

Station-User Guide For Meridian Multi-Line Telephones

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INTRODUCTION

This guide provides instructions on the use of the multi-line telephone instruments in the University of Hawaii's SL-1 Telephone System. The information in this guide applies to the following telephone instruments:

Meridian 2008 Multi-line Telephone
Meridian 2009 Multi-line Telephone
Meridian 2018 Multi-line Telephone
Meridian 2112 Multi-line Telephone with Integrated Speakerphone
Meridian 2616 Multi-line Telephone
Meridian 2616S Multi-line Telephone with Integrated Speakerphone

For information on the Meridian 3903 and 3904 Digital Telephones, please refer to the Meridian 3903/3904 User Guides.

Features that appear on the pre-labeled keys of multi-line telephones are selected based on need and must conform to University approved overlays. Some telephones may not be equipped for all features shown in this guide. Certain features like Call Park and Call Pickup may be accessed either by the pre-labeled feature keys or by access code .

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TERMS

Station: A Telephone, either on- or off-network, that is served by a dedicated station line.

On-network Station: A station that is tied to the University's telephone system and can be called by other on-network stations by dialing a 5-digit station number. To call an on-network station from an off-network station, add the prefix "95" to the 5-digit on-network station number.

Off-network Station: A station that is not tied directly to the University's telephone system and thus must be accessed through the local public telephone network or a long-distance service provider.

Extension Station or Extension: A telephone connected to a station that shares a station line.

Feature Key: A programmable key that allows you to access features by pressing a single key.

Idle Line Key: A feature key assigned to a station number that is not currently being used to process a call.

Station Line: The dedicated wires that connect a station to the University's telephone system.

Trunk or Outside Line: A communications path between the University's telephone system and the public network. A call between an on-network station and an off-network station uses one trunk. The number of trunks is selected to handle peak calling periods. Callers may receive a fast busy tone if all trunks are in use.

TONES

DIAL TONE

A steady continuous tone which indicates that you may commence dialing.

SPECIAL DIAL TONE

Three beep tones followed by a steady dial tone which indicates you may proceed with the activation of a feature.

REORDER TONE

A fast busy tone which indicates the telephone system is unable to perform the feature you requested or an improper key sequence has been entered.

ATTENDANT CAMP-ON TONE

One quick beep tone heard during conversation informs you the campus operator has extended an incoming call to your station. If you wish to receive the incoming call, complete your present call within 60 seconds of hearing the camp-on tone, hang up and wait for your phone to ring. If you do not complete your present call within the 60 seconds, the incoming call will be returned to the campus operator.

USING YOUR TELEPHONE

AUTOMATIC PRE-SELECTION OF LINE

Automatic Pre-selection of Line selects the line that is associated with your prime or listed directory number whenever you lift the handset. This is the same number that appears on the bottom right key of most multi-line telephones.

TO ANSWER A CALL ON YOUR PRIME DIRECTORY NUMBER:

What to do:

Lift the handset.
Begin speaking to the party.

Listen for:

Ringing

TO PLACE A CALL ON YOUR PRIME DIRECTORY NUMBER:

What to do:

Lift the handset.
Enter the telephone number.

Listen for:

Dial tone
Ring tone

ON HOOK DIALING

On Hook Dialing permits you to initiate a call without lifting the handset. Call progression tones are heard through the one-way only speaker. When the called party answers, you must lift and use the handset to converse.

The Meridian 2112, 2616S, and 2317 telephone sets have two-way speaker capability and can be used with or without lifting the handset.

USING YOUR TELEPHONE

TO DIAL ON HOOK:

What to do:

Press any idle line key.
Enter the telephone number.
Wait for the party to answer.
Lift the handset.

Listen for:

Dial tone
Ring tone

Note: If you receive a busy signal, no answer, or make an error in dialing, press **Rls** to disconnect.

HOLDING CALLS

Momentarily depressing the **HOLD** key places the call on hold and permits you to access another station or replace the handset without disconnecting the call.

TO PLACE A CALL ON HOLD:

What to do:

Press the **HOLD** key.
Select another line key or replace the handset as needed.

PLACING CALLS

ON-NETWORK CALLS

On-network calls are calls made to telephones or stations that are connected to the University's telephone system.

What to do: Lift the handset. Enter the 5-digit station number.	Listen for: Dial tone Ring tone
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Note: The on-network number is the last five digits of the seven-digit telephone number.

Example: The station number for 956-6033 is 66033.

OFF-NETWORK CALLS

Off-network calls are calls made to telephones or stations outside the University's telephone system. To complete such calls, you are required to access the public network of the local telephone company.

What to do: Lift the handset. Enter 9 + 7-digit number.	Listen for: Dial tone Ring tone
--	--

Inter-island calls:

Direct dial:	Enter 9 + 1 + 808 + number.
Operator assisted:	Enter 9 + 0 + 808 + number.
Directory Assistance:	Enter 9 + 1 + 808 + 555-1212.

PLACING CALLS

Mainland calls:

Direct dial:	Enter 9 + 1 + Area Code + number.
Operator assisted:	Enter 9 + 0 + Area Code + number.
Directory Assistance:	Enter 9 + 1 + Area Code + 555-1212.

International calls:

Direct dial:	Enter 9 + 011 + Country Code + City Code + number.
Operator assisted:	Enter 9 + 01 + Country Code + City Code + number.
Directory Assistance:	Enter 9 + 00.

CALLS TO CAMPUS OPERATOR

What to do: Lift the handset. Enter 0.	Listen for: Dial tone Ring tone
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CALLING RESTRICTIONS

Some stations may be restricted and may not allow all types of calls.

CALLS REQUIRING AUTHORIZATION CODES

Certain types of calls or calls from certain stations require the entry of an authorization code. The six-digit authorization code must be entered prior to dialing the called party.

What to do: Lift the handset. Enter 16. Enter the 6-digit authorization code. Enter the number.	Listen for: Dial tone Dial tone Ring tone
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TRANSFERRING CALLS

CALL TRANSFER

Call Transfer allows the transfer of calls without the assistance of the campus operator. Calls may be transferred to either another on-network station or to the campus operator.

Use Call Transfer to redirect calls to other on-network stations.

TO TRANSFER A CALL:

What to do:

Ask the first party to wait.

Press **TRANSFER**.

Enter the on-network station number.

Announce the call to the third party.

Press **TRANSFER** and replace handset.

Listen for:

Special dial tone

Ring Tone

(Conversation is private; first party is on hold)

Note: If you receive a busy signal, no answer, or make an error in dialing, press the line key next to the flashing indicator to return to the first party.

If the third party does not want to accept the call, wait for the third party to hang up and you will be reconnected to the first party.

If your station does not have a **TRANSFER** key, use the **CONFERENCE** key to transfer calls. See the Conference feature for instructions.

CONFERENCE CALLS

CONFERENCE THREE

Conference Three allows the addition of a third party to a conversation. The third party may be either an on-network or an off-network station.

Use Conference to hold a conversation among three parties.

The Conference feature can also be used to transfer calls.

TO ESTABLISH A CONFERENCE CALL:

What to do:

Ask the first party to wait.

Press **CONFERENCE**.

Enter the number of the third party.

Announce the conference call to the third party.

Press **CONFERENCE**.

All three parties are now connected.

Listen for:

Special dial tone

Ring tone

(Conversation is private; first party is on hold)

CONFERENCE CALLS

TO TRANSFER A CALL USING CONFERENCE THREE

What to do:

Ask the first party to wait.
Press **CONFERENCE**.
Enter the on-network station number.
Announce the call to the third party.
Press **CONFERENCE** and then press **RIs** to exit.

Listen for:

Special dial tone
Ring tone
(Conversation is private; first party is on hold)

CONFERENCE SIX

Conference Six allows the addition of up to six parties (including yourself) to a conversation. Only two of the six parties may be off-network stations.

Use Conference Six to hold group conversations with up to six parties or to converse with two off-network parties.

TO ESTABLISH A CONFERENCE CALL:

What to do:

Place a call to the first party.
Ask the party to wait.
Press **CONFERENCE**.
Enter the number of the party to be added.
Announce the conference call to the called party.
Press **CONFERENCE**.
Repeat until all parties are added.

Listen for:

Special dial tone
Ring tone
(Conversation is private; first party is on hold)
All parties are connected.

CONFERENCE CALLS

Note: If you receive a busy signal, no answer, or make an error in dialing, press the line key next to the flashing indicator to return to the first party.

If your third party is an off-network number, you must enter the off-network dialing sequence, for example **9** + 7-digit number for local off-network locations, regardless of whether your first party is on- or off-network.

If while using Conference, another call comes in on another line key, place your Conference line on hold with the HOLD key and answer the incoming call. The two parties on conference will be able to converse.

AUTO DIAL

AUTO DIAL

Auto Dial allows you to program an AUTO DIAL key with a frequently called telephone number and to access the same number with a single key depression. The number stored may be up to 24 digits in length.

Use Auto Dial to store frequently called or lengthy telephone numbers.

TO PROGRAM AN AUTO DIAL KEY:

What to do:	Listen for:
Press an AUTO DIAL key without lifting the handset.	(Indicator flashes)
Enter the telephone number to be stored (Up to 24 digits).	(Indicator flashes)
Press the AUTO DIAL key.	(Indicator off)

TO USE AUTO DIAL:

What to do:	Listen for:
Lift the handset or press an idle line key.	Dial tone
Press the AUTO DIAL key.	Ring tone

CALL PICKUP

CALL PICKUP

Call Pickup allows users to answer an incoming call at another nearby station. The answering station must be in the Call Pickup Group. Call Pickup Groups are programmed in the system and usually consist of stations belonging to members of work groups or departments located in the same general area.

Use Call Pickup to answer calls ringing at a nearby station that is unattended and in the same Pickup Group.

TO INITIATE CALL PICKUP (key accessed):

What to do:	Listen for:
Lift the handset or press any idle line key.	Dial tone
Press CALL PICKUP .	

TO INITIATE CALL PICKUP (code accessed):

What to do:	Listen for:
Lift the handset or press any idle line key.	Dial tone
Enter 13 .	

Note: If you receive a fast busy tone after either pressing **CALL PICKUP** or entering 13; the ringing station is not in the same Pickup Group, the call has already been answered by another station or the code was entered incorrectly.

If you wish to Call Pickup an Intercom Call, press **I/C** (instead of an idle line key) and 13.

CALL BACK QUEUING

CALL BACK QUEUING

When all outside trunks are busy, on-network users originating calls to off-network stations will receive the fast busy tone. When this occurs, Call Back Queuing allows users to be placed in a queue for the first available outside trunk. As soon as a trunk is available, the system will ring the user's station and dial the requested telephone number.

Activate Call Back Queuing when encountering a fast busy tone while attempting to place an off-network call. Be sure to cancel Call Back Queuing if you decide to leave your station before the system calls back.

TO ACTIVATE CALL BACK QUEUING:

What to do:	Listen for:
Lift the handset or press an idle line key.	Dial tone
Enter 9 + off-network telephone number.	Fast busy tone
Press RING AGAIN.	(Indicator on)
Replace handset.	

WHEN YOU ARE CALLED BACK:

What to do:	Listen for:
	One second burst tone (Indicator flashes)
Lift handset.	Dial tone
Press RING AGAIN.	Ring tone
Wait for the party to answer.	

CALL BACK QUEUING

TO CANCEL CALL BACK QUEUING:

What to do:	Listen for:
Press RING AGAIN.	(Indicator off)

Note: Call Back Queuing works only for busy (fast busy tone) outside trunks, not for busy (slow or regular busy tone) outside numbers.

CALL FORWARDING

CALL FORWARDING

Call Forwarding redirects incoming calls to another location. These other locations are usually other on-network stations but may include off-network locations if external Call Forwarding is allowed at your station.

Use Call Forwarding to have incoming calls ring at another location.

TO ACTIVATE CALL FORWARDING:

What to do:	Listen for:
Press FORWARD without lifting the handset.	(Indicator flashes)
Enter the 5-digit station number or the off-network telephone number.	
Press FORWARD .	(Indicator on)

TO CANCEL CALL FORWARDING:

What to do:	Listen for:
Press FORWARD .	(Indicator off)

TO REINSTATE CALL FORWARDING:

What to do:	Listen for:
Press FORWARD twice.	(Indicator on)

Calls are forwarded to the last forward number you entered.

CALL PARK

CALL PARK

Call Park places calls on hold without tying up your station, freeing your station to originate or receive other calls and provides the ability to retrieve the parked call at another on-network station.

Use Call Park to park calls at your own station line or on other on-network stations. Parking calls on your own line allows you to receive other incoming calls without disconnecting your original call. Parking calls at other stations allows you to pick up a call at that location to continue a conversation. This is useful when the information being requested by the caller is at another nearby but unattended station.

PARKING A CALL (key accessed):

What to do:	Listen for:
Ask the party to wait.	
Press PARK .	(Indicator on)
Enter the optional 5-digit station number if you want to park the call on another station.	(Indicator on)
Press PARK .	(Indicator off)

The call is parked on your station or on the optional station number you entered.

CALL PARK

PARKING A CALL (code accessed):

What to do:

Ask the party to wait.
Press **TRANSFER** or
CONFERENCE.

Enter **171**.

Enter the optional 5-digit station
number if you want to park
the call on another station.

Press **TRANSFER** or
CONFERENCE.

Listen for:

Special dial tone

(Indicator off)

The call is parked on your station or on the optional station
number you entered.

Note: It is not necessary to enter the 5-digit on-network
station number if you want to park the call at your
own station.

RETRIEVING PARKED CALLS:

What to do:

Lift the handset.
Enter **172** and the 5-digit number
of the station at which the
call was parked.
Begin speaking to the party.

Listen for:

Dial tone

Note: If the parked call is not retrieved within 120 seconds,
the system will ring the original station.

DIAL INTERCOM

DIAL INTERCOM

Dial Intercom allows you to call another multi-line station in
your Dial Intercom Group by entering a two-digit number.

Use Dial Intercom to call another station in your Dial Intercom
Group without tying up your station line to incoming calls.

TO PLACE AN INTERCOM CALL:

What to do:

Lift the handset.

Press **I/C**.

Enter the two-digit intercom code
for the station you wish to call.

Listen for:

Dial tone

Dial tone

Ring tone

Note: You may place intercom calls on hold, transfer them
to another intercom station in your Dial Intercom Group,
or conference with other intercom stations in your
Dial Intercom Group.

Intercom calls are not forwarded. When your station
is in Call Forward, you may still receive intercom
calls.

LAST NUMBER RE-DIAL

LAST NUMBER RE-DIAL

Last Number Re-dial automatically stores the last telephone number entered from your station and allows re-initiating the call by pressing the line key twice. The telephone number stored may be an on-network station number or an off-network telephone number.

Use Last Number Re-dial to re-initiate or originate calls. Last Number Re-dial is especially useful when the number called consists of a large number of digits; for example, mainland or international calls.

TO RE-DIAL:

What to do:

Lift the handset.
Press the line key twice.

Listen for:

Dial tone
Ring tone

TO RE-DIAL ON HOOK:

What to do:

Press the line key twice.

Listen for:

Ring tone

Note: If you get a busy tone, replace handset and try again at a later time.

MESSAGE WAITING

MESSAGE WAITING

Some stations are programmed for message waiting for use in conjunction with Voice Mail, which has the capability of providing the incoming caller a personalized greeting and allows the person to leave a voice message in your mailbox. When a message is left in your mailbox, the system turns on the message waiting indicator. This notifies you that a message is waiting.

MESSAGE RETRIEVAL (Upon receiving a message waiting indication):

What to do:

Lift the handset.
Enter the Voice Mail access
number (65600) or press
the Message Waiting key.
Respond to Voice Mail prompts.

Listen for:

Dial tone
Ring Tone

The Message Waiting Indicator will go off when you retrieve all new Voice Mail messages.

Please refer to separate Voice Mail System Guide for detailed instructions.

PRIVACY RELEASE

PRIVACY RELEASE

Certain directory numbers may appear on more than one telephone. Privacy Release allows you to control whether users with the same number can join your conversation.

Use Privacy Release to allow individuals to join an on-going conversation. Normally your conversations are private and cannot be accessed by other stations having the same numbered line key.

TO USE PRIVACY RELEASE:

What to do:

Advise the individual you want him or her to join your call.
Press **PRIV RLS**.

The individual joining the conversation presses the flashing line key.
Speak to all parties.

Note: Only one party may be added at a time. To add additional parties, repeat the procedure.

Listen for:

(Indicator flashes at all stations having the same numbered line key)
(Indicator on)

RING AGAIN

RING AGAIN

Use Ring Again if you encounter a busy signal while attempting to reach another on network station. The system will ring back your station when the party you are trying to reach completes the current call. When you answer the distinctive ring, the system will automatically re-dial the station number.

TO ACTIVATE RING AGAIN:

What to do:

Lift the handset.
Enter the 5-digit station number.
Press **RING AGAIN**.
Replace handset.

Listen for:

Dial tone
Busy signal
(Indicator on)

WHEN YOU ARE CALLED BACK:

What to do:

Lift the handset or press an idle key.
Press **RING AGAIN**.

Listen for:

One second burst tone,
(Indicator flashes)
Dial tone
Ring tone

TO CANCEL RING AGAIN:

What to do:

Press **RING AGAIN**.

Listen for:

(Indicator off)

Note: The Ring Again request is canceled if you do not lift the handset when you hear the burst tone.

SPEED CALLING

SPEED CALLING

Speed Call permits you to place calls from a programmed list of frequently called numbers by entering a two-digit code instead of the entire telephone number.

One or more stations within the Speed Call Group, designated the Speed Call Controllers, are the programming stations. These are the only stations that can add, erase, or change numbers on the group's Speed Call List. Only members of the Speed Call Group can access the group's Speed Call List.

Contact your Department Telecom Coordinator for the two-digit codes of the numbers on your group's Speed Call List.

TO USE GROUP SPEED CALL:

What to do:

Lift the handset or press an idle line key.

Press **SPEED CALL**.

Enter the two-digit code **(00-99)**.

Listen for:

Dial tone

Ring tone

TO PROGRAM SPEED CALL (Speed Call Controller only):

What to do:

Press **SPEED CALL**.

Enter the two-digit code **(00-99)**.

Enter the telephone number you wish to store on the list.

Press **SPEED CALL**.

Listen for:

(Indicator flashes)

(Indicator flashes)

(Indicator flashes)

(Indicator off)

SPEED CALLING

Note: To change a Speed Call number, re-program the existing number.

TO ERASE A CODE (Speed Call Controller only):

What to do:

Press **SPEED CALL**.

Enter the two-digit code you wish to erase.

Press **#** and *****

Press **SPEED CALL**.

Listen for:

(Indicator flashes)

(Indicator flashes)

(Indicator flashes)

(Indicator off)

