy to callers. If you are using ACD Agent ID, this will log you out of the system.

## Not Ready

Not Ready

Press **Not Ready**. Press **In-Calls** or **Not Ready** when ready to accept ACD calls again.

For MSL-100 systems:

Not Ready



Press **Not Ready**. Enter the 3 digit reason code, if required, for walkaway. Press **Not Ready** again to receive calls.

## Answer Supervisor

Supervisor

Press **Supervisor** when the LCD indicator flashes. If you're on a call, press **Hold** before pressing **Supervisor**.

## Call Supervisor

Supervisor

Press **Supervisor**. This automatically puts an active ACD call on Hold. Press **In-Calls** to return to your ACD call.

## Conference with Supervisor

Supervisor

Supervisor

1. Press **Supervisor** during a call in progress.
2. Press **Supervisor** again when the supervisor answers.



## Transfer to Supervisor

Supervisor

Supervisor

Rls

1. Press **Supervisor** during a call in progress.
2. Press **Supervisor** again when the supervisor answers.
3. Press **Release** to disconnect from the call.

## Walkaway

Hold or

Not Ready

To return:

In-Calls or

Not Ready

1. Press **Hold** during an ACD call in progress or press **Not Ready** if not on a call.
2. Unplug the headset.
  1. Plug in the headset.
  2. Press **In-Calls** to return to your held call, or press **Not Ready** to enter the queue from the Not Ready state.

## Supervisor Features

### Answer Agent

Ans Agent

Press **Answer Agent** when the LCD indicator flashes.

### Answer Emergency

Hold

Ans Emerg

When you hear a buzz and the **Answer Emergency** indicator flashes:

1. Press **Hold** if you are on a call.
2. Press **Answer Emergency**.

### Call Agent

Call Agent



or

Agent

1. Press **Call Agent**.
2. **Dial** the agent's position ID, or press **Agent**.

## Call Waiting Indicator

1. Off - few or no calls waiting.
2. On - an acceptable number of calls waiting.
3. Slow flashing - calls are backing up in the queue. Queue not accepting overflow calls.
4. Fast flashing - queue is overloaded. New calls overflow to another queue.

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## Display Agent Status

Disp Agent

1. Press **Display Agent**. The first three digits tell the number of agent positions that are busy on ACD calls (ACD). The second three digits tell the number of ACD positions waiting for ACD calls (WAIT). The next three digits tell the number of ACD agents busy on non-ACD calls (DN). The final three digits show the number of vacant agent positions (LOGOUT).
2. Press **Release** to clear the display.

Rls

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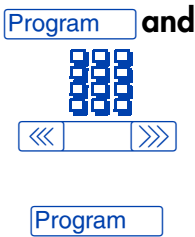
## Display Queue Status

Disp Queue

1. Press **Display Queue**. The first three digits tell the number of calls waiting to be answered (WAITING). The second three digits tell the number of agent or supervisor positions that are logged in (MAND). The next three digits tell the number of seconds the first call in the queue has been waiting (LWAIT). The final three digits show the number of calls that have Time Overload (TOFQ).
2. Press **Release** to clear the display.

Rls

## Headset Talk/Listen



1. Press **Program** and **Dial** 0 8
2. Use the **Volume Bar** to toggle between Listen Only and Talk & Listen
3. Press **Program** to exit and save changes.

## Hold



Press **Hold**. To take a call off Hold, press the key beside the fast flashing indicator.

## Observe Agents



1. Press **Observe**.
2. **Dial** the agent's position ID, or press **Agent**.
3. Repeat Step 2 to Observe another Agent.
4. Press **Release** to leave the Observe state.

## Meridian Communications Adapter

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### AT dialing commands

AT dialing commands are similar to those used to make data calls using a Hayes Smartmodem\*. AT dialing is not case sensitive. Commands not found here do not apply to using the Meridian Communications Adapter, and are not supported.

To user AT dialing:           CTRL - z  
                                  AT<CR>

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<b>ATA</b>	- Answer (answer incoming data call)
<b>ATDnnn</b>	- Dial (n= 0 - 9, numbers to be dialed)
<b>A/</b>	- Repeat last command (no <CR> needed)
<b>ATO</b>	- On-line (hit three Escape characters rapidly to go off line)
<b>ATDPnnnn</b>	- Voice Call (n= 0 - 9, * and #, numbers to dial)
<b>ATF3</b>	- Handsfree Mute (toggle between mute and normal)
<b>ATF4</b>	- Hold (put Voice Call on hold)
<b>ATF5</b>	- Select (take Voice Call off hold)
<b>ATH0</b>	- Hang up Data Call
<b>ATHP</b>	- Hang up Voice Call
<b>ATIn</b>	- Product ID code (n= 0, 1, 4; if n= 0 then send Smartmodem ID; if n= 1 then send result code "206;" if n= 4 then send result codes "a037800C004420" and "b100000000")

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<b>ATQn</b>	- Result Code (n= 0, 1; if n= 0 then results are sent)
<b>ATVN</b>	- Verbal Result (n= 0, 1; if n= 0 then numeric codes are sent)
<b>ATXn</b>	- Result Code Selection (n= 0, 1; if n=1 then extended results)
<b>ATSn?</b>	- Read S-register (n= number of S-register to read)
<b>ATSn=x</b>	- Write S-register (n= S-register number, x= new value)
<b>ATZ</b>	- Soft Reset (reset to default parameters)
<b>ATCn</b>	- Carrier Detect (n= 0, 1; if n= 1 then carrier detect is enabled)
<b>ATEn</b>	- Echo (n= 0, 1; if n= 1 then commands will echo back to the terminal)
<b>ATTSP!</b>	- Transparent Mode
<b>AT&amp;Cn</b>	- Carrier Detect control (n= 0, 1; if n= 1 then Carrier Detect is asserted)
<b>AT&amp;Dn</b>	- DTR response (n= 0 - 3; when DTR status changes: if n= 0 then ignore; if n= 1 then go off line; if n= 2 then release the call; if n= 3 then release the call and return Hayes parameters to default)
<b>AT&amp;Rn</b>	- Clear-to-send (n= 0, 1; if n= 1 then CTS is always present)

**AT&Sn**

- Data-set-ready (n= 0, 1; if n= 1 then DSR is always present)

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**AT&F**

- Factory configuration (n= 0, 1; if n= 1 returns AT configuration to defaults)

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**AT&Yn**

- Recall user profile (n= 0, 1; if n= 1 returns AT configuration to defaults)

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**Note:** You must follow each command (except A/) by a carriage return <CR> to execute the command.

## Keypad Dialing commands

Keypad dialing refers to the commands you can invoke from your telephone's keypad. The top right-hand function key on your telephone is called the Program key or P-key.

- To use keypad dialing:
- 1 Press .
  - 2 Dial the command number listed below. Follow the screen prompts for additional command parameters (if needed).
  - 3 Press  to execute.

- |   |  |
|---|--|
| - Manual Data Call  | <input type="text" value="4 2"/> - Modem Mode                  |
| - Release Data Call   | <input type="text" value="4 3"/> - Network Mode                |
| <input type="text" value="0 5"/> - Language Selection         | <input type="text" value="4 4"/> - Internal Clock              |
| <input type="text" value="2 0"/> - Asynchronous Mode          | <input type="text" value="4 5"/> - External Clock              |
| <input type="text" value="2 1"/> - Synchronous Mode           | <input type="text" value="4 6"/> - PSDS Mode Off               |
| <input type="text" value="2 2"/> - Baud Rate                  | <input type="text" value="4 7"/> - PSDS Mode On                |
| <input type="text" value="2 3"/> - Space Parity               | <input type="text" value="4 8"/> - Enable Echo Canceller       |
| <input type="text" value="2 4"/> - Odd Parity                 | <input type="text" value="4 9"/> - Disable Echo Canceller      |
| <input type="text" value="2 5"/> - Even Parity                | <input type="text" value="5 0"/> - SL-1 Mode                   |
| <input type="text" value="2 6"/> - Mark Parity                | <input type="text" value="5 1"/> - SL-1/DMS-100 Mode           |
| <input type="text" value="2 7"/> - Host Mode                  | <input type="text" value="5 4"/> - V.25 bis Mode Off           |
| <input type="text" value="2 8"/> - Terminal Mode              | <input type="text" value="5 5"/> - V.25 bis Mode On            |
| <input type="text" value="2 9"/> - Hotline Off                | <input type="text" value="5 6"/> - Bisync On                   |
| <input type="text" value="3 0"/> - Hotline On                 | <input type="text" value="5 7"/> - HDLC On                     |
| <input type="text" value="3 1"/> - Virtual Leased Line Off    | <input type="text" value="5 8"/> - Assert RTS Off              |
| <input type="text" value="3 2"/> - Virtual Leased Line On     | <input type="text" value="5 9"/> - Assert RTS On               |
| <input type="text" value="3 3"/> - Forced DTR Off             | <input type="text" value="6 0"/> - Auto Dial Programming       |
| <input type="text" value="3 4"/> - Forced DTR On              | <input type="text" value="6 1"/> - Auto Dial Call              |
| <input type="text" value="3 5"/> - Dynamic Carrier Detect Off | <input type="text" value="6 2"/> - Data Parameter Display      |
| <input type="text" value="3 6"/> - Dynamic Carrier Detect On  | <input type="text" value="6 3"/> - EIA leads Status Display    |
| <input type="text" value="3 7"/> - Remote Loopback Off        | <input type="text" value="6 4"/> - Monitor Data Call           |
| <input type="text" value="3 8"/> - Remote Loopback On         | <input type="text" value="6 5"/> - Reset to Default Parameters |
| <input type="text" value="3 9"/> - Cancel Data Ring Again     | <input type="text" value="6 6"/> - Emulation Selection         |
| <input type="text" value="4 0"/> - Full Duplex                | <input type="text" value="6 7"/> - Lock/Unlock Data Parameters |
| <input type="text" value="4 1"/> - Half Duplex                | <input type="text" value="6 8"/> - VDN Key Assignment          |

Title to and ownership of Meridian SL-1 software shall at all times remain with Northern Telecom. Meridian SL-1 software shall not be sold outright and the use thereof by the customer shall be subject to the parties entering into software agreements as specified by Northern Telecom.

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