

# Meridian Business Set M5009

User Guide



**nt** northern  
telecom

*meridian*

The Meridian Business Set – M5009 is designed to be practical, functional, and convenient. It has large keys, an adjustable volume control, and distinctive visual indicators. The M5009 is capable of dialing numbers automatically, setting up conference calls, and even notifying you when a number you have dialed is no longer busy. Line keys are identified with numbers and feature keys with letters (and numbers where appropriate).

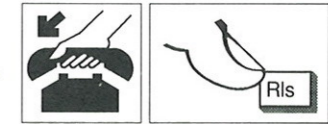
Your phone will not have all the available features on it. This card will help you get started on your M5009. Consult the user guide for detailed information on how to use each feature installed on your M5009.



### Making Calls

With your Meridian Business Set you can either pick up the receiver or press a line key to dial a number. If you press a line key to make a call (you'll hear a dial tone), you can pick up the receiver after you have dialed.

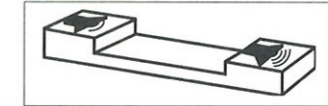
To disconnect from calls with your Meridian Business Set you can either hang up or press Rls (Release). Either action will disconnect you.



### Setting the volume controls

The loudness of any sound coming through the speaker may be adjusted using the volume controls. To set the ringing volume, have someone call you or wait until you receive a call, then

- 1 Press either  or  until the volume is at a level you like.



The volume remains set until you adjust it again. To adjust the speaker, listen to dial tone or a voice through the speaker and repeat Step 1. After Step 1, press both ends of the volume control at the same time to set the levels.

### Monitoring Calls

If a person you are talking to puts you on hold or if you want to listen to a conference call, you can monitor the calls through the speaker. This way you can listen for the person who put you on hold to return to the call, or you can listen to a conference call through the speaker.

You are talking to someone on the phone.

- 1 Press Hold.

*The line indicator flashes.*

- 2 Hang up.

- 3 Press the line key the call was on.

*The indicator goes on.*

You are now listening through the speaker.

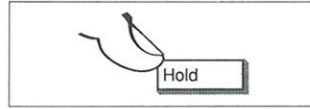
### Putting a Call on Hold

You are talking with someone and you want to place the caller on hold.

- 1 Press Hold.

*The indicator flashes.*

Press the original line key to get back to the caller you put on hold.



### Holding a call to make a second call

You are talking with someone and you want to place the caller on hold while you make a second call.

- 1 Press another line key.

*The indicator goes on and the indicator next to the first line key flashes.*

The first call is automatically put on hold. You can hang up if you want.

- 2 Dial the number of the second person you want to talk to.

To return to any held call,

- 3 Press the line key next to the flashing indicator.

### Holding a call to answer a second call

You are talking with someone, and another call comes in. You hear a buzz through the speaker. A line indicator flashes.

- 1 Press the line key.

*The indicator goes on and the indicator next to the first line key flashes.*

You are now connected to the second call and the first call is on hold.

To return to the first call,

- 2 Press the line key next to the flashing indicator.

### The M5009 in your working environment

In your organization, it's possible that your phone is set up so other people have the same phone number on their phone as you do. Check to see how YOUR phone works.

If you share the same phone number with other people in your office, your phone will be configured in one of the three following ways:

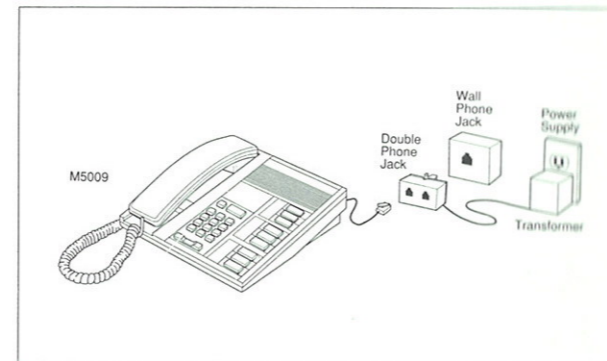
**Like a party-line** – You can listen in when someone else is talking. You have to wait until they hang up before you can make a call.

**Like a private line** – You can each get calls and make calls whenever you want without the others listening in.

**Like a semi-private line** – No one else can listen in on your calls but you can only get or make calls when someone else isn't using their line.

### Trouble-shooting

Before calling your service technician, always make sure the connection between the wall jack and your phone is secure. Also ensure that the transformer is plugged into the wall.



Your Meridian Business Set — M5009 has a wide range of business telephone features. Only some of the available features have been assigned to your Meridian Business Set. They have been selected to reflect your specific telephone needs. If you find you need additional features, they can be easily added. Just ask your system administrator.

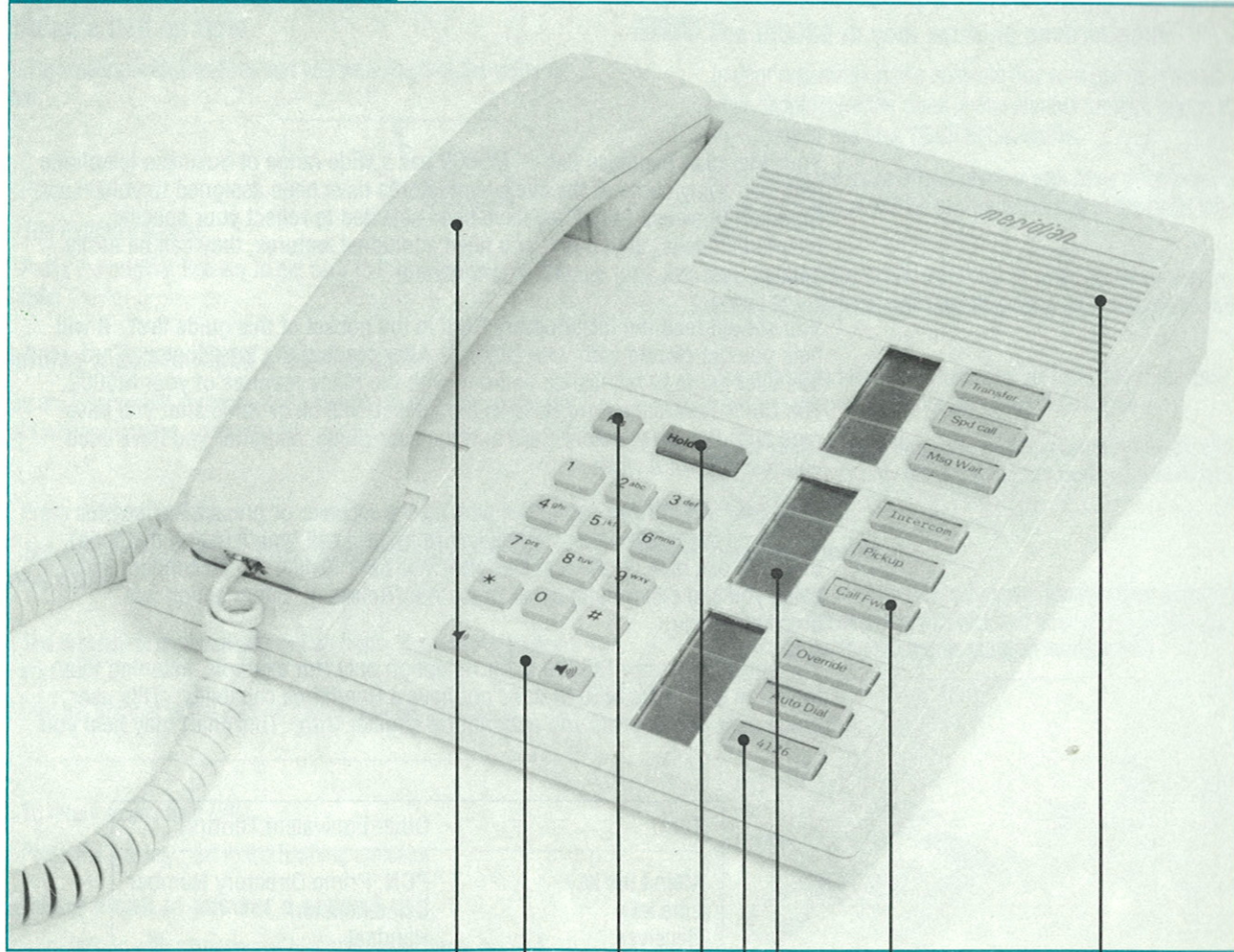
You should read the Introductory Card in the pocket of this guide first. It will help you get started with your M5009. After reading the Introductory Card, read this user guide to familiarize yourself with the many features of your M5009. The Quick Reference Card (also in the pocket) will be of value after you have read both the Introductory Card and the user guide, and after you have used your M5009 for a while.

With your M5009 you can either pick up the receiver or press a line key to dial a number. If you press a line key to make a call (you'll hear a dial tone), then you can pick up the receiver after you have dialed. To disconnect from calls, you can either hang up or press RIs (Release). Either action will disconnect you.

The speaker on your M5009 is for reception only (for example, listening to an intercom call). The M5009 does not have a Handsfree capability. This user guide uses some terms you may not be familiar with. This chart may help you.

Term	Other Equivalent Term(s)
Main Line key	PDN, Prime Directory Number
Line key	DN, extension
Receiver	Handset
Hang up	Press RIs, replace handset

*Note: This document is based on BCS 26 software.*



- Receiver
- Volume Control
- Release Key
- Hold Key
- Main Line Key
- Indicators
- Feature and/or Line Keys
- Speaker

**M5009 Features**

Answer Call Request	1,2
Automatic Dialing	3
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Busy Override	5
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If someone calls while you are out or busy on your phone, the caller can leave a Call Request on your phone. This request is indicated to you when the Msg Wait indicator on your phone goes on. You can dial the Answer Call Request code to automatically dial the person who called you.

Use these keys...

4126

1	2	3
4	5	6
7	8	9
*	0	#

The number on the main line key (4126) is an example.

to answer a Call Request on your phone

**The Msg Wait indicator is on.**

**1 Press the main line key.**

*The indicator goes on.*

**2 Dial the Answer Call Request code number (\_\_\_\_).**

The number of the person who called while you were out or busy on the phone is dialed automatically.

If the Msg Wait indicator stays on when you are finished your call, you have more Call Requests. Repeat the procedure to answer additional Call Requests.

If the person's line is busy or there is no answer, hang up. The message will stay on your phone and you can try again later.

Enter the Answer Call Request code in the space provided above. Your system administrator will provide you with the code. To leave a Call Request see page 9.

Continued...

Use these keys...



The number on the main line key (4126) is an example.

to cancel all Call Requests left on your phone

**The Msg Wait indicator is on.**

**1 Press the main line key.**

*The indicator goes on.*

**2 Dial the Cancel Answer Call Request code number (\_\_\_\_).**

*You hear two beeps as confirmation.*

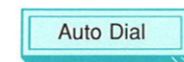
All Call Requests are canceled.

**3 Hang up.**

Enter the Cancel Answer Call Request code in the space provided above. Your system administrator will provide you with the code.

You can store one frequently used number and dial it by pressing one key. For example, you can store a frequently called colleague's number to save you looking up the number.


Use these keys...



The number on the line key (1234) is an example.

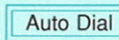
to store a number

**Without picking up the receiver,**


**1 Press** 

*The Auto Dial indicator flashes.*

**2 Dial the number you want to store.**

**3 Press** 

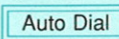
*The Auto Dial indicator goes out.*

To change a stored number, just store a new number. To erase a previously stored number, press Auto Dial, then press . The stored number can have up to 24 digits.

to automatically dial a number

**1 Press any line key.**

*The line indicator goes on.*

**2 Press** 

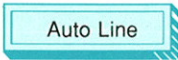
*The number is automatically dialed.*

**3 Pick up the receiver.**

**W**ith an automatic line, one key is assigned to automatically dial one specific number when you press it. For example, the automatic line could automatically connect you to another branch of your organization.

The number that is dialed is selected by your system administrator.

Use this key...



to use the automatic line

**1 Press the Automatic Line key.**

*The indicator goes on.*

The assigned number is automatically dialed.

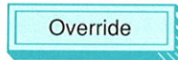
**2 Pick up the receiver.**

Automatic Line numbers are not "stored" by you. They are selected by your system administrator. Only your system administrator can change the number.

Your Automatic Line key could have a person, number or location on it, instead of Auto Line.

**Y**ou can break into a phone call in your organization. For example, you may need to talk to someone in an emergency.

Use this key...



to use Busy Override

**You need to speak to someone but you hear a busy signal when you dial his or her number. Don't hang up.**

**1 Press** 

*The people on the call hear a tone notifying them that someone is about to enter their call.*

You are connected to the call.

If you want to talk privately with the person you called, press Override again. The other person on the line will be disconnected.

If you try to override a telephone which cannot be interrupted, you will hear a fast busy signal. Check with your system administrator to see what lines cannot be interrupted.

When you are finished,

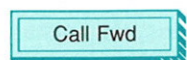
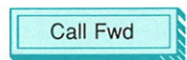
**2 Hang up.**

The other people on the call stay connected.

You can forward your calls to another phone. For example, if you're going to a meeting, you can have your calls forwarded to a colleague.

If you haven't turned on Call Forward and you are busy on a call or you don't answer your phone, your calls may be forwarded to a predetermined number. Check with your system administrator.

Use these keys...



to forward your calls

Without picking up the receiver,

- 1 Press

The Call Fwd indicator flashes.

- 2 Dial the number that you want your calls forwarded to.

- 3 Press

The Call Fwd indicator goes on.

The Call Fwd number is stored.

You can still make calls. Calls to all your lines should be forwarded automatically. Check with your system administrator.

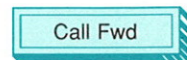
If you always forward your calls to the same number, don't dial the number; just press Call Fwd twice. Your calls will be forwarded to that number automatically.

to cancel Call Forward

The Call Fwd indicator is on.

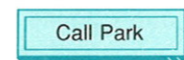
- 1 Press

The Call Fwd indicator goes out.



You can move a call made to one of your lines and pick it up on another phone. For example, you can take an order over the phone at the front desk and then go to the stockroom to see if the product is in stock. Once in the stockroom, you can pick up a phone and return to the call that was originally made to your phone at the front desk.

Use these keys...



to use Call Park

While you are talking with someone,

- 1 Press

You hear two beeps followed by silence. The line indicator goes out.

The call is now parked. You can still make other calls.

- 2 Hang up.

to retrieve a parked call

- 1 Press a line key on another phone.

The line indicator goes on.

- 2 Press

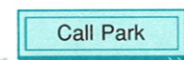
You hear three beeps. The Call Park indicator goes on.

- 3 Dial the number of the phone you parked the call on.

You are now connected to the person whose call you parked.

If you don't pick up a parked call within a specified time, the call will ring back on your original phone. The time is specified by your organization.

You can park only one call per line at a time. You may have to dial a code before retrieving a parked call. Check with your system administrator.

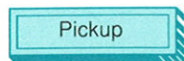


The number on the line key (8888) is an example.



Telephones in your organization can be arranged in Call Pickup groups. For example, you and your nearby colleagues could be a Call Pickup group. You can use your own phone to answer any ringing phone in your Call Pickup group, so you don't have to get up to answer the call.

Use these keys...



The number on the line key (1234) is an example.

to answer a call in your group

**You are covering the phones in your office and a phone in your Call Pickup group rings.**

**1 Press any line key.**

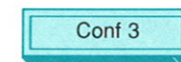
*The line indicator goes on.*

**2 Press .**

You are connected to the call.

If you called someone who was out or busy on the phone, you can leave a Call Request on that person's phone. Your Call Request will turn on the Msg Wait indicator on his or her phone. The person will know somebody called and can get back to you.

Use these keys...



to leave a Call Request on another phone

**The number you called is busy or no one answers. Don't hang up.**

**1 Press .**

*The Conf 3 indicator goes on and the line indicator flashes. You hear three beeps and a dial tone.*

**2 Dial the Call Request code number (\_\_\_\_).**

*You hear two beeps..*

Your Call Request is now left at the person's phone. Their Msg Wait indicator goes on. When he or she answers the Call Request, your phone will ring.

Call Request works only if you call the person directly. If you are transferred to the person you wanted to talk to and the line is busy, you cannot leave a message.

Enter the Call Request code in the space provided above. Your system administrator will provide you with the code. To answer a Call Request see Page 1. In Step 1 you may have to press Transfer instead of Conf 3.

Continued...

Use these keys...

4126

1	2	3
4	5	6
7	8	9
*	0	#

The number on the line key (4126) is an example.

to cancel a Call Request you left on another phone

**1 Press the main line key.**

*The line indicator goes on.*

**2 Dial the Cancel Call Request code number (\_\_\_\_).**

*You hear three beeps followed by a dial tone.*

**3 Dial the number of the person you wanted to talk to but couldn't get through to.**

*You hear three beeps.*

The Call Request is now canceled.

Enter the Cancel Call Request code in the space provided above. Your system administrator will provide you with the code.

You can transfer a call to another person. You can also talk privately with the person you are transferring the call to. For example, Victoria and Jeff are on a call. Jeff can transfer Victoria to Liz. Jeff can talk to Liz about the reason for the call, before transferring Victoria, without Victoria hearing.

Use these keys...

Transfer

1	2	3
4	5	6
7	8	9
*	0	#

Transfer

to transfer a call

**You want to transfer the person you are talking to.**

**1 Press** Transfer

*You hear three beeps followed by a dial tone. The Transfer indicator goes on and the line indicator flashes.*

**2 Dial the number of the person you want to transfer the call to.**

When the person answers, you can talk privately. The people on your original call cannot hear your conversation.

If the line is busy or if the person doesn't answer, press Rls and then the flashing line key to return to the person you were talking to.

**3 Press** Transfer

*The Transfer indicator goes out and the line indicator goes on.*

All three people are connected.

**4 Hang up.**

*The line indicator goes out.*

The two other people on the call are still connected.

In Steps 1 and 3 you may have to press Conf 3 instead of Transfer. Check with your system administrator.

You are on the phone and a second call comes in. You can answer the second call without disconnecting the first call. This will enable you to use your phone without worrying if you are expecting an important call.

Use these keys...



The number on the line key (1234) is an example.

to use Call Waiting

You hear a tone through the speaker (repeated once after 10 seconds) that notifies you a call is waiting. The Call Wait indicator flashes.

- 1 Press

You are connected to the second call and the first call is automatically put on hold.

To return to the first call and put the second call on hold,

- 2 Press the original line key.

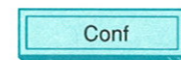
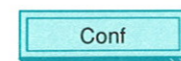
You can alternate between the two calls by pressing the line key to talk to your original caller, and then Call Wait to talk to the person who called while you were on the phone.

To end either call,

- 3 Press Rls while connected to that call.

You can set up a phone call between yourself and up to 29 other people. For example, you may want to talk to all the branch office managers at once.

Use these keys...



to make a Conference call

You are talking to someone and you want to add another person to your call.

- 1 Press

You hear three beeps followed by a dial tone. The Conf indicator goes on and the line indicator flashes.

- 2 Dial the number of the person you want to add to the call.

When the person answers, you can talk privately. The people on your original call cannot hear your conversation.

If the line is busy or if the person doesn't answer, press Rls and then the flashing line key, to return to the first call.

To add the person to the conference call,

- 3 Press

The Conf indicator goes out and the line indicator goes on.

All people are now connected on a conference call. For every person to be added to the call, repeat Steps 1 through 3.

You can talk to a designated person using Intercom and he or she will hear you through the speaker on his or her phone. For example, an intercom can be set up between two security desks.

The person called is selected by your system administrator.

Use these keys...



to make an Intercom call

- 1 Press
- 2 Pick up the receiver.

*The Intercom indicator goes on. You hear the phone ringing.*

If the person called does not answer within a few seconds, the call will be automatically connected to their intercom. If the person is busy on the phone, you will hear their phone continue to ring.

to answer an Intercom call if you are not using your phone

**You hear ringing and the Intercom indicator flashes.**

- 1 Press or wait a few seconds to be automatically connected.

*The Intercom indicator goes on.*

You hear the caller's voice through the speaker.

If you want to respond,

- 2 Pick up the receiver.

Continued...

Use these keys...



to answer an Intercom call if you are already using your phone

**You hear a long buzz and the Intercom indicator flashes.**

- 1 Press

*The Intercom indicator goes on and the line indicator flashes.*

Your first call is put on hold and you hear the second caller's voice.

If you want to respond,

- 2 Pick up the receiver.

To return to your original call,

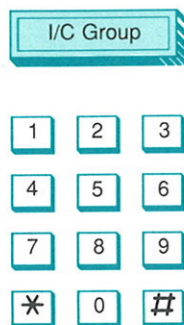
- 3 Press the line key the call is on.



The number on the line key (1234) is an example.

Telephones in your company can be arranged in Intercom Groups. You can call another person within your Intercom Group by dialing a code assigned by your organization. For example, your project team could be an Intercom Group.

Use these keys...



to call someone in your Intercom Group

- 1 Press 

*The I/C Group indicator goes on.*

- 2 Dial the code of the person you want to talk to.


*You hear ringing.*

Your system administrator will provide you with the code.

- 3 Pick up the receiver.

to answer an Intercom call

**You hear ringing and the I/C Group indicator flashes.**

- 1 Press 

*The I/C Group indicator goes on.*

You hear the caller's voice.

If you want to respond,

- 2 Pick up the receiver.

You can belong to more than one Intercom Group. Your phone will have a separate I/C Group key for each group.

If you want to redial a number you just called, you can call the number again by pressing one key. For example, you were talking to someone and remembered later that you forgot to tell him or her something. You can redial that person's number by pressing one key. Your system administrator will tell you if you can use Last Number Redial on outside calls.

Use these keys...



The number on the line key (1234) is an example.

to redial a number

**You want to speak to the last person you called.**

- 1 Press the line key originally used to call the person.

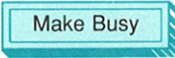
*The line indicator goes on.*

- 2 Press  twice.

The last number you called on that line is redialed.

You can make your phone appear busy to all callers except those using the intercom. For example, you may be preparing for an important meeting and don't have time to answer any calls.

Use these keys...



to make your phone appear busy

- 1 Press 

*The Make Busy indicator goes on.*

All callers to your phone will hear a busy signal unless you share a line with other people.

If a call comes in on a line you share with others, your indicator flashes but your phone will not ring. The caller will hear ringing. You can still make or answer calls normally.

to cancel Make Busy

**The Make Busy indicator is on.**

- 1 Press 

*The Make Busy indicator goes out.*

If you are out or don't answer your phone, someone can leave a message for you at your Message Center. You can see if a message is waiting for you at the Message Center by checking to see if your Msg Wait indicator is on.

Use these keys...




The number on the line key (1234) is an example.

to retrieve a message from the Message Center

**The Msg Wait indicator is on.**

- 1 Press any line key.

*The line indicator goes on.*

- 2 Dial the Message Center's number (\_\_\_\_\_).

- 3 Ask the attendant for your messages.

The Message Center will turn off your Msg Wait indicator.

When you dial the Message Center's number, you may hear your message from a recording. Enter the Message Center's number in the space provided above. Your system administrator will provide you with the number.

If you share a line with other people who can access your calls, you can use the Privacy key to make sure your calls are private.

Use this key...


 Privacy

to make your calls private

**You are talking with someone and you don't want anyone to join your call.**

**1 Press** 

*You hear two beeps. The line indicator stays on.*

No one can enter your call.


 Privacy

to cancel privacy

**1 Press** 

If other people have the same line that you have, you can let them join your calls by using Privacy Release. For example, if you are talking to someone you can include a colleague in your call.

Use these keys...


 Priv Rls

to use Privacy Release

**You are on a call.**

**1 Press** 

*Your colleague's line indicator flashes.*


 1234

to join the call, your colleague must

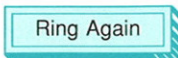
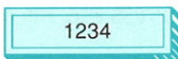
**1 Press the line key next to the flashing indicator.**

You can add only one person at a time to a call. Press Priv Rls each time you want to add another person.

The number on the line key (1234) is an example.

If you call someone in your organization whose phone is busy, Ring Again notifies you when the line is free. You can then dial the number automatically. For example, Liz needs to get in touch with Jeff and his phone is busy. Liz uses Ring Again to dial his number as soon as it is free. Your system administrator will tell you if you can use Ring Again on outside calls.

Use these keys...



The number on the line key (1234) is an example.

to use Ring Again

**You have called someone and the line is busy.**

- 1 Press

*The Ring Again indicator goes on and the line indicator goes out.*

You can make or answer calls while you wait.

When the line is free, you'll hear a tone and the Ring Again indicator flashes.

- 2 Press a line key.

*The line indicator goes on.*

- 3 Press

The number is automatically dialed.

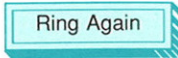
You must press Ring Again within a specified time after you hear the tone or the call is canceled. The time is specified by your organization. You can only Ring Again one call at a time.

to cancel Ring Again

**Before you hear the tone,**

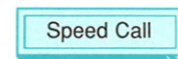
- 1 Press or ignore the tone.

*The Ring Again indicator goes out.*



You can store frequently used phone numbers in your phone and dial a stored number by pressing one key and a code number. For example, you may want to store the phone numbers of your suppliers. Your organization may also have speed call codes set up for you.

Use these keys...



to store a Speed Call number

**Without picking up the receiver,**

- 1 Press

*The Speed Call Indicator flashes.*

- 2 Dial the code number you want associated with the telephone number you are storing.

You can store 10 phone numbers. The codes you'll use for them are 0-9. You might be able to store more numbers using codes 00-69. Check with your system administrator. A stored number can have up to 24 digits.

- 3 Dial the telephone number.

- 4 Press

*The Speed Call indicator goes out.*

The Speed Call number is stored.

To change a number, just store a new number against an existing code. To erase a number, press Speed Call, dial the code associated with the phone number, and press .

Enter your Speed Call codes and numbers on the chart on the Quick Reference Card.

Continued...



## Speed Call

You can dial a frequently used phone number by pressing one key and a code number. For example, you may want to Speed Call some of your suppliers.

Use these keys...

1234

Speed Call



The number on the line key (1234) is an example.

to make a Speed Call

**1 Press any line key.**

*The line indicator goes on.*

**2 Press** 

*The Speed Call indicator goes on.*

**3 Dial the code associated with the number you want to call.**

*The Speed Call indicator goes out.*

The number is automatically dialed.

## Station

You can find out if a person is busy on a call before you attempt to include them on a conference call or transfer a call to them, with a single key. Station Busy Indication checks all the lines on the person's phone. The phone that is checked is selected by your system administrator. You cannot call a person using this key.

Use this key...

Station

to determine if a phone is busy before calling

**1 Press the Station Busy Indication key.**

If the person is not on the phone, you hear a tone through the speaker and the indicator flashes for five seconds.

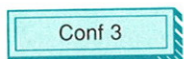
If the person is on the phone, the indicator goes on. When the line is free you hear a tone through the speaker and the indicator flashes for five seconds.

The label on the Station Busy Indication key (Station) is an example. Your Station Busy Indication key could have a name, number, or a location on it.

Conf 3

You can add another person to a call you're on, so three of you can talk together. You can talk privately to the person you are adding to the call. For example, you have called a supplier and want to include your manager in the conversation.

Use these keys...



to add another person to a call

You are talking to someone and you want to add another person to the call.

1 Press

You hear three beeps followed by a dial tone. The Conf 3 indicator goes on and the line indicator flashes.

2 Dial the number of the person you want to add to the call.

When the person answers you can talk privately. The person on your original call cannot hear your conversation.

If the line is busy or if the person doesn't answer, press RIs and then the flashing line key to return to the person you were talking to.

To add the person to the conference call,

3 Press

The Conf 3 indicator goes out and the line indicator goes on.

All of you are now connected.

If you press Conf 3 again, you will disconnect the person you added to the call.

If you were added to a Three-way conference call, you may be able to press Conf 3 and add even more people to the call. Check with your system administrator.

Key	Feature	Page
	Last Number Redial	17
	Automatic Dialing	3
	Automatic Line	4
	Call Forward	6
	Call Park	7
	Call Waiting	12
	Conference Calls	13
	Three-way Conference	9, 11, 26
	Intercom Group	16
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	Message Waiting	1, 2, 9, 10, 19
	Make Busy	18
	Busy Override	5
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	Privacy	20
	Privacy Release	21
	Ring Again	22
	Speed Call	23,24
	Station Busy Indication	25
	Call Transfer	11