

HAMILTON COLLEGE MERIDIAN TELEPHONE MANUAL

MAIN EXTENSION NUMBER

Your main extension number (also known as your primary directory number) is assigned to the lower right hand key on your phone. When you pick up the handset, your main extension is automatically activated, ready for you to make a call. To activate other extensions (directory numbers or DN's) press their associated keys.

RELEASE

Disconnect a call on any active extension by hanging up the handset or by pressing the RELEASE (RLS) key. RLS is especially useful for disconnecting Handsfree calls and when paging.

HOLD

Place an active call on HOLD by pressing the HOLD key. Return to the caller by pressing the extension key beside the fast flashing indicator.

VOLUME CONTROL

Adjust the volume on your set using the volume control key. Raise the volume by tapping the right side, lower by tapping the left side. You can adjust the volume of your handset, headset, handsfree or buzz. You can also adjust the ringing volume while the phone is ringing. (Control key is located at the bottom of the keypad.)

MESSAGE WAITING LAMP

The MESSAGE WAITING LAMP (the red triangle in the top right corner of your set) lights when you have new voice mail messages. See Voice Mail section.

FUNCTION KEYS

In addition to your extension number(s), you can have features assigned to the function keys on your telephone. You can have any combination of extensions and features assigned to the function keys. An LCD indicator shows the status of the feature assigned to each key.

NOTE:

MICROPHONE (M2616 AND M2008)

The microphone in the M2008 (8 button phone) allows a listen mode only. It does not have two conversation ability. The microphone in the M2616 (16 button phone with display screen) allows you to have a telephone conversation without lifting the handset. See HANDSFREE CALLING.

HOW TO MAKE A CALL

There are two ways of making a call.

OFF-HOOK

1. Pick up the receiver.
2. Dial the number.

ON-HOOK

1. Press any extension key.
2. Dial the number.
3. Wait until the person answers.
4. Pick up the receiver (or see HANDSFREE)

HOW TO END A CALL

You can end a call by hanging up or pressing the RELEASE (RLS) key. Pressing the RLS key is useful for making several calls in a row.

1. Press the RLS key.
2. Press the extension you want to use.
3. Dial your next call.

HOW TO ANSWER A CALL

1. Press the extension key beside the flashing indicator.
2. Pick up the receiver,
OR
1. If the call is on your main (button) extension, just lift the handset.

HAMILTON COLLEGE MERIDIAN TELEPHONE MANUAL

LAST NUMBER REDIAL

This feature allows the user to redial the last number that was dialed from that phone.

1. Press the free extension.
2. Press free extension again.
3. The last number dialed from that phone is automatically dialed by the system.

OR

1. Lift handset.
2. Press free extension.
3. The last number dialed from that phone is automatically dialed by the system.

CALL TRANSFER

This feature enables the user to transfer the party on the phone to another phone. You can transfer any call (internal, incoming or outgoing) without the help of the attendant, You can also speak privately with the person you're transferring the call to.

TO TRANSFER A CALL

1. Press the TRANSFER key.
2. Dial the number of the person you're transferring the call to.

(The original party is on hold and you are able to talk privately with the person you're transferring the call to.)

3. To complete the transfer, press the TRANSFER key again.
4. You are disconnected. Hang up. You can transfer the call and hang up while the phone is ringing and before the second party answers for a "blind transfer". (You must still hit the TRANSFER button a second time.)

HOW TO RETURN TO THE ORIGINAL CALL

1. Before the transfer is completed, press the extension key beside the fast flashing indicator.

The person the call was being transferred to is disconnected.

Use this if you have transferred the call to the wrong number, or if the second person does not answer.

HOW TO TRANSFER DIRECTLY TO A VOICE MAILBOX

1. Press the TRANSFER key
2. Dial 4808
3. Enter the person's phone extension
4. Press the Transfer Key

CALL FORWARD

You can automatically forward all your incoming calls to another phone. Use Call Forward when you are going to be unable to answer your phone. If you are in another area, you can forward your calls there so you can answer them.

When Call Forward is on, all calls to your main extension or to any other extension that appear only on your telephone are automatically forwarded.

TO USE CALL FORWARD

1. With your handset DOWN, press the FORWARD key once.
2. Dial the number you want your calls forwarded to. To forward directly to your voice mailbox enter 4808)
3. Press the FORWARD key again. The indicator goes on steadily.

TO CANCEL CALL FORWARD

1. Press the FORWARD key once. The indicator goes off.

HOW TO REINSTATE CALL FORWARD

1 Press the Forward key twice. Calls are forwarded to the last number you forwarded your call to. This is useful if you usually forward your calls to the same number.

NOTE: WHILE YOUR PHONE IS IN "FORWARD", YOU MAY STILL CONTINUE TO MAKE OTHER CALLS.

NOTE: THE EXTENSION TO WHICH THE USER ROUTED HIS CALLS IS ABLE TO CALL OR TRANSFER BACK TO THE FORWARDED PHONE.

NOTE: YOU CANNOT FORWARD A CALL OFF CAMPUS

HAMILTON COLLEGE MERIDIAN TELEPHONE MANUAL

CONFERENCE

You must have a conference button on your phone for this feature

You can set up a conference call with as many as six people, including yourself.

HOW TO SET UP A CONFERENCE:

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

1. Press the CONFERENCE key. The original call is placed on hold.
2. Dial the number of the person you want to include in the conference. When the person you called answers you can consult privately.
3. Press the CONFERENCE key again to complete the conference. The call on hold will connect to your call.
4. Repeat steps 1,2, and 3 to add additional parties to the conference call.

NOTE: AFTER PRESSING THE CONFERENCE KEY, ANY ESTABLISHED CONNECTIONS ARE ABLE TO CONVERSE ON HOLD WHILE THE USER IS ADDING ADDITIONAL PARTIES.

IF BUSY:

1. Reconnect to your original call by pressing the extension key beside the fast flashing indicator.

HOW TO CONFER PRIVATELY:

If you are speaking with someone and want to talk privately with another person:

1. Press the CONFERENCE key.
2. Dial the number of the person you want to talk to.
3. You can talk to the third party privately because the original call or calls are on hold.
4. To get back to your original call, press the extension key beside the fast flashing indicator.

HOW TO TRANSFER USING CONFERENCE:

1. Set up a conference call between yourself, the original call and the person you want to transfer the call to.
2. Hang up (as long as at least one of the other parties is internal). You are disconnected, but the other two people are still connected.

NOTE: THERE MUST ALWAYS BE AT LEAST ONE PERSON IN YOUR BUILDING ON A CONFERENCE CALL FOR THAT PARTICULAR CALL TO REMAIN CONNECTED. AS SOON AS THE CONNECTION TO YOUR PHONE SYSTEM IS LOST, SO IS THE ENTIRE CONFERENCE CALL!!

AUTODIAL

Allows the user to store and use internal and external phone numbers on a feature key, for one touch quick access.

TO STORE:

1. Press AUTODIAL key.
 2. Dial extension or number to be stored.
- *NOTE: If storing an outside number, store in the format "9+1+212+555+1212".
3. Press AUTODIAL key again.

TO USE:

1. Press free extension.
2. Press AUTODIAL key.
3. The stored number is dialed automatically.

TO STORE NEW NUMBER:

1. Repeat steps 1,2, and 3 in "TO STORE".

TO CANCEL AN AUTODIAL NUMBER

1. Press AUTODIAL key.
2. Press "*". It erases the stored number.
3. Press the AUTODIAL key again.

NOTE: EACH AUTODIAL KEY STORES ONE NUMBER.

HAMILTON COLLEGE MERIDIAN TELEPHONE MANUAL

DIAL INTERCOM (I/C)

This allows for abbreviated dialing between phones within a department.

1. Lift handset.
2. Hit "IC" Key.
3. Dial the 2 digit code of the person you want to call.
4. Their intercom key will ring with a unique ring once, then their speaker will open and you may speak to them. To answer back, they must hit their intercom (IC) button and lift the handset (or just their intercom button on the 2616 models).

NOTE 1: If the person does not answer the intercom, voice mail WILL NOT answer an intercom call.

NOTE 2: You must be in an intercom group and know their intercom 2 digit number. (Typically it is the last 2 digits of their extension)

HANDSFREE CALLING

If your M2616 telephone or your M2008 is equipped with a HANDSFREE button, you can dial a number on hook, and have a phone conversation while on hook.

TO MAKE A HANDSFREE CALL:

1. With your handset down, press a free extension (or HANDSFREE).
2. Dial the number.
3. When the phone is answered at the other end, you may have a "HANDSFREE" conversation.
4. Disconnect the call by pressing "RLS".

NOTE: TO MUTE A HANDSFREE CALL (YOU WILL CONTINUE TO HEAR THE OTHER PERSON, BUT THEY CANNOT HEAR YOU). PRESS THE HANDSFREE MUTE KEY. THE LCD INDICATOR WILL BLINK; YOUR MICROPHONE WILL BE MUTED. TO RETURN TO THE CALL SO YOU CAN BE HEARD, PRESS HANDSFREE MUTE AGAIN.

CALL WAIT

CALL WAIT indicates that you have a second call coming in to your telephone. If you choose to not answer the call and have voicemail, the call will go to voicemail. If you do not have voicemail, the call will ring until answered or the caller hangs up.

When you have a call waiting, the key lamp pair next to the CALL WAIT button will flash and a tone will sound.

To Answer the CALL WAIT:

1. If you would like to disconnect from the first call and answer the second, simply press the CALL WAIT key.
2. If you would like to answer the second call without disconnecting the first call, put the first call on hold and press the CALL WAIT key.

NOTE: YOU MUST REQUEST THIS FEATURE.