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Introduction

The Meridian 1* is designed to provide flexible use of business telephones. It is capable of a number of sophisticated operations such as setting up conference calls, allowing you to answer someone else's calls, or even notifying you when a number you have tried is no longer busy.

Some of the features have been assigned to your phone. The features on your telephone have been selected to reflect your specific telephone needs. If you want to have some features removed or others added, contact your System Administrator.

Terms you should know

Attendant—the attendant is a telephone operator in your organization.

Directory Number (DN)—a DN is any extension on a telephone. A DN can have up to seven digits.

Flash the switchhook—If you press and release the switchhook very quickly, your call is not disconnected. Instead, you send a message to the system, usually followed by dialing a code.

Flexible Feature Codes (FFCs)— In addition to SPRE codes, your system may use FFCs to activate features. Because FFCs can vary from system to system, they are not provided in this guide. Your System Administrator can tell you the FFCs available to you.

LINK—If your telephone has a **LINK** button, you can press **LINK** instead of flashing the switchhook. You send a message to the system, usually followed by dialing a code.

Meridian 1—the Meridian 1 is your office communications system.

Pushbutton telephones—the pushbutton telephones referred to in this guide are the 2500, Link and Unity telephones.

Ringback—ringback is the sound you hear when a call you've made is ringing at its destination.

Rotary dial telephones—the rotary dial telephone referred to in this guide is the 500 telephone.

* Meridian 1 is a trademark of Northern Telecom.

Special Prefix Code (SPRE)—the Special Prefix Code is a number you dial telling the Meridian 1 that you'll be dialing another command code.

For example, when you see, "Dial SPRE 87," first dial the SPRE code, then dial the digits 87. Your System Administrator can tell you the SPRE code for your system.

Switchhook—the switchhook is the button which the handset presses down, disconnecting your call when you hang up.

If you press and release the switchhook very quickly ("flash the switchhook"), your call is not disconnected. Instead, you send a message to the system.

Your personal telephone

The way you can use your telephone may be affected by restrictions applied by your organization. For instance, you may have to share your telephone extension with several other people. Or, you may not be allowed to make long distance calls.

Shared Directory Numbers—since your DN (extension) may be shared by others, it is important to listen for dial tone or conversation before beginning to dial. If you share your DN with other people, they may be able to connect to your telephone calls at any time.

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.

Volume control

You can adjust the loudness of the ringing of your telephone. Each of the 500, 2500, and Link telephones has a volume control wheel underneath the telephone. The volume on the Unity I and Unity II telephones is controlled by a three-position (High, Low, Off) volume control switch which is located underneath the telephone.

Making and answering calls

To make a call:

- 1 Lift the handset.
- 2 Dial the phone number. You hear ringback or busy signal.

Note: If you dial an invalid number or one with more digits than the maximum allowed for your organization, you may hear a fast busy signal or an announcement, or be redirected to the attendant.

To answer a call:

Your phone is ringing:

- Lift the handset and answer the call.

To end a call:

When you have finished your conversation, or if you can't get through to the person called, hang up.

Note: For more information on what you can do if you can't get through to the person called, see Ring Again and Stored Number redial.

Night Service

After business hours, incoming calls are answered in one of two ways depending on the type of night service chosen by your organization.

- **Night bell(s) ring**—You are notified of an incoming call by a ringing bell. To answer the call, lift the handset of any telephone and dial the night answer code, SPRE 4 or TFAS FFC.

Transferring is done in the normal manner, but you should stay on the line until the transfer is completed.

- **Flexible Night Service**—Only specific phone(s) will ring. Calls must be answered on these phones. Transferring is done in the normal manner, but you should stay on the line until the transfer is completed.

Special features

Some of the features assigned to your phone will be different from those assigned to other phones. Since different users have different telephone needs, the type and number of features will vary from phone to phone.

This chapter lists some of the special features in alphabetical order and explains how to use them.

Note: If your telephone has a **LINK** button, you can press **LINK** instead of flashing the switchhook as indicated in the instructions in this guide.

Attendant recall

Use Attendant Recall to call the attendant for assistance in handling a call which originally came through the attendant.

You are on a call and you want to call the attendant to request help for the caller. To recall the attendant:

- 1 Flash the switchhook or press **LINK**.
- 2 Stay on the line.

When the attendant answers, you, the caller and the attendant can all hear and speak with each other. If the attendant has the Secrecy feature and the call involves an outside line, you and the attendant are connected and the third party is excluded from the conversation.

- 3 Ask for assistance and hang up.

You are now disconnected from the conversation.

Notes:

To call the attendant, dial the attendant's extension.

- Once you flash the switchhook or press **LINK**, you can't return to the original caller. You must wait for the attendant to answer.
- When you are not on a call and you want to speak to the attendant, lift the handset, dial zero for the attendant, and wait for the attendant to answer.

- If you have Transfer, you can't use the Attendant Recall feature. You can get assistance from the attendant by using Transfer and dialing the attendant's extension. You and the original caller will both be connected to the attendant.

Call Pickup

Telephones in your organization may be arranged into Call Pick-up groups. Use Call Pickup to answer, from your own phone, any call made to a phone in your Call Pickup group.

To use Call Pickup when a phone in your Call Pickup group is ringing:

- 1 Lift the handset.
- 2 Dial SPRE 3 or PUDN FFC.

You are connected to the caller.

Notes:

- If you are on a call and another call comes in for someone in your Call Pickup group, you must end, park or transfer the call you are on before you can answer the new call.
- Your System Administrator will tell you if your telephone is equipped so that you can answer calls made to any phone in another Call Pickup group, or to one specific Directory Number.

To answer a call to any phone in another Call Pickup group, dial SPRE 94 or PUGR FFC. Dial the call Pickup Group Number. To answer a call to a specific extension in another Call Pickup group, dial SPRE 95 or PURN FFC. Dial the extension.

Call Waiting

Use Call Waiting to answer a second call on your phone, without disconnecting from the call you are already on.

You are on a call and you hear two beeps, a pause, and two more beeps. To answer the waiting call:

- 1 Flash the switchhook or press **LINK**.

The first call is put on Hold and you are connected to the second call.

- 2 To return to the original call, flash the switchhook or press **LINK** again.

You are reconnected to the first call.

Notes:

- You can go from one call to the other by flashing the switchhook.
- If one call is ended, flash the switchhook to return to the other caller.

Camp-on

Camp-on will notify you of an external incoming call when you are already on the phone. You must end the current call to answer the second call.

You are on a call and a second call comes in. To answer a camped-on call:

You hear a short beep.

- 1 End your conversation.
- 2 Hang up.
- 3 When the phone rings, lift the handset.

You are connected to the second call.

Charge

Use Charge Account to charge your long distance calls to an account number. The calls will be billed to your department, office or project.

You can enter a charge account number before you make a call or during a call.

To enter a charge account number before making a call:

- 1 Lift the handset.
- 2 Dial SPRE 5 or CDRC FFC. The dial tone stops.
- 3 Dial the charge account number. You hear dial tone.
- 4 Dial the phone number.

To enter a charge account number during a call:

- 1 Flash the switchhook. You hear three beeps followed by dial tone.

Your call is put on Hold.

- 2 Dial SPRE 5 or CDRC FFC. The dial tone stops.
- 3 Dial the charge account number. You hear dial tone.
- 4 Flash the switchhook again to reconnect to your call.

To charge a call using Conference or Transfer:

- 1 Flash the switchhook. You hear three beeps followed by dial tone.

Your call is put on Hold.

- 2 Dial SPRE 5 or CDRC FFC. The dial tone stops.
- 3 Dial the charge account number. You hear dial tone.
- 4 Dial the phone number.
- 5 If you hear ringback, hang up to transfer the call.

or

- Wait for the call to be answered. Flash the switchhook to establish a three-party conference or hang up to transfer the call.

or

- If you hear a busy signal, flash the switchhook again to return to the original caller.

Note: If you have a rotary dial telephone, you must use a charge account number with the maximum number of digits specified by your organization. If you have a pushbutton telephone, you can use a number which has fewer than the maximum number of digits by pressing the # key at the end of the number.

Conference

Use Conference to set up a conversation between yourself and up to five other people.

To set up a conference call (you are on a call and you wish to add one person or more to your call):

- 1** Flash the switchhook or press **LINK**. You hear three beeps followed by dial tone.
- 2** Dial the telephone number of the person to be included in your call. You hear ringback or busy signal.
- 3** If you hear ringback, wait for the person to answer. Anything you say to this person cannot be heard by the original caller.

To connect the original caller, flash the switchhook or press **LINK** again. All three of you are connected.

or

- If you hear a busy signal, flash the switchhook to return to the original caller.
- 4** You can include up to six parties, including yourself, in your call by repeating the above procedures.

To disconnect the last caller from the call (if the caller is on an outside trunk):

- 1** Flash the switchhook. You hear three beeps followed by dial tone.
- 2** Dial SPRE 87 or C6DS FFC.

Electronic Lock

To lock your phone so no one can make outside calls on it:

- 1 Lift the handset.
- 2 Dial the Lock code.
- 3 Dial your Electronic Lock password. You may hear a confirmation tone after dialing your password.
- 4 If you're using someone else's phone, dial your main extension number.
- 5 Hang up or press **Rls**.

To unlock your phone:

- Perform this same procedure except use the Unlock code in step 2.

To change your Electronic Lock password:

- 1 Lift the handset and dial the password change code.
- 2 Dial the current password for your telephone, followed by the new password you wish to use. You may hear special dial tone.
- 3 Dial the new password again. If you hear a fast busy signal, you may have misdialled. Release the call and try again.

Note: Your System Administrator can tell you the Lock and Unlock codes. If you don't know your password, ask your System Administrator.

Forward

Use this feature to have calls to your phone automatically ring on another telephone.

To forward your calls to another phone:

- 1 Lift the handset.
- 2 If you have a pushbutton telephone, dial # 1 or CFWA FFC.

or

If you have a rotary dial telephone, dial SPRE 74 or CFWA FFC.

- 3 Dial the number you want your calls forwarded to.
- 4 Hang up. All calls to your telephone are now automatically forwarded.

To cancel Forward:

- 1 Lift the handset.
- 2 If you have a pushbutton telephone, dial #1 or CFWA FFC.

or

If you have a rotary dial telephone, dial SPRE 74 or CFWA FFC.

- 3 Hang up. Calls come in to your phone as usual.

Notes:

- You will hear a fast, busy signal if you dial a code which isn't allowed or if you dial a number with more than the maximum number of digits allowed.
- You can still make calls from your telephone while using Forward.

Forced Charge Account

Use Forced Charge Account to make and charge long distance calls from a phone that normally is restricted from making long distance calls. The calls will be charged to your department, office or project.

To use Forced Charge Account:

- 1 Lift the handset.
- 2 Dial the SPRE 5 or CDRC FFC. The dial tone stops.
- 3 Dial the charge account number. You hear dial tone.
- 4 Dial the phone number. You hear ring back or busy signal.

Notes:

- The charge account number must be entered for each long distance call. You can transfer or conference a call made using Forced Charge Account.
- If you have a rotary dial telephone, you must use a charge account number with the maximum number of digits specified for your organization. If you have a pushbutton telephone, you can use a number which has fewer than the maximum number of digits by pressing the # key at the end of the number.

Group Call

Use Group Call to set up an automatic conference with a predefined group of up to 20 telephones. If your telephone is part of a Group Call group, you'll be notified when a Group Call is made.

To answer a Group Call:

— Lift the handset.

Notes:

- Your phone can't be used to set up a Group Call.
- You can leave the conversation at any time by hanging up. Once you've disconnected from the call, you can't reconnect to it.

- If you are on a call when a Group Call is made, you'll hear three quick bursts of tone repeated after 10 seconds. End your call to answer the Group Call.

Hold

Use Hold to temporarily disconnect yourself from a caller without ending your call.

To put a call on hold:

- 1 Flash the switchhook or press **LINK**. You hear three beeps followed by dial tone.
- 2 If you have a pushbutton telephone, dial # 4 or HOLD FFC. You hear three beeps followed by dial tone.

The call is on hold.

or

— If you have a rotary dial telephone, dial SPRE 77 or HOLD FFC. The dial tone stops.

The call is on Hold.

3 Hang up.

Periodic ringing reminds you that a call is on hold.

To return to a call on hold:

- Lift the handset to return to the call on Hold.

Notes:

- You can't put a Conference call on Hold.
- You can leave the handset off the hook after you have put a call on Hold. To return to the call, flash the switchhook or press **LINK**.

Hotline—Enhanced

If your telephone has been designated as a Hotline telephone and is equipped with a keypad or rotary dial, Enhanced Hotline allows you to use the following features:

- Attendant Recall
- Call Waiting
- Conference
- Park - you can park a call but cannot retrieve a parked call
- Ring Again
- Transfer

Refer to the appropriate sections in this guide for instructions on how to use these features.

Hotline—Flexible

You can only use this feature if your telephone has been designated as a Hotline telephone. Flexible Hotline lets you dial a pre-defined telephone number by only having to lift the handset of your telephone. The system automatically connects you to the pre-defined telephone number.

If your telephone is a Hotline telephone, you cannot use any other features described in this guide.

Intercom

Telephones in your organization can be arranged into Intercom groups. Use Intercom to call another telephone in your group by dialing a one- or two-digit code. The codes are available from your System Administrator.

To use Intercom:

- 1 Lift the handset.
- 2 Dial the one- or two-digit code for the phone you are calling. You hear ringback or busy signal.

When the person answers, you are connected in a call.

Notes:

- If your telephone has Intercom, you can only make calls to other telephones in your group. You can't use this phone for any other type of call.
- Intercom Group telephones can have the following features:

Auto Dial (Unity and Unity VII only)

Call Pick-up

Transfer

Conference

Hold (Unity III and Unity VII only)

Ring Again

Message Waiting

Your telephone can be automatically answered by a Message Center attendant if you do not answer or if your line is busy. The Message Waiting feature notifies you when the attendant or Message Center has taken a message for you.

If there is a message waiting for you at the Message Center, you'll be notified in one of two ways. If you have a Message Waiting lamp, you'll see the lamp flashing. If you don't have a Message Waiting lamp, you'll hear an interrupted dial tone when you lift the handset.

To retrieve your messages:

- 1 Lift the handset.
- 2 Dial the extension of the Message Center. You hear ringback.
- 3 When the Message Center attendant answers, request your messages.
- 4 Hang up.

Notes:

- If you don't have a Message Waiting lamp and you dial an extension other than the Message Center, the message waiting indication resumes when the call is completed.
- The message waiting indication will be turned off by the Message Center attendant when you call for your messages.

Override

If you place a call to a busy telephone, Override allows you to interrupt the call. To override a busy call:

- 1 After encountering a busy signal, flash the switchhook.
- 2 Dial OVRD FFC.

All parties hear a one-second beep and you are connected to the call. You hear a beep every 16 seconds.

Note: If you are on a call and hear a one-second beep, someone else is using Override to interrupt your call.

Park

Use Park to put a call on Hold and totally detach the call from your telephone. Anyone can then answer the call from any telephone.

To park a call:

- 1 Flash the switchhook or press **LINK**. You hear three beeps followed by dial tone.
- 2 Dial SPRE 71 or CPRK FFC. The dial tone stops.
- 3 Hang up. The call is parked on your extension.

or

- Dial the extension you want to park the call on, then hang up. The call is parked on the dialed extension.

To answer a parked call:

- 1 Lift the handset.
- 2 Dial SPRE 72 or CPAC FFC.
- 3 Dial the extension the call is parked on. You are now connected to the parked call.

Notes:

- If you flash the switchhook or press **LINK** again before you hang up, the park procedure is cancelled and you are reconnected to the caller.
- If the parked call isn't answered within a designated length of time, the call returns to the telephone that parked it.

Redial

Use the Last Number Redial feature to automatically redial the last number you dialed. Each number you dial is automatically stored, erasing the previously stored number.

To use Redial:

- 1 Lift the handset.
- 2 Dial SPRE 89 or RDLN FFC. You hear ringback or busy signal.

The last number you dialed is automatically redialed.

Notes:

- If the number of digits you dialed exceeds the maximum allowed, the number won't be stored, but the previously stored number will be erased.
- If the last number you dialed was invalid or had too many digits, you'll hear a fast busy signal when you try to redial.
- If you have Stored Number Redial, you can store the Last Number Redial number as a Stored Number Redial number.

Remote Call Forward

From any telephone within the Meridian 1 system, simply lift the handset and use the following procedures. From any telephone outside the system, first dial the Direct Inward System Access (DISA) number of your system and wait for dial tone.

Your system administrator can tell you the DISA number, the Remote Call Forward codes and the end-of-entry digits.

You may hear a confirmation tone after entering the main extension number, telling you the password and extension match. You may hear a second special tone after dialing the end-of-entry digits, telling you the procedure was successful. If you hear a fast busy signal, hang up and try again.

Activate Remote Call Forward:

- 1 Dial the Remote Call Forward Activate code.
- 2 Dial the Electronic Lock password associated with your telephone (see Electronic Lock, page 13).
- 3 Dial the main extension number of the telephone.
- 4 Dial the number where you want your calls forwarded.
- 5 Dial the end-of-entry digit(s).

Note: You can omit step 4 and have calls forwarded to the previously programmed forward number.

Cancel RCFW:

- 1 Dial the Remote Call Forward Deactivate code.
- 2 Dial the Electronic Lock password associated with your telephone.
- 3 Dial the main extension number of the telephone.
- 4 Dial the end-of-entry digit(s).

Verify Remote Call Forward:

- 1 Dial the Remote Call Forward Verify code.
- 2 Dial the Electronic Lock password associated with your telephone.
- 3 Dial the main extension number of the telephone.
- 4 Dial the number to which calls will be forwarded.
- 5 Dial the end-of-entry digit(s).

If the number you are forwarding calls to does not match, you will hear a fast busy signal. You may hear a confirmation tone after entering the forward number if they do match.

Ring Again

To be automatically notified when the line is free when you dial a busy number, use Ring Again.

If you make a call to a busy extension or trunk, you can use Ring Again to notify you when the line becomes free and to redial the call automatically.

To use Ring Again (you have called a busy extension or trunk and want to be connected as soon as it is free):

- 1 Flash the switchhook or press **LINK**. You hear three beeps followed by dial tone.
- 2 Dial SPRE 1 or RGAA FFC and hang up.

While waiting to be notified that the line is free, you can make or answer other calls.

- 3 You are notified when the busy number becomes free. You hear short bursts of ringing for six seconds.

- 4 Lift the handset while the phone is ringing. You hear ringback.

The number or trunk access code is automatically dialed.

To cancel Ring Again:

- 1 Before your telephone rings, lift the handset.
- 2 Dial SPRE 2 or RGAD FFC.

Note: If you don't lift the handset while the phone is ringing, the call is cancelled.

Speed Call

Speed Call lets you store telephone numbers so that you can dial a one-, two-, or three-digit code to make your phone call.

Telephones are designated as Speed Call Users or Speed Call Controllers. Speed Call Controllers can store numbers as well as use them. Speed Call Users can only use the numbers.

If your Speed Call List contains 10 or fewer telephone numbers, one-digit codes (0-9) can be used for the Speed Call numbers. For lists with 10-100 numbers, two-digit codes (00-99) must be used. For lists with 100-1000 numbers, three-digit codes (000-999) must be used.

Some Speed Call Lists can be designated as System Speed Call lists.

Calls made using System Speed Call lists are unrestricted, even if your phone is not normally allowed to make calls to the numbers in the list.

A list is provided at the back of this guide for you to fill in and use as a reference for your Speed Call/System Speed Call numbers.

To store or change a number in a Speed Call list:

- 1 Lift the handset.
- 2 If you have a pushbutton telephone, dial #2 or SPCC FFC. You hear dial tone.

or

— If you have a rotary dial telephone, dial SPRE 75 or SPCC FFC. You hear dial tone.

- 3 Dial the one-, two-, or three-digit code you want to associate with the number being stored.
- 4 Dial the number to be stored. You'll hear a fast busy signal if you dial a number with more than the maximum number of digits allowed for your organization.
- 5 Hang up.

You can now use this code to make a Speed Call.

To make a Speed Call:

- 1 Lift the handset.
- 2 If you have a pushbutton telephone, dial #3 or SPCU FFC.
or
— If you have a rotary dial telephone, dial SPRE 76 or SPCU FFC.
- 3 Dial the one-, two-, or three-digit code for the number you want to call. You hear ringback or busy signal.

The number is dialed automatically.
You will hear a fast busy signal if you dial a code which isn't allowed.

To make a System Speed Call:

- 1 Lift the handset.
- 2 Dial SPRE 73 or SSPU FFC.
- 3 Dial the one-, two-, or three-digit code for the number you want to call. You hear ringback or busy signal.

The number is dialed automatically.

Note: When using System Speed Calling, there could be a 15-second delay before calling destination is reached.

Stored Number Redial

Use Stored Number Redial to store a phone number and redial it automatically.

To store a number:

- 1 Lift the handset.
- 2 Dial SPRE 78 RDST FFC.
- 3 Dial the number you want to store.
- 4 Hang up. The dialed number is stored. Any previously stored number is erased.

To store a number during a call:

- 1 Lift the handset.
- 2 Dial the phone number. You hear ringback or busy signal.
- 3 Flash the switchhook or press **LINK**. You hear three beeps followed by dial tone.
- 4 Dial SPRE 78 or RDST FFC.

Dialed number is stored.

To dial the stored number:

- 1 Lift the handset.
- 2 Dial SPRE 79 or RDSN FFC. You hear ringback.

The stored number is dialed automatically.

- 3 Additional digits can be dialed.

Notes:

- You'll hear a fast busy signal if you dial a number with more than the maximum number of digits allowed or if you dial a code which isn't allowed.
- If you dial a number with more digits than is allowed, the number in the Stored Number Redial memory is not changed.
- Ringback is heard if a complete number has been stored for redial.
- A Stored Number Redial number can't be stored for an internal call during ringback. Flashing the switchhook or pressing **LINK** has no effect.
- If more digits are dialed than is allowed, the Stored Number Redial memory is not changed.

Transfer

Use this feature to transfer a call to someone else, without the help of the attendant. You can also speak privately with the person to whom you are transferring the call.

To transfer a call:

You are on a call with someone who wants to speak to another person in your organization.

- 1 Flash the switchhook or press **LINK**. You hear three beeps followed by dial tone.
- 2 Dial the number of the person to whom you want to transfer the call. You hear ringback or busy signal.

- 3 If you hear ringback, you can hang up to transfer the call or you can wait till the person answers. Anything you say won't be heard by the person you were originally speaking to. The call will be transferred when you hang up. If the person you dialed hangs up, you are automatically connected to the original caller.

or

- If you hear a busy signal, flash the switchhook again. You are reconnected to the original caller. (If you flash the switchhook before the person you dialed hangs up, you'll be connected in a three-way conference call.)

Note: If you have connected an outside line to your call using Transfer, you can disconnect the outside line if you flash the switchhook again after all three of you are connected. You will be connected to the Meridian 1 user only.

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