Meridian 5216

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The Basics

1. **Handset** allows two-way communication while a call is established.

2. **Speaker** turns on when you press an available directory number key. You can hear when the other party answers and pick up the handset to speak.

3. **Release Key** cancels active calls.

4. **Hold Key** keeps a caller on the line

5. **Feature/Directory Number keys** let you use provisioned ACD/business features or to make and receive telephone calls.

6. **In Calls/PDN key** is the line where incoming calls are presented. Outgoing calls cannot be originated from this key in the ACD environment.

7. **Feature/Line Indicators.** The ? indicator appears beside active lines or features located to the left of indicator display while the ? indicator appears beside those located to the right. A steady ? or ? usually means that the feature or line is active. A slow flashing ? or ? usually means the line is ringing. A fast flashing ? or ? usually means the line is on hold or a feature is being programmed.

8. **Dial Pad** gives you easy push-button dialing and programming.

9. **Volume Key** adjusts the speaker, ringer, handset, or headset volume. It is also used to scroll through setup functions shown on the display.
10. **Display** shows useful information about your calls or features.

11. **Alerter** flashes when the telephone rings.

12. **Program** allows you to enter programming mode.

**Answering a call on a DN**

To signal an incoming call on a Primary Directory Number (PDN) or Secondary Directory Number (SDN), your M5216 rings (or provides an alerting beep when you are active as an ACD agent), the alerter light flashes, and the indicator beside the DN key blinks.

*To answer a call using the handset:*

1. Lift the handset.

2. Press the DN key.

*To answer a call while using the headset:*

1. Press the DN key.

**Making an outgoing call on a DN**

*Using your handset:*

1. Lift the handset. The PDN key is selected automatically.

2. If you want to select a DN other than the PDN, press the appropriate DN key.

3. Dial the number.

*Using your headset:*

1. Press the PDN or SDN key.

2. Dial the number.

**Answering an ACD call**

To signal an incoming ACD call, your M5216 rings, the alerter light flashes, and the indicator beside the "In Calls" key blinks.

*To answer a call using the handset:*

1. Lift the handset.
To answer a call while using the headset:

1. Press the "In Calls" button.

*Note that in some systems, the Call Forcing feature is used to make answering calls more efficient. If it is used in your system, you hear a short tone through the headset which informs you that an ACD call is being presented. You are then immediately connected to the call.*

**Placing a call on hold**

*Using the Hold key to put a call on hold:*

1. Press the "Hold" button. The indicator flashes beside the line on hold and you can use other lines or features.

2. Press the line key with the flashing indicator to return to the held call.

*Using Automatic hold:*

1. Press another line key. The indicator flashes beside the line on hold and you can use other lines or features.

2. Press the line key with the flashing indicator to return to the held call.

**Ending a call**

1. Hang up or press the "Rls" button.

*Note that when Call Forcing is in use, there is at least a 2.5 second delay before the next call is presented.*

**Setting the ringing volume**

1. Press the "<<<|>>>" button up or down while the telephone is ringing. The display shows the adjusted ringing volume level, which remains in effect until the next adjustment.

**Setting the handset volume**

1. Press the "<<<|>>>" button up or down while using the handset on a call. The display shows the adjusted handset volume level, which remains in effect until the next adjustment.

**Setting the headset speaker volume**

1. Press the "<<<|>>>" up or down while using the headset on a call. The display shows the adjusted headset volume level, which remains in effect until the next adjustment.

**Setting the On-hook monitoring volume**
1. Press any available line key.

2. Press the "<<<|      |>>>" button up or down to adjust the volume. The display shows the adjusted monitoring speaker volume level, which remains in effect until the next adjustment.

**Tones that you hear when using the M5008**

*Dial tone:* A continuous tone which means you can start dialing your call.

*Busy tone:* A tone which repeats once per second to indicate that the number you dialed is busy.

*Reorder tone:* A fast busy tone which indicates that you attempted to use a restricted feature or use a feature improperly.

*Confirmation tone:* Two short beeps followed by silence informs you that the feature you used was successfully completed.

*Ring Again tone:* One long and two short pings indicate that the line for which you left a Ring Again request has come free.

*Special tone:* Three beeps followed by a dial tone indicate that you can proceed with the feature you have activated.

**Display features**

The M5216 has a tilt-able two-line display which shows you helpful information about incoming calls or the features you activate. If your organization has installed the Calling Name/Reason Display features, for example, your display shows the following information when you have forwarded an incoming call to another telephone in your system:

**Helen Jones 12345**

**Forward Jim Hunter 54321**

The display can also show useful ACD status indicators. See *Display Queue Status* or *Display Threshold* for examples.

**Using the headset**

The M5216 supports the use of Nortel's Liberation Headset (or an electret equivalent headset). Your Customer Service Representative or System Administrator can provide you with appropriate headsets and the instructions on pages 33-34 describe how to connect the headset to the M5216.

Once plugged in, incoming calls are signaled by a short tone heard through the headset earpiece. Plugging in the headset automatically places the telephone in an off-hook condition and the "Mute Handset" button indicator flashes. To place the telephone on-hook, press the "Rls" button.
If you pick up the handset while the headset is plugged in, you cannot speak through the handset unless you press the "Mute Handset" button.

**Save, Memory, and Pause**

The following three additional feature keys are available for non-ACD use and when the C.O features function is disabled:

- Save Number
- Memory Number
- Pause

These three local features only work with the Prime Directory Number (PDN) and are available at the feature key locations.

To find out whether the C.O Features should be disabled or enabled, contact your System Administrator or Customer Service Representative.

Note that an incoming call interrupts the activation or programming of all local functions. Local features are also not available during an active call, with a call on hold, or when a C.O. feature is active (the Time/Date C.O. feature is active for 12 seconds).

**Alerter Volume**

*To adjust the alerter volume:*

1. Press the "Program" button.
2. Press the "<<<|      |>>>" until **Alerter Volume?** is shown on the display
3. Press the "Hold" button.
4. Press "<<<|      |>>>" to adjust the volume level. The bars on the display indicate the adjusted level.
5. Press the "Hold" button to save the new alerter volume level.
6. Press the "Program" or "Rls" button to exit programming mode.

**Time and Date**

*To set the time and date on your M5216*

1. Press the "Program" button.
2. Press the "<<<|      |>>>" button until **Time and Date Set?** is shown on the display.
3. Press the "Hold" button.

4. Enter the date using the format shown on the display.

5. Enter the current time based upon the 24 hour clock.

6. Press the "Hold" button to save the new time and date settings.

7. Press the "Program" or "Rls" button to exit programming mode.

To select the time and date display format:

1. Press the "Program" button.

2. Press the "<<<|      |>>>" button until Time and Date Format? is shown on the display.

3. Press the "Hold" button.

4. Press the "<<<|      |>>>" button until the desired format is shown on the display.

5. Press the "Hold" button to save the new format setting.

6. Press the "Program" or "Rls" button to exit programming mode.

**Call Timer**

The Call Timer uses the display to show the time elapsed since the start of a normal call (the timer appears on the display 5 seconds after the call starts and remains on the display 5 seconds after you end the call). Follow the instructions below to enable the Call Timer.

To enable the Call Timer:

1. Press the "Program" button.

2. Press the "<<<|      |>>>" button until Call Timer? is shown on the display.

3. Press the "Hold" button.

4. Press the "<<<|      |>>>" button to enable or disable the Call Timer.

5. Press the "Hold" button to save the new setting.

6. Press the "Program" or "Rls" button to exit programming mode.

**Display Language**

To select the language used to show information on the display:
1. Press the "Program" button.

2. Press the "<<<|      |>>>" until Language? is shown on the display.

3. Press the "Hold" button.

4. Press the "<<<|      |>>>" until the desired language is shown on the display.

5. Press the "Hold" button to save the new setting.

6. Press the "Program" or "Rls" button to exit programming mode.

**C.O. Features**

The M5216 allows you to replace the Save Number, Memory Number, and Pause local feature keys with additional Central Office (C.O.) switch features. When instructed to do so by your System Administrator or Customer Service Representative, use the following instructions to enable or disable Central Office (C.O.) switch features.

*To enable/disable C.O. Features in place of the Save, Memory, and Pause keys:*

1. Press the "Program" button.

2. Press the "<<<|      |>>>" button until C.O. Features? is shown on the display.

3. Press the "Hold" button.

4. Press the "<<<|      |>>>" button until the desired setting is shown.

5. Press the "Hold" button to save the new setting.

6. Press the "Program" or "Rls" to exit programming mode.

**Predial**

The Predial feature allows you to dial your number first, inspect it as it is shown on the display, and then pickup the handset to make your call. Predial is only available when the M5216 is used in a non-ACD application.

*To enable/disable the Predial feature:*

1. Press the "Program" button.

2. Press the "<<<|      |>>>" until Predial? is shown on the display.

3. Press the "Hold" button.
4. Press the "<<<|      |>>>" button to enable or disable the Predial feature.

5. Press the "Hold" button to save the new setting.

6. Press the "Program" or "Rls" button to exit programming mode.

To make a call when Predial has been enabled:

1. Dial the telephone number—the number is shown on the display. Note that you can edit the Predial number by using the "<<<|      |>>>" key and the dial pad digits.

2. Pickup the handset. The M5216 selects the PDN line and makes the call.

Save Number

The Save number feature allows you to save the telephone number you are calling so that you can redial the number quickly the next time you call. Save number is only available when the M5216 is used in a non-ACD application.

To save the number for the current call:

1. Before you end the current call, press the "Save #" button. When the number has been saved, the Save Number indicator turns ON for two seconds.

To make a call using the number you saved:

1. Press the "Save #" button

2. Pickup the handset. The previously saved number is dialed automatically. Note that the number remains unchanged until you save another number.

Memory Number

The Memory Number feature allows you to program up to three telephone numbers which can be recalled and dialed quickly and easily. Memory Number is only available when the M5216 is used in a non-ACD application. Note that the Memory? option does not appear on the Program menu when C.O. features are enabled.

To program a number into memory:

1. Press the "Program" button.

2. Press the "<<<|      |>>>" button until Memory? is shown on the display

3. Press the "Hold" button.
4. Press the "<<<|      |>>>" until the desired memory location is shown on the display (M1, M2, or M3). (If a number has already been stored, it is also shown on the display.)

5. Enter the number you wish to store. If you want to keep the number shown on the display, if any, skip to step 6.

6. Press the "Hold" button to save the new setting.

7. Press the "Program" or "Rls" button to exit programming mode.

To make a call using Memory Number:

1. Press the "Memory until the stored number you wish to call is shown on the display (M1, M2, or M3).

2. Pickup the handset.

Pause

In order to make certain types of calls, you are sometimes required to pause a moment during dialing (for instance, pausing just after dialing 9 to make a call to telephone outside your system or pausing after dialing an international code for a long-distance call). When storing this type of telephone number using Memory Number or Speed Call, the required pause can be inserted into the sequence of digits (or dial string) by using the Pause key.

To insert a pause into the dial string:

1. Press the "Pause" button at the appropriate place when entering the number. For example, to enter a pause when storing a telephone number requiring an outside line, the sample dial string shown below can be entered: 9 "Pause" button 555-1212.