

# Meridian Multi-line Telephone

**UCDAVIS**

UNIVERSITY OF CALIFORNIA

# User Guide

Your Meridian Multi-line Telephone has many useful business features. Read this user guide to become familiar with the available features. Check with your department's Area Telecommunications Representative (ATR) if you have questions about which features you have. Your ATR can also help you if you wish to add or change features on your multi-line telephone. Your ATR will work with a Customer Service Representative (CSR) from IET-Communications Resources (CR) to coordinate your services. Information about this and other CR services is on the Web at <http://cr.ucdavis.edu/>.

What is in this user guide?

- About Your Telephone.
- Standard and Optional Feature Descriptions.
- Voice Mail Instructions.

**Standard Features:** these features are available as standard service on multi-line telephones.

- Call Forward Busy
- Call Forward Don't Answer
- Call Forward Universal
- Call Park
- Consult Another
- Directed Call Park
- Last Number Redial
- Make Set Busy
- Ring Again
- Speed Call-Short List
- Three-Way Conference
- Transfer

**Optional Features:** these features may be added to your multi-line telephone.

- Call Forward Variable
- Call Pickup
- Call Waiting
- Group Intercom
- Six-Way Conference
- Speed Call-Long List

**Turn the page to get started!**

## IET-Communications Resources

Phone: 752-4603

Fax: 752-5555

Email: [cr-service@ucdavis.edu](mailto:cr-service@ucdavis.edu)

Web: <http://cr.ucdavis.edu/>

Hours: Monday-Friday 8 a.m. – noon and 1 – 5 pm

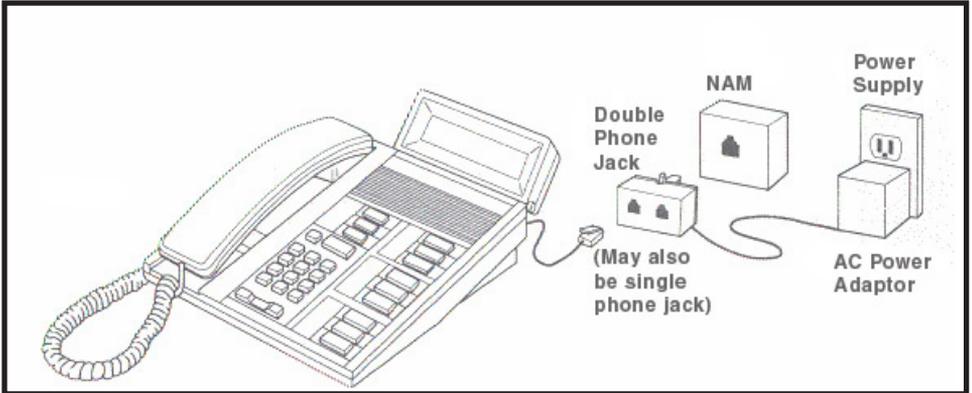


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# About Your Telephone

## Adjustable Display Instructions

Your Meridian Multi-line Telephone has an adjustable display that gives you information about your calls. Incoming call information appears on the top line of the display, and outgoing call information appears on the bottom line of the display. When you dial a number, the digits appear on the bottom line of the display. You can adjust the angle of the display by tilting it.



## Troubleshooting

If you need to replace your Multi-line telephone cord, please follow these steps:

1. Disconnect the existing cord from the bottom of the multi-line telephone.
2. Follow this cord down to the AC power adaptor and disconnect the cord from the adaptor. You must leave the AC adaptor plugged into the NAM so your telephone display continues to work.
3. Plug the new cord into the adaptor.
4. Plug the other end of the new cord into the bottom of your multiline phone.
5. Wait 60 seconds for your multiline telephone to re-establish a connection.

## How to Order an Extra-long Phone Cord

Multi-line telephone service comes standard with a 6 foot phone cord; you may order an extra-long (20 foot) cord if needed. The order form is online at <http://cr.ucdavis.edu/forms/>.

### IET-Communications Resources Network Service Center

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# About Your Telephone

## Primary LINE

The Primary LINE is labeled with your telephone number, and is located at the bottom of your telephone set. You may have more than one LINE on your multi-line telephone set. Your Meridian telephone is programmed to pick up the primary LINE automatically when you lift your hand set. To answer another LINE, you must press the key for that LINE.

## RELEASE Key

Throughout this guide, you will see many references to the RELEASE key. Code features often require the RELEASE key, which is the key labeled "Rls" on your telephone.

## Speakerphone and Add-on Modules

In addition to the standard Meridian multi-line telephone set, CR offers a speakerphone and add-on modules to meet your specific needs. Add-on modules are available as 18 or 36 button devices that attach to your multi-line telephone. Add-on modules allow for additional features that won't fit on the standard 9-button Meridian multi-line telephone set format. Additional costs apply for add-on modules.

Communications Resources offers many services in addition to touch-tone dialing. Contact CR for more details!

- Calling Cards
- Cellular Telephone Service
- Conference Call Services
- Long-Distance Digital Paging
- Portable Radios
- Telephone Directories
- Voice Mail Training
- Voice Mail
- Wireless Data Service
- Paging Service

# Feature Descriptions

Your Meridian Multi-line Telephone provides you with access to many calling features that you can activate by using a programmed key or by dialing a code on the touch-tone keypad. Programmed key features can be activated by pressing the key on your telephone. To activate both key and code features when you are on a call, you must first LINK. The LINK process holds one call aside and gives you a special dial tone that enables you to activate a feature.

Here is how you LINK:

1. Press 3WC (Call Transfer) Key
2. Hear special dial tone
3. Press feature key, dial feature code or phone number

## Standard Feature Descriptions

### Call Forward Busy

When your line is busy, this feature will automatically forward your calls to a campus telephone number designated by you. Calls will remain forwarded to the same telephone number until you deactivate the feature. After you deactivate the feature, you may reprogram the feature to have calls forwarded to another telephone number. You must deactivate the feature before programming a different telephone number. Your department may specify the telephone number to which your calls should be forwarded (to your voice mailbox, for instance) when your line is busy. Please consult with your ATR before programming this feature.

### Code

**To activate:**  
Lift handset, press \*50, dial phone number where calls will be forwarded.

**To deactivate:**  
Lift handset, press \*60.

### Call Forward Don't Answer

After three rings, this feature forwards your unanswered calls to a campus telephone number designated by you. Calls will remain forwarded to the same telephone number until you deactivate the feature. After you deactivate, you may reprogram the feature to have unanswered calls forwarded to another telephone number. You must deactivate the feature before programming a different telephone number. Your department may specify the telephone number to which your unanswered calls should be forwarded (to your voice mailbox, for instance). Please consult with your ATR before programming this feature.

### Code

**To activate:**  
Lift handset, press \*51, dial phone number where calls will be forwarded.

**To deactivate:**  
Lift handset, press \*61.

# Feature Descriptions

## Standard Feature Descriptions, continued

### Call Forward Universal

Forwards your calls to an on or off-campus telephone number programmed by you. When activated, Call Forward Universal overrides the programming for Call Forward No Answer and Call Forward Busy, so your calls will ring at the Call Forward Universal number.

*When activated, a solid diamond will appear next to the CALL FWD key. You may still make calls from your telephone; however, only the person to whom you've forwarded your calls can reach you at your number. You must deactivate the feature before you program a different number. Note: If you always forwarded your calls to the same number, you do not need to reprogram the number each time. Press the CALL FWD key twice and the call will be automatically forwarded to the number previously stored.*

### Key

**To activate:**  
Press CALL FWD key, dial phone number where call will be forwarded, press CALL FWD key again.

**To deactivate:**  
Press CALL FWD key.

### Code

**To activate:**  
Lift handset, press \*70, dial phone number where calls will be forwarded.

**To deactivate:**  
Lift handset, press \*80.

### Call Park

Parks a call on your own telephone number so you can retrieve it from another campus telephone. This feature is typically used when you need to look up information away from your office (in lab or storeroom, for instance) in order to complete a call.

*If the parked call has not been retrieved after two minutes, it will ring at the telephone that parked the call. Even though a call is parked, you can initiate and receive other calls. Calls cannot be parked on a group intercom number.*

### Key

**To park:**  
Press CALL PARK key, RELEASE.

**To retrieve:**  
Lift handset, press Primary LINE, press CALL PARK key, dial your own telephone number.

### Code

**To park:**  
LINK, press \*75, RELEASE.

**To retrieve:**  
Press \*85, dial your own phone number.

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# Feature Descriptions

## Standard Feature Descriptions, continued

### Consult Another

Allows you to place one call on hold while you make another call. When your second caller hangs up, you return to the original call.

### Key

**To activate:**  
LINK, dial campus telephone number.

### Code

**To activate:**  
LINK, dial campus phone number.

**To return to original call:**  
press RELEASE, press primary LINE to return to caller.

**To return to original call:**  
Press RELEASE, press primary LINE.

### Directed Call Park

Parks a call on a specified campus number so it can be retrieved from any campus telephone. This feature is typically useful in areas where a paging system exists because it enables you to direct calls to a specific number.

*If the parked call has not been retrieved after two minutes, it will ring at the telephone number that parked the call. Calls cannot be parked on a group intercom number. The system will hold the original caller aside so you can consult privately with the second party.*

### Key

**To park:**  
Press DIRECTED CALL PARK (DCPK) key, dial telephone

### Code

**To park:**  
LINK, press \*76, dial phone number where call will be parked, RELEASE.

**To retrieve:**  
Press \*85, dial number where call is parked.

### Last Number Redial

Automatically redials the last telephone number you dialed.

### Code

**To activate:**  
Lift handset, press # #.

# Feature Descriptions

## Standard Feature Descriptions, continued

### Make Set Busy

Gives busy signal to all incoming calls. You may still make outgoing calls. When activated, Make Set Busy overrides any Call Forwarding you may have programmed.

### Key

**To activate:**  
Press MSB key.

**To deactivate:**  
Press MSB key.

### Code

**To activate:**  
Lift handset, press \*71.

**To deactivate:**  
Lift handset, press \*81.

*You will hear a splash ring each time your number is dialed to remind you that this feature is activated. Note: You will not have a visual or auditory reminder that you have activated this feature if it is code activated.*

### Ring Again

Notifies you when a busy campus telephone number becomes free.

### Key

**To activate:**  
Press RING AGAIN key when you hear a busy signal.

*When the other line becomes free, you will hear the Ring Again ring and the diamond will flash next to the RING AGAIN key. Lift the handset and press the RING AGAIN key and the call is automatically redialed. If you choose to ignore the ring, the request will be cancelled after three cycles. Note: Ring Again cannot be accessed by a code. It must be programmed on a key.*

### Speed Call-Short List

Stores ten frequently called telephone numbers for quick dialing. When stored, each number is assigned a one-digit code.

*You may change a number on your list by simply programming the new telephone number over the old.*

### Key

**To store number:**  
Press SPEED CALL key, dial one-digit code, dial telephone number, press SPEED CALL key.

**To activate:**  
Lift handset, press SPEED CALL key, dial one-digit entry code, press #.

### Code

**To store number:**  
Lift handset, press\*95, dial one-digit entry code, dial phone number, press #.

**To activate:**  
Lift handset, press \* plus one-digit entry code, press #.

# Feature Descriptions

## Standard Feature Descriptions, continued

### Transfer

Allows you to transfer a call from your number to another campus telephone number.

*After dialing the campus number, you will hear ringing and may stay on the line to announce the call and then hang up. If it is not necessary to announce the transferred call, press the 3WC key once you hear the ringing, then press release.*

### Code

**To activate:**  
LINK, dial campus number, LINK again, RELEASE.

**To deactivate:**  
If the line is busy, or there is no answer, press RELEASE, then press the primary LINE to return to the caller.

### How to LINK:

1. Press 3WC (Call Transfer) Key
2. Hear special dial tone
3. Press feature key, dial feature code or phone number

### Three-Way Conference

Allows you to transfer a call from your number to another campus telephone number.

*After dialing the campus number, you will hear ringing and may stay on the line to announce the call and then hang up. If it is not necessary to announce the transferred call, press the 3WC key once you hear the ringing, then press release.*

### Key

**To activate:**  
Dial first telephone number, press 3WC key, dial second telephone number, press 3WC key again, RELEASE.

**To deactivate:**  
RELEASE

### Code

**To activate:**  
LINK, dial campus number, LINK again, RELEASE.

**To deactivate:**  
RELEASE

# Feature Descriptions

## Optional Feature Descriptions

The Optional Features listed here are designed to meet the special needs of you and your department. Each of these features may be ordered individually from Communications Resources. Optional Features have additional costs associated with them. For rate information, please visit the CR Web site at <http://cr.ucdavis.edu/rates/>.

To find out if any of these features are assigned to your telephone, contact your Area Telecommunications Representative (ATR).

### Call Forward Variable

This feature is used in conjunction with Call Forward Don't Answer, and allows you to select how many times you would like your telephone to ring before it forwards to a designated number. With Call Forward Variable, you can choose to have calls forwarded after 2, 4, 5, or 6 rings. (CR must program the number of rings.) If you do not have Call Forward Variable, your unanswered calls will be forwarded after three rings.

### Call Pickup

Enables you to answer another person's ringing telephone from your own telephone. You are assigned a Call Pickup Group defined by your department and may use the feature to answer calls within that group. Your ATR will be able to identify your Call Pickup Group.

#### Key

**To activate:**  
Lift handset, press primary LINE, press CALL PICKUP key. If the call has already been answered you will hear a fast busy signal.

#### Code

**To activate:**  
Lift handset, press \*93.

### Call Waiting

A flashing Call Waiting key (CWT) alerts you that another call is waiting. You may interrupt your conversation and respond to the waiting call.

#### Key

**To respond:**  
Press CWT key.

**To return to original call:** Press the primary LINE.

# Feature Descriptions

## Optional Feature Descriptions

### Group Intercom

This feature is designed for individuals in a designated group to speed call each other. Each member of the intercom group is assigned a two or three-digit number. When this number is dialed, a distinctive ring is heard. Intercom calls will not forward. Your ATR will be able to identify your Group Intercom group and provide you with Group Intercom numbers.

### Key

#### **To activate:**

Lift handset, press GIC key, dial Group Intercom telephone number.

*Note: You must have a Group Intercom key on your telephone in order to activate the feature.*

### Speed Call-Long List

Stores 30 frequently called telephone numbers for quick dialing. When stored, each number is assigned a two-digit code.

*You may change a number on your list by simply programming the new telephone number over the old.*

### Key

#### **To store number:**

Press SPEED CALL key, dial two-digit code, dial telephone phone number, press SPEED CALL key.

#### **To activate:**

Lift handset, press SPEED CALL key, dial two-digit entry code, press #.

# Feature Descriptions

## Optional Feature Descriptions

| <b>Six-Way Conference</b>  | <b>Key</b>   | <b>Code</b>   |
|--|--|---|
| <p>Establishes a conference with up to five other participants.</p> <p>If you drop out of the conference, it can continue as long as one of the participants is on a campus telephone.</p> | <p><b>To activate:</b><br/>While on a call, press 6-W CONFERENCE key (6-W CNF), dial telephone number, Press 6-W CNF key. Repeat these steps until all conferees are included in conference.<br/>To exit conference: Press HOLD.</p> <p>If you encounter a busy signal or no answer, press RELEASE and the primary LINE to return to the conference. Participants hear a tone when a person enters or leaves the conference.</p> | <p><b>To activate:</b></p> <ol style="list-style-type: none"><li>1. While on a call, LINK (hear special tone).</li><li>2. Press *74.</li><li>3. LINK (hear special tone).</li><li>4. Dial telephone number of third party.<ol style="list-style-type: none"><li>a. If the party answers, you may speak privately with the third party.</li><li>b. If you hear a busy signal, or no one answers, LINK and press *74 to return to original call.</li></ol></li><li>5. LINK (hear special tone).</li><li>6. Press *74.</li></ol> <p>The conference now includes you and two other parties. Repeat steps 3-7 to add additional parties.</p> <p><b>To exit conference:</b><br/>Press hold.</p> <p>If you encounter a busy signal or no answer, press LINK, then press *74 to return to the conference.</p> |

# Voice Mail Instructions

The Voice Mail service number is 752-8629. Use this number to forward your voice mail calls, check voice mail messages, and configure voice mail options. You need to initially set up call forwarding on your voice mailbox for it to work correctly.

## Call Forward Don't Answer

**To activate:** Lift handset, press \*51, dial 2-8629.

**To deactivate:** Lift handset, press \*61.

## Call Forward Busy

**To activate:** Lift handset, press \*50, dial 2-8629.

**To deactivate:** Lift handset, press \*60.

## How to access the voice mail system...

**from your desk:** dial 2-8629, enter your password, or press "MSG WAIT" key.

**from another campus phone with voice mail:** dial 2-8629, press \*, enter your five-digit mailbox number, and enter your password.

**from another campus phone without voice mail:** dial 2-8629, press #, enter your five-digit mailbox number, and enter your password.

**from off-campus:** dial 752-8629, press #, enter your five-digit mailbox number, and enter your password.

## How to record greetings

### To record your name:

1. Access the voice mail system.
2. Press 4, 3, 3 and follow the prompts. This greeting will be heard when voice messages are forwarded or if you do not record any greetings.
3. The default voice mail greeting is "your call has been forwarded to an automated voice message system. (Your name) is not available. At the tone, please record your message."

### To record greetings:

1. Access the voice mail system.
2. Press 4, 3, 1 and 1 to record an "I'm away from my desk" greeting. This greeting will play when no one answers your phone.
3. Press 4, 3, 1 and 2 to record an "I'm on the phone" greeting. This greeting will play when your line is busy.

## Voice Mail Main Menu

| Function         | Key |
|------------------|-----|
| Review           | 1   |
| Send             | 2   |
| Check Receipt    | 3   |
| Personal Options | 4   |
| Restart Session  | 5   |
| Exit             | *   |
| Help             | 0   |
| Complete/Skip    | #   |

Learn more about voice mail at <http://cr.ucdavis.edu/vmguide.cfm/>.

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