

NORTEL MERIDIAN

M5008  
Meridian Business Set  
User Guide



## Introduction



*The M5008 Meridian Business Set is a practical and convenient way to use a wide range of business telephone features, including Call Forward, Conference Calling, and Speed Dial. The M5008 is equipped with eight feature/line keys which can be installed with the lines and features you require. It also has a volume adjustment to customize the operation of the set and a one-way speaker to hear the progress of your calls.*

*This guide first takes you through the basic features of the M5008 telephone. You'll learn the different parts of the set and what they do, as well as other basics such as how to make calls and put calls on hold.*

*After you have covered the basics, you can then read the description of business telephone features to learn about the features installed on your M5008. Note that some of the features contained in this guide may not be available to you. Contact your System Administrator or Customer Service Representative if you need additional features.*

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## Using Your M5008 telephone—the basics





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

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

**3. Release key** cancels active calls.

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

**5. Feature/line keys** lets you make and receive telephone calls or use installed features.

**6. Prime Directory Number (PDN) key** is your main telephone line or extension number. It is automatically selected for outgoing calls when you lift the handset. Other telephone extensions that appear on your M5008 can be used by pressing the appropriate key.

**7. Feature/Line Indicators** The ▶ indicator appears beside the active line and features. A steady ▶ means that the feature or line is active. A slow flashing ▶ means the line is ringing. A fast flashing ▶ 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 either the speaker or ringer volume.

## Using your M5008 telephone—the basics

### Answering calls

To signal an incoming call, your telephone rings and the indicator beside a line or intercom key flashes slowly.

#### *To answer a call:*

1. If the call is ringing on a line other than your Primary DN (PDN), press the line or intercom key beside the flashing indicator. The call is answered through the speaker.
2. Lift the handset to speak.

### Making calls

#### *Using your handset:*


1. Lift the handset—the PDN key is selected automatically and you hear a dial tone.
2. Dial the number.

#### *Using a line key:*

1. Press any available line key. You hear a dial tone from the speaker.
2. Dial the number.
3. Lift the handset when the other party answers.

### Placing a call on hold


#### *Using the Hold key:*

1. Press . 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 basics continued

### Setting the ring volume

1. Press    while the telephone is ringing.

### Setting the speaker volume

1. Press    when the speaker is in use (make a call using the line key).

### 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 <i>pings</i> 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.

## Quick ways to make calls

### Automatic Dial

Use Automatic Dial to program feature keys on your telephone for one-touch dialing. Automatic Dial keys on your set are assigned by your Customer Service Representative or System Administrator.

#### *To program an Automatic Dial key:*

1. Press the Automatic Dial key you want to program.
2. Dial the number you want to store.
3. Press the Automatic Dial key again.
4. Label the key. You may want to use a name or telephone number to identify the key.

#### *To erase an Automatic Dial key:*

1. Press the Automatic Dial key you want to clear.
2. Press **#**.
3. Press the Automatic Dial key again.

#### *To make a call using an Automatic Dial key:*

1. Lift the handset or press the desired line key.
2. Press the desired Automatic Dial key to dial the number you want to call.

### Automatic Line

Automatic Line keys are pre-programmed for you by your Customer Service Representative or System Administrator to dial a specific number. You should label any installed Automatic Line keys with a name or number.

#### *To use an Automatic Line key:*

1. Press the desired Automatic Line key.
2. Lift the handset when your party answers.

## Quick ways to make calls: continued

### Intercom

An Intercom key is programmed by your Customer Service Representative or System Administrator to call a specific telephone in your system.

#### *To place an Intercom call:*

1. Press .
2. Lift your handset when the other party answers.  
If the person does not answer the call within two seconds, their telephone automatically answers through the speaker.

### Intercom Group

Telephones in your system can be organized into Intercom Groups based upon projects or departments. Each telephone in the group is then assigned an Intercom Group number. See your Customer Service Representative or System Administrator for more information.

#### *To call someone in your Intercom Group:*

1. Press .
2. Dial the intercom number assigned to the person you want to call.
3. Lift your handset when the other party answers.

#### *To answer an Intercom Group call:*

1. Press  when the indicator is flashing.
2. Lift your handset.

## Quick ways to make calls: continued

### Last Number Redial

You can redial the last number you called on a specific line. This is useful if the number you called was busy and you want to reach the person again.

#### *To call using Last Number Redial:*

1. Press the line key used to make the last call.
2. Press **#** twice.
3. Lift the handset when the other party answers.

### Speed Call

You can dial telephone numbers quickly and easily using one- or two-digit codes. Speed Call provides you with 10 one-digit codes (0–9) or up to 70 two-digit codes (00–69). See your Customer Service Representative or System Administrator to find out which type of codes are available to you.

#### *To program a Speed Call number:*

1. Press **Spd Call**.
2. Enter a one- or two-digit code (0–9 or 00–69).
3. Dial the telephone number you want to assign to that code.  
You can store telephone numbers up to 24 digits long.
4. Press **Spd Call** again.
5. Make a note of the Speed Call code and telephone number for future reference.

#### *To erase a programmed Speed Call number:*

1. Press **Spd Call**.
2. Enter the one- or two-digit code for the number you want to erase.
3. Press **#**.
4. Press **Spd Call** again.

#### *To make a call using Speed Call:*

1. Lift the handset or press the desired line key.
2. Press **Spd Call**.
3. Dial the code for the telephone number you want to call.

## How to avoid missing a call

### Call Forward

Away from your telephone, but expecting an important call? Do you want to have someone take your calls for you while on vacation? Call Forward lets you redirect your calls to another telephone or voice message system.

#### *To set Call Forward:*

1. Press .
2. Dial the number to which you want to redirect your calls or skip to step 3 if you want to use the previous Call Forward number.
3. Press  again.  
The indicator beside the Call Forward key goes ON.

#### *To cancel Call Forward:*

1. Press .
- The indicator beside the Call Forward key goes OFF.

### Call Waiting

Call Waiting lets you know when you have a second incoming call by sending a single tone to the handset at regular intervals.

#### *To answer your second call:*

1. Press the feature key showing the flashing indicator.  
The original call goes on hold automatically.

#### *To return to your original call:*

1. Press the line key of the original call.  
You can alternate between the calls by pressing the appropriate line key.

## When you can't reach someone

### Leave Message

Leave Message works with the Message Waiting feature by letting you send a call request to another telephone in your system.

#### *To leave a call request:*

1. Make a call.
2. If there is no answer or the line is busy, press  .  
The Message Waiting indicator on their telephone goes ON.

### Override

Override lets you interrupt a person on a call. It is helpful in emergency situations or when someone expects you to call with important news.

#### *To bridge into a two-way call within your system:*

1. Press  when you hear a busy signal.
2. To speak privately with the person you called, press  again.

*Note: Not all lines in your system can be overridden when busy—check with your Customer Service Representative or System Administrator. When you cannot interrupt a call, you hear a reorder tone.*

## When you can't reach someone: continued

### Ring again

When another telephone in your system is busy, Ring Again signals you when the telephone you called becomes free. You can then use Ring Again to automatically redial the number. Note that you can only have one Ring Again request at a time.

#### *To use Ring Again:*

1. Make a call.
2. If the line is busy, press .
3. Press  to release the call.  
When the telephone you called becomes free, you hear a Confirmation tone and the Ring Again indicator flashes.
4. Lift the handset and press  to automatically redial the number.  
If you do not press  within four Confirmation tones, the Ring Again request is cancelled automatically.
5. If you have two lines and are already on another call when the Ring Again indicator flashes, press  to put the current call on hold. Press the free line key and then press  to redial the number.

#### *To cancel a Ring Again request:*

1. Press  before you hear the Ring Again Confirmation tone.

## Ways to transfer or share calls

### Conference

You can set up a telephone call between you and up to six other people. This is useful when meeting in a common place is not possible.

#### *To add a person to a call:*

1. While on the current call, press .  
The current call goes on hold automatically and you hear the dial tone.
2. Dial the number of the new person you want to add to your call.
3. Press  to establish a conference.  
The line key indicator for the new person goes OFF once added to the conference.
4. Repeat steps 1–3 until you have added all the desired parties to the conference.

#### *To add an incoming call to the conference:*

1. While on the current conference call, press the line key of the incoming call. The conference call goes on hold automatically.
2. Press  to add the new caller.

#### *To end the conference call:*

1. Hang up or press .

*Note: Check with your Customer Service Representative or System Administrator to verify the number of people that can be added to your conference call.*

## Ways to transfer or share calls: continued

### Call Park

Call Park lets you put a call on hold at your telephone, then retrieve the call from any telephone in your system.

#### *To park a call:*

1. While on a call, press  .  
You hear two short beeps followed by silence.
2. Hang up.

#### *To retrieve a parked call from any telephone in your system:*

1. Lift the handset.
2. Press  .  
You hear three short beeps followed by the dial tone.
3. Dial the number of the telephone that parked the call.

### Privacy Release

If you share a line with other people and the line is programmed for Privacy, no one can access the line while you are using it. You can temporarily release Privacy so that a co-worker can join your call.

#### *To temporarily release Privacy while on a call:*

1. Press  . Your co-worker can now select the line and join the call.

#### *To make your call private again:*

1. Press  .  
Privacy is also automatically restored to your line when you end your call.

## Ways to transfer of share calls: continued

### Transfer

Send a current call to another telephone within your system using Transfer. You can either remain on the line when you make the transfer or simply redirect the call.

#### *To transfer a call directly to another telephone:*

1. Press  or .
2. Call the person to whom you want to transfer the call.  
When the person answers, you can talk privately—the original caller cannot hear your conversation. If the line is busy or if the person does not answer, press  to return to the original caller.
3. Press  or  to complete the transfer and disconnect yourself from the call.

#### *To transfer a call by establishing a conference:*

1. While on the current call, press  or .
2. The current call goes on hold automatically. You hear three beeps followed by the dial tone.
3. Dial the number of the new person you want to add to the conference. When the person answers, you can talk privately—the original caller cannot hear your conversation. If the line is busy or if the person does not answer, press  to return to the original caller.
4. Press  or  to establish a conference. You can now speak with both parties.
5. Press  to disconnect yourself from the call and complete the transfer.

## Controlling your telephone line

### Make Busy

You can make your telephone appear busy to all callers except those using the intercom. You might want to use this when you are meeting with someone and don't want to be disturbed.

#### *To make your telephone appear busy:*

1. Press . The indicator beside the Make Busy key goes ON.

#### *To cancel Make Busy:*

1. Press  again. The indicator beside the Make Busy key goes OFF.

### Privacy

If you share a line with other people and the line is not programmed for Privacy, anyone can access the line while you are using it. Privacy lets you make a call temporarily private.

#### *To make your current call private:*

1. Press .  
Other people who share your line are now prevented from bridging into your call.

#### *To remove the privacy status from your call:*

1. Press  again.  
Privacy is also automatically removed from your line when you end your call.