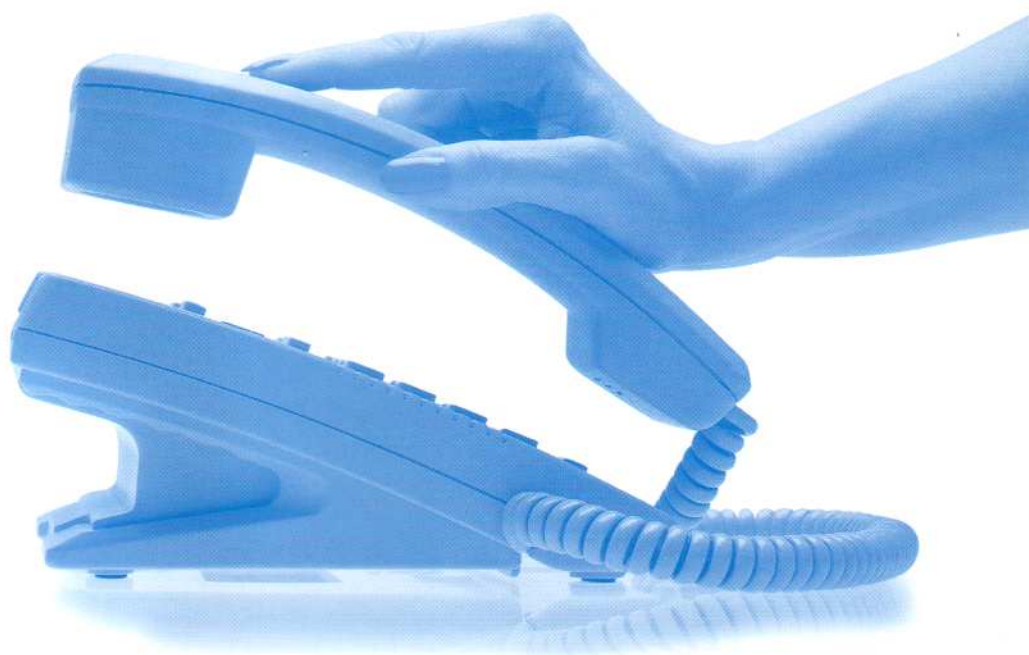


*meridian*

***Meridian 9417  
Installation and  
User Guide***



**NORTEL**

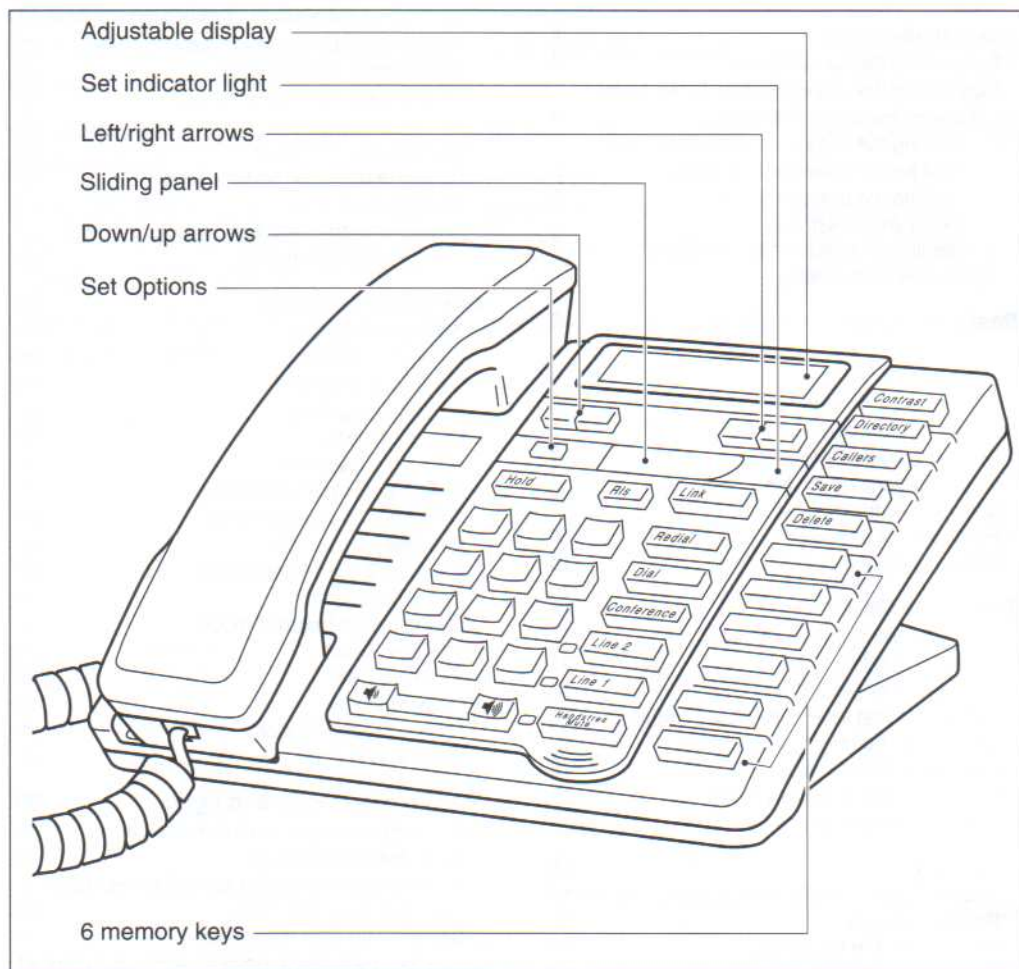
***Meridian 9417  
Installation and  
User Guide***

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## Key Descriptions



**Contrast**

Cycles through eight settings to adjust the display contrast.

**Directory**

Lets you store and access up to 100 numbers and names.

**Callers**

Lets you access a list of people who called.

**Save**

Stores numbers and names in the Directory and in memory keys.

**Delete**

Lets you erase memory keys and delete items in the Directory and Callers List.

**↓ ↑**

Lets you move up and down any list such as the Set Options, Directory, Callers List, or Redial List.





Lets you backspace and erase when predialing and when adding or changing numbers and names in the Directory or in memory keys.



Adds a space when entering names in the Directory or in memory keys. Lets you view status messages on the display.



The unlabeled Set Options key is hidden under the sliding panel. This key gives you access to two lists of options, the Setup List and the Options List. The Setup List contains eight options that customize the basic setup of your telephone. The Options List contains eight options that personalize the features of your telephone. The table below lists the page numbers where these options are described.

Setup List	page	Options List	page
1. Change display language	11	1. Set the date and time	11
2. Enable headset	28	2. Select the ring tone	12
3. Enter dialing restrictions	28	3. Select the dial pad mode	27
4. Enter area codes	27	4. Clear message waiting	30
5. Change answer mode	27	5. Change the Callers List	19
6. Set prime line	13	6. Change the list mode	20
7. Add a timer key	25	7. Change the Fax Switch	29
8. Add a page key	26	8. Data transfer	16



Puts the call on hold.



Always hangs up a call. Also lets you leave any list such as the Setup List, Options List, Callers List, Redial List or Directory.



Allows you to access network features such as Call Waiting. Link is also referred to as Flash.



Lets you access a list of the last ten numbers you dialed.



Selects your prime line and dials any displayed number. Puts you on Handsfree if you haven't lifted the handset.



Joins the calls on the two line keys together.



Selects Line 1 or Line 2 and turns on Handsfree if you have not picked up the handset. Dials any number on the display.



Activates the speaker and microphone so you can listen and talk without lifting the handset.



Lets you adjust the receiver, speaker, and ringer volume.

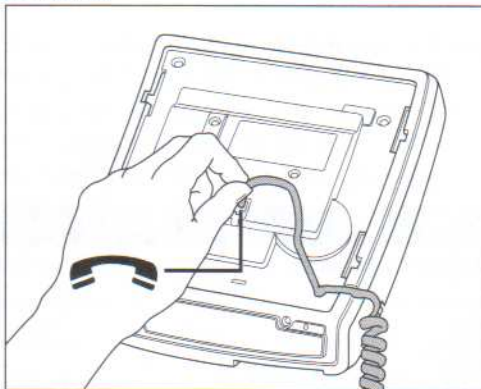


Memory keys store numbers, names, and features.

## Basic Installation

This section contains the information you need to install your Meridian 9417 telephone.

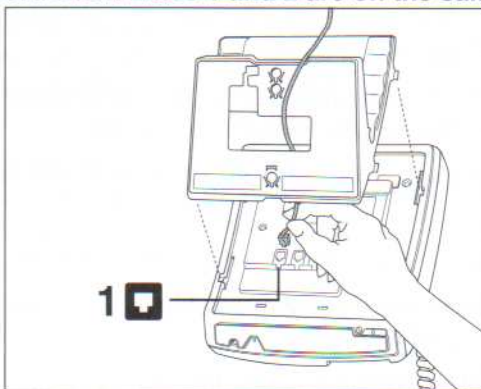
### Connecting the handset cord




Attach the handset cord .

Attach one end of the handset cord to the handset and the other end to the handset jack.

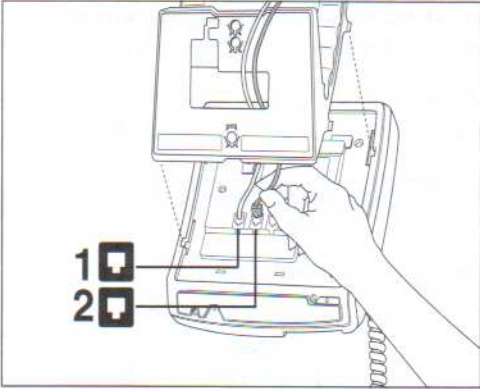
### Connecting the line cord when Lines 1 and 2 are on the same line cord.





Attach the line cord in jack number 1, as shown by 1 .

Attach one end of the line cord to jack number 1 and the other end of the line cord to the wall jack. To determine whether both lines are on the same line cord, plug in the power adaptor (see **Connecting the power adaptor** on the next page) and read the display. The display may prompt you to select a language. Select your language choice. If Lines 1 and 2 are on the same line cord, the time and date is shown. **Check 1 line cord** appears on the first line of the display and **Line 2 →** appears on the second line of the display if Lines 1 and 2 are on separate line cords.

**Connecting the line cords when Line 1 and Line 2 are on separate line cords**

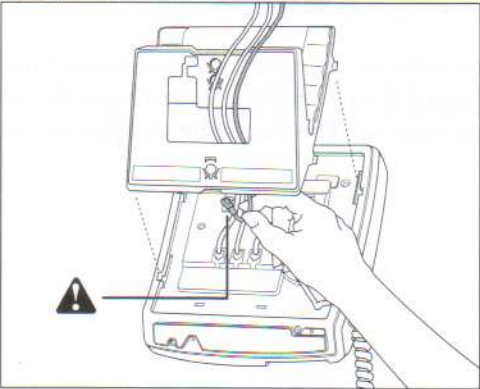



**Attach line cord in jack 1 as shown by 1 .**  
**Attach the second line cord in jack 2 as shown by 2 .**

Attach one end of the line cord to jack number 1 and the other end to the wall jack. Attach the second line cord to jack number 2 and the other end to the wall jack. Both line cords are supplied with the telephone.

**Note:** If you want Line 1 and Line 2 on the same line cord, contact your telephone company or Telecom manager.

**Connecting the power adaptor**



**Attach the power adaptor cord .**

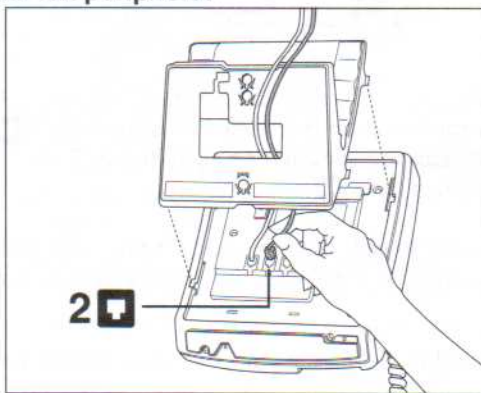
Attach the power adaptor to the base of the telephone, where the warning symbol is marked. Then connect the power adaptor into the closest electrical outlet.


## Checking your telephone

When you first plug in your Meridian 9417, you may see a message asking you to make a language selection. Follow the directions on the display to select one of the languages.

Your telephone also runs a test to ensure that the line cords are connected properly. If the test fails, the display identifies which line is not connected. Make sure that all connections are fastened securely.

## Connecting an optional fax peripheral

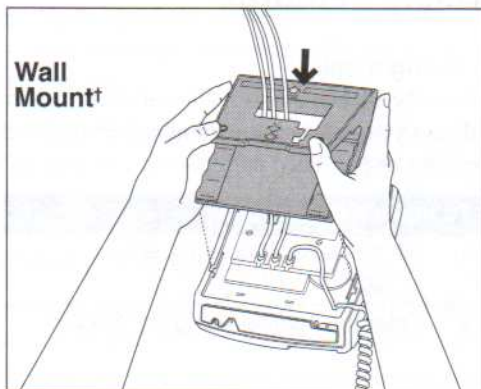
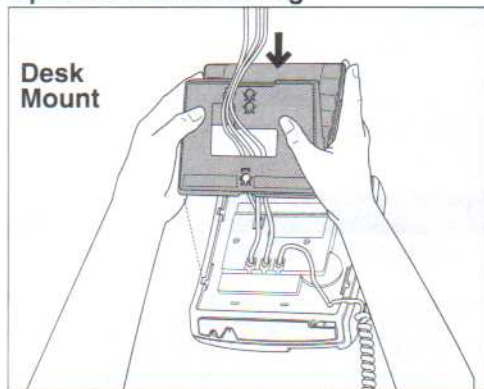


**For your fax machine, answering machine or modem; attach the line cord in jack number 2 as shown by 2 .**

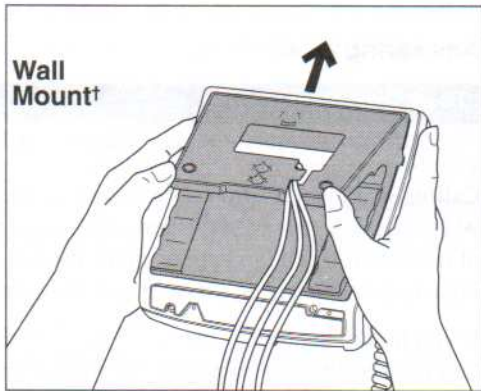
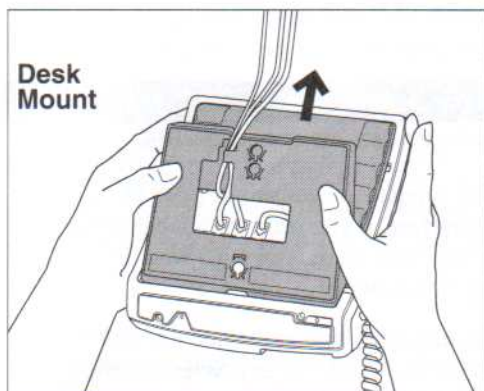
Attach one end of the line cord to jack number 2 and the other end of the line cord to the peripheral. To connect a fax peripheral, Line 1 and Line 2 must be on the same line cord. For more information on the fax peripheral, see **The Fax Switch** section on page 29.



## Optional Wall Mounting



Lower the stand into the slots on the base of the telephone, as shown in the desk or wall mount illustration above.



Slide the stand back until it clicks into the locked position, as shown in the desk or wall mount illustration above. The excess line cord fits into the stand of the telephone.

**Note:** The Load number (LN) is 14 and the Ringer Equivalence Number (REN) is 1.4B for the Meridian 9417 telephone. Please see the base of your telephone or the Regulations sheet for more regulatory and safety information.

†We recommend that you use a wall mounting plate, which your telephone company or Telecom manager can install.

## Basic Features

### Making a call

With the Meridian 9417 you can make a regular call or predial a telephone number. Predialing allows you to check the number before it is dialed out. Follow the procedures below to make a regular or predialed call.

#### To make a regular call:

1. Lift the handset or press either  or .
2. Enter the number using the dial pad.

#### To make a predialed call:

1. Enter the number using the dial pad.
2. Lift the handset or press either ,  or .

When you use ,  or lift the handset rather than using a line key to make a call, the prime line is automatically selected. The default prime line is Line 1. If you want to change the line selected to Line 2, see **Changing the prime line** on page 13.

### Answering a call

#### To answer a call:

1. Lift the handset or press  or the key for the line you want to answer.

Calling line identification information is sent from the telephone company to your Meridian 9417 telephone between the first and second ring. Therefore, if you want the telephone number of the incoming call to appear on the display and in the Callers List, you must wait until the information appears on the display before answering the telephone.

If you lift the handset or press  when both lines are ringing, the line that was ringing first is automatically answered. To change which line is answered first, see **Selecting the answer mode** on page 27 or **Changing the prime line** on page 13.

### Putting a call on hold

#### To put a call on hold and take a call off hold:

1. Make or answer a call.
2. Press . The display shows that the call is on hold on line x and the line indicator light flashes.  
**Note:** You won't lose the call if you hang up the handset.
3. To retrieve the call, press .

**Note:** If you do not retrieve the call after 15 minutes, the call is automatically dropped.

A call that is put on hold by the Meridian 9417 can be picked up by any other extension on that line. The Meridian 9417 detects when a call on hold is retrieved by another extension and automatically releases the hold on that call.

## Switching between two lines

### To put a call on hold and make or answer a second call:

1. Make or answer a call on one line.
2. To make or answer a second call on the other line, press the second line key. This automatically puts the original line on hold.
3. To hold one line automatically and speak on the other, press the line keys alternately.
4. To end a call which is not on hold, press **Rls** or hang up.

## Making a Conference call

### To join two calls in a Conference:

1. Make or answer a call on one of the lines.
2. Make or answer a call on the second line.
3. Once you have callers on both lines, press **Conference**.

**Note:** You can speak privately with each caller by pressing their line key. This automatically puts the other caller on hold. You can re-establish the conference by pressing **Conference**.

## Privacy/Extension in Use

If you are on a call and another person on an extension telephone picks up the handset, the set indicator light comes ON and **Extension in use** appears on the display. The light remains ON until the other person hangs up. The set indicator light on your telephone only turns ON if the person on the extension is using the same line.

When another extension is using a line, the line indicator light for that line (located beside the line key) is illuminated. These line indicator lights let you know if a line is available for you to use. Also see **Extension in use** on page 30.

## Making a Handsfree call

You can dial without using the handset or you can make a regular call and then talk without using the handset.

### To dial without picking up the handset:

1. Press **Handsfree Mute**.
2. Enter the number using the dial pad.
3. When the call is over, press **Rls**.

### To switch to a Handsfree call:






1. Press **Handsfree Mute**.
2. Hang up the handset.
3. When the call is over, press **Rls**.




## Putting a call on mute

You can turn OFF the microphone so that the caller can't hear you but you can still hear the caller. This only works when you are on a Handsfree call.







### To mute a call:

1. To turn off the microphone, press . You can hear your caller but your caller cannot hear you. The light beside  flashes. The display shows **Microphone muted**.
2. To speak to your caller, press  again. Each time you press , you switch between Handsfree and Mute.
3. When the call is over, press .

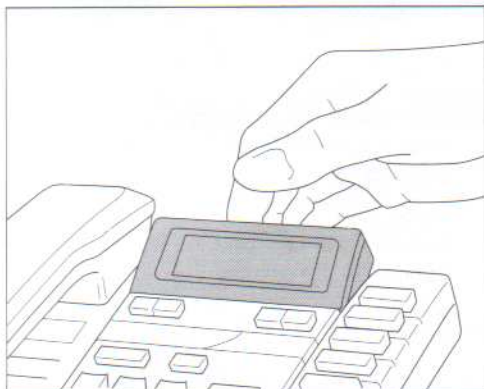
## Using the Redial List

If you do not remember a number you just dialed, you can find it in the Redial List. The Redial key shows you a list of the last ten numbers you called. Once you lift the handset, pressing  automatically dials the last number.

### To make a call from the Redial List:

1. Press . The display shows the last number you dialed.
2. Find the number you wish to call by pressing  or .
3. When the number is displayed, lift the handset or press either , , or .

# Telephone Setup



Place your Meridian 9417 on a table or hang it on a wall. Then adjust the display.



Move the sliding panel over to the right to reveal the Set Options key.

## Changing the display language

For changing business requirements, you may wish to change the language of your display messages.

### To change the display language:

1. Press the Set Options key.
2. Press **#** to enter the Setup List.
3. Press **↓** or **1**.
4. Press **1** to select the language.

## Setting the date and time

If you subscribe to calling line identification service, the date and time are set automatically after you receive your first incoming call. If you don't subscribe, you must set the date and time manually.

### To set the date and time:







1. Press the Set Options key.
2. Press **\*** to enter the Options List.
3. Press **↓** or **1**.
4. Press **1** and follow the instructions on the display.

To resume the automatic date and time setting (if the date and time has been set manually), disconnect the power supply, then re-connect it.









## Turning the ringer ON and OFF

### To turn the ringer ON:

1. Press the right side of   .
2. Press .
3. Press the right side of   . Continue pressing the right hand side until you reach the desired ring volume.
4. Press .

### To turn the ringer OFF:






1. Press the left side of   .
  2. Press .
  3. Press the left side of   . Continue pressing the left hand side until the ringer is off.
  4. Press .
- Ringer is OFF and the line affected appear on the display.

**Note:** Do not lift the handset while you are turning the ringer ON or OFF.

## Setting the ring tone and ringer volume




You can choose one of four different ring tones and set the ringer volume for each line.

### To set the ring tone and volume:

1. Make sure that the ringer is turned ON.
2. Press the Set Options key.
3. Press  to enter the Options List.
4. Press   twice or press .
5. Press  and follow the instructions on the display.  
When picking the ring tone, press    to adjust the volume.
6. Press  to end only when you are satisfied with ring tone and ringer volume.

**Note:** The steps above set the ring tone and volume for one line only. You must repeat these steps to set the ring tone and volume for the other line.




## Controlling the ringer volume

While the telephone is ringing, you can press the left or right side of the volume bar    for soft or loud ringer volume.



## Controlling the receiver volume

While you are on the telephone, you can press the left or right side of the volume bar for soft or loud receiver volume. The receiver volume returns to normal after you hang up the handset.






## Controlling the speaker volume

While you are listening through the speaker, you can press the left or right side of the volume bar    for soft or loud speaker volume. The speaker volume remains at the volume you last selected until the next time you change it.

## Changing the prime line

The prime line is the line that is automatically selected when you lift the handset or press  or . The default setting for prime line is Line 1. You can select either line as your prime line.

### To change the prime line:

1. Press the Set Options key.
2. Press  to enter the Setup List.
3. Press   six times or press .
4. Press  to select the prime line.





## Directory

The Meridian 9417 keeps the numbers and names of your business associates, clients, contacts, or friends at your fingertips. The Meridian 9417 lets you store up to 100 entries in alphabetical order so that you can dial numbers directly from the Directory.




The Directory orders the names by the first character. If you want your Directory sorted by the last name, enter the last name first. If you do not enter a name, the item is sorted by telephone number. The directory items with only a telephone number are at the beginning of the Directory.

## Saving numbers and names to the Directory

### To save a new number:



1. Press .
2. Press .
3. Enter the number using the dial pad.
4. Press . Only the number is stored at this point.
5. If you do not want a name, go to step 6. To enter a name, use the dial pad. (See **Entering Names** on page 14.)
6. Press .

### To save a displayed number:


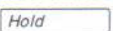


1. Ensure that a number is on the display. (For example, make a call using the dial pad, or use the Redial List, the Callers List, or a memory key.)
2. Press .
3. Press . If the name is displayed with the number, both are now saved in the Directory.
4. If no name is displayed you are prompted to enter one. If you do not want a name, go to step 5. To enter a name, use the dial pad. (See **Entering Names** on page 14.)
5. Press .

To backspace and erase a mistake, press  . To insert a space press  .


## Entering Names

To program a name, find the dial pad key that has the first character of the name. Keep watching the display as you press the key until that character appears on the display. Press a different dial pad key for the next character. If the next character is on the same key, press  to move to the next space. To switch between upper and lower case letters, press .

For example: To enter the name **Ruth** press these keys:

   ,    ,  ,  ,  .

If you wish to change a digit or letter after you have entered it, press   to erase it.

 , - ' & . ( ) 1

 A B C 2

 D E F 3

 G H I 4

 J K L 5

 M N O 6

 P Q R S 7

 T U V 8

 W X Y Z 9




















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## Finding items in the Directory

### To find items in the Directory:


1. To see the Directory List heading, press .
  2. To see the listings that start with a particular letter, press the appropriate dial pad key. Then to see the other listings under that letter, press  . (For example:  takes you to the first "J" listing, then   takes you to the next "J" listing.   takes you to the first "K" listing.) Use the letter chart shown above.  
OR, to move down and up the list, press   or  . If you want to scroll steadily, press and hold   or  .
  3. To leave the Directory at any time, press  or .
- Note:** If you're on a call while you're viewing the Directory, pressing  also drops the call.

## Making a call from the Directory

### To make a call from the Directory:

1. Press .
2. Press   or   or use the dial pad to find the item you want to dial out.
3. Lift the handset or press either , , or .
4. To end the call, press  or hang up.

**Note:** To leave the Directory at any time, press  or .

If you're on a call while you are viewing the Directory, pressing  also drops the call.



## Editing in the Directory

### To edit a number and/or name in the Directory:

1. Press  .
2. Press   or   to find the item you want to edit.
3. To begin editing, press   .
4. If you do not want to change the number, go to step 5. To backspace and erase digits, press   . To add digits, use the dial pad.
5. Press  .
6. If you do not want to change the name, go to step 7. To change or add to the name, use   and the dial pad. (See **Entering Names** on page 14.)  
**Note:** If you edit the wrong item or want to quit without saving changes, press  or  .
7. Press  .

## Deleting items from the Directory

### To delete individual items:

1. Press  .
2. Press   or   to find the item you want to delete.
3. Press  .
4. Press  again to confirm the deletion.  
After a few seconds, the display shows the next listing in the Directory.
5. Press  or  to exit the Directory at any time.

### To delete all items:

1. Press  then  twice.

## Copying the Directory to another Meridian 9417 telephone

The contents of the Directory of one Meridian 9417 telephone can be copied into the Directory of another Meridian 9417. You can save a lot of programming time by copying the contents of a completed Directory to another Directory instead of entering the names and numbers again.

**Note:** While the Directory is being transferred, both Lines 1 and 2 are out of service.

### To copy the Directory to another Meridian 9417 telephone:

Steps 1 to 4 must be completed on both Meridian 9417 telephones.

1. Press the Set Options key.
2. Press **\*** to enter the Options List.
3. Press **↓** eight times or press **8**.
4. Press **8** to begin the Directory Transfer.
5. On the Meridian 9417 telephone you are copying the Directory from, press **Line 1** and dial the telephone number of Line 2 of the other Meridian 9417.  
The display shows a message indicating that the Directory information is being sent.  
**Note:** The handset must remain in the cradle while the Directory is being transferred. During the transfer, pressing the left side of **⏮** turns down the volume.
6. The display will show a new message when the Directory Transfer is complete.

**Note:** To end the Directory Transfer at any time, press **Rls**.

If the Directory on the telephone receiving information fills before the Directory Transfer is finished, the rest of the Directory items are not sent. For example, if the telephone receiving information already has 25 items in its directory, only the first 75 Directory items are transferred from the other telephone.

**Note:** If you have Call Waiting enabled on your lines, the Directory Transfer maybe corrupted by the Call Waiting tone. Contact your telephone company or Telecom manager for details on temporarily disabling Call Waiting.



# Callers List

## Using the Callers List

The Meridian 9417 stores up to 100 calls in the Callers List. Your telephone records the number (and name if available) of the caller, when they last called, and the number of times they tried to reach you. See **Callers List display messages** for a description of the display messages.

If the telephone number of the incoming call matches a number that you have programmed with a name in a memory key or the Directory, the Callers List shows the name first and then the number.

You can choose to record all of your incoming calls in the Callers List, only unanswered calls, or no calls. Setting the Callers List to record no calls turns the Callers List off.

### To find items in the Callers List:

1. To see the Callers List heading, press **Callers**.
2. Press **Line x**.  
**Note:** This step is not necessary if the Callers List Mode is set to the combined option. For more information about the Callers List Mode, see **Setting the List Mode** on page 20.
3. To see the first new caller in the list, press **↓**.  
To move down and up the list, press **↓** or **↑**.  
If you want to scroll steadily, press and hold **↓** or **↑**.  
To see the last caller you viewed when you were last in the Callers List, press **\***.  
To view the area code or the rest of the number whenever the arrow (→) is on the display, press **→**.  
To cycle through the name and number screens, press **←** or **→**.  
**Note:** You can move up and down the list in the name or number screens.
4. To leave the Callers List at any time, press **Callers** or **Rls**.  
**Note:** If you're on a call while viewing the Callers List, pressing **Rls** drops the call.

## Making a call from the Callers List

### To dial a number in the Callers List:

1. Press **Callers**.
2. Press **Line x**.  
**Note:** This step is not necessary if the Callers List Mode is set to the combined option. For more information about the Callers List Mode, see **Setting the List Mode** on page 20.
3. Find the item you want to dial out.
4. Lift the handset or press either **Handsfree Mute**, **Dial**, or **Line x**.
5. To end the call, press **Rls** or hang up.

If you call a number from the Callers List and you don't get connected, you may have to edit the number (for example, the number may be long distance and you may have to add "1"). See the **Editing in the Callers List** on page 18.

## Editing in the Callers List

### To edit a number in the Callers List:

1. Press .
2. Press .
- Note:** This step is not necessary if the Callers List Mode is set to the combined option. For more information about the Caller List Mode, see **Setting the List Mode** on page 20.
3. Find the item you want to edit.
4. To see the number if you are looking at the name, press . Press  to edit the number before dialing. This may be required if you have tried to dial the number and there is no connection.
5. To add digits, use the dial pad. To erase one digit to the right of the cursor, press . To erase one digit to the left of the cursor, press .
- Caution:** The Callers List does not save changes. If you plan to call the number again, copy it to the Directory or a memory key.
6. To dial the edited number, lift the handset or press either , , or .

To have the Callers List show local numbers without the area code and internal numbers as extensions, see **Entering area codes** on page 27.

## Saving from the Callers List

### To copy a number from the Callers List to the Directory or to a memory key:

1. Press .
2. Press .
- Note:** This step is not necessary if the Callers List Mode is set to the combined option. For more information about the Caller List Mode, see **Setting the List Mode** on page 20.
3. Find the item you want to copy.
4. Press .
5. Press  or the memory key where you want to store the number.
6. If no name is displayed, you are prompted to enter one. To enter a name, use the dial pad. (See **Entering Names** on page 14.) If you don't want a name, go to step 7.
7. Press .
8. To leave the Callers List at any time, press  or .

## Deleting from the Callers List

### To delete a number in the Callers List:

1. Press .
2. Press .
- Note:** This step is not necessary if the Callers List Mode is set to the combined option. For more information about the Callers List Mode, see **Setting the List Mode** on page 20.
3. Find the item you want to delete.
4. Press  twice.  
You are still in the Callers List.
5. To leave the Callers List at any time, press  or .

### To delete all numbers in the Callers List:

1. Press .
2. Press .
- Note:** This step is not necessary if the Callers List Mode is set to the combined option. For more information about the Callers List Mode, see **Setting the List Mode** on page 20.
3. Press  twice.  
You are still in the Callers List.
4. To leave the Callers List at any time, press  or .

## Changing the Callers List

The Callers List records up to 100 incoming calls. You can program the telephone to record unanswered calls, all incoming calls, or no calls.

### To change the Callers List:

1. Press the Set Options key.
  2. Press the  to enter the Options List.
  3. Press   five times or press .
  4. Press  to change the Callers List.
  5. Press .
  6. Press   to select Unanswered, All calls, or No calls.
  7. Press .
- Repeat steps 4 through 7 for the other line.

## Setting the List Mode

You can program the Callers List to be split by line or combined. If the Callers List is combined, you view the calls for both lines at the same time. If the Callers List is split by line, you view the calls for each line separately.

### To set the List Mode:

1. Press the Set Options key.
2. Press  to enter the Options List.
3. Press   six times or press .
4. Press  to set the List Mode.
5. Press  if you want to see the calls for both lines at the same time.  
Press  if you want to see the calls for each line separately.



# Memory keys

## Saving numbers and names in memory keys

You can save the numbers and names of your customers, business associates, or anyone you call frequently in Meridian 9417's six memory keys. You can store more numbers and names in the Directory. See the **Directory** section for more information.

### To save a number and name:

1. Press  .
2. Press the memory key where you want to save the number.
3. Enter the number using the dial pad. You can enter a maximum of 24 digits.  
**Note:** If you require a pause (for example, between a telephone number and an access code), press  where you want the pause.
4. Press  .
5. To skip the name, go to step 6. To enter a name, use the dial pad.  
(See **Entering Names** on page 14.)
6. Press  .
7. Label the memory key. (See the diagram on page 22.)

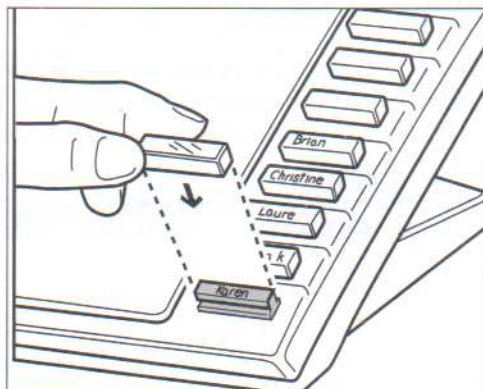
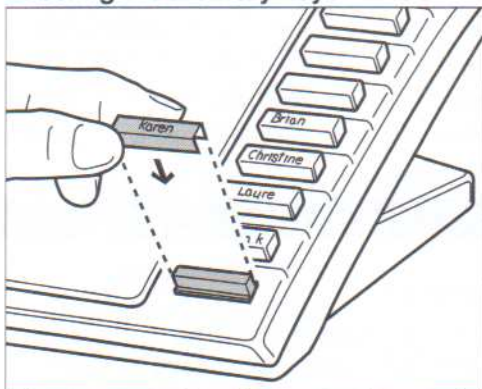
## Saving from the display into memory keys

### To save from the display:

1. Ensure that a number is on the display. (For example, answer a call or make a call using the dial pad, or use the Redial List or Callers List.)
2. Press  .
3. Press the desired memory key. If the name was displayed with the number, both are now saved in the memory key and you're finished.
4. If no name is displayed, you are prompted to enter one. If you don't want a name, go to step 5. To enter a name, use the dial pad. (See **Entering Names** on page 14.)
5. Press  .
6. Label the memory key. (See the diagram on page 22.)



## Labeling the memory keys



After programming the memory keys, label them with the supplied blank labels and key caps.<sup>†</sup>

## Making calls from memory keys

### To call from a memory key:

1. Lift the handset or press either  or  .
2. Press the memory key with the number you want to dial out.

### To predial from a memory key:

1. Press the memory key with the number you want to dial out.
2. Lift the handset or press either  ,  , or  .

## Editing memory keys

### To edit a memory key:

1. To see its contents, press the memory key.
2. Press  .
3. If you don't want to change the number, go to step 4. To backspace and erase digits, press  . To add digits, use the dial pad.
4. Press  .
5. If you don't want to change the name, go to step 6. To add letters, use the dial pad. (See **Entering Names** on page 14.) To erase letters, press  .
6. Press  .

**Note:** The Live dial pad option must be turned OFF to edit memory keys.

<sup>†</sup> Keep keys caps and the sliding panel away from small children. These small parts may come off the telephone if it is dropped.

## Deleting memory keys

### To delete a memory key:

1. To see its contents, press the memory key.
2. To erase, press  twice.

**Note:** The Live dial pad option must be turned OFF to edit memory keys.

## Saving features in memory keys

For easy access, you can save the feature codes of telephone company services in your memory keys. This works well with network features such as Call Forwarding, Call Screen, and Call Return. Some features require an ON and OFF code in two separate keys, while other features are stored on only one key. The following procedures show you how to save both an ON and OFF code.

### To save a feature ON code:

1. Press .
2. Press the memory key where you want to save the number.
3. Enter the telephone company feature code for turning the feature ON.<sup>†</sup>

Read the display to confirm the number.

4. Press .
5. Enter the feature name using the dial pad. (See **Entering Names** on page 14.)
6. Press .
7. Label the memory key.

### To save a feature OFF code:

1. Press .
2. Press the memory key where you want to save the number.
3. Enter the telephone company feature code for turning the feature OFF.<sup>†</sup>

Read the display to confirm the number.

4. Press .
5. Enter the feature name using the dial pad. (See **Entering Names** on page 14.)
6. Press .
7. Label the memory key.

<sup>†</sup>**Note:** Contact your telephone company or Telecom manager for the appropriate feature codes.

## Using feature keys

When a memory key is programmed with a feature code, you can use the memory key to activate or deactivate the feature.

### To turn a feature ON or OFF:

1. Press the memory key where you stored the desired feature. The display shows the feature name and code.
2. Lift the handset or press either , , or . The feature code is dialed out, which turns the feature ON or OFF.

**Note:** The active feature applies only to the line you selected or to the prime line if you did not press a line key. For example, if you want to forward all incoming calls, you must turn the feature ON for each line.

## Saving a feature and light in memory keys

You can make the set indicator light come ON when you turn a feature ON and go OFF when you turn that same feature OFF. You can only do this with one feature. This works well with any service that has separate ON and OFF codes such as Call Forwarding.

For example, you may want the light to remind you that you have turned Call Forwarding ON. To do this, use one key to turn the indicator light ON when you activate the feature. Use the second key to turn the indicator light OFF when you deactivate that same feature. The following procedure shows you how to program a FeatureLight ON and OFF key.

### To save a FeatureLight ON key:

1. Press .
  2. Do NOT select a memory key yet.  
To program the light ON, press .
  3. Press the desired memory key.
  4. Enter the telephone company feature code for turning the feature ON.<sup>†</sup>
- 
- Read the display to confirm the number.
5. Press .
  6. Label the memory key.  
(See the diagram on page 22.)

### To save a FeatureLight OFF key:

1. Press .
  2. Do NOT select a memory key yet.  
To program the light OFF, press .
  3. Press the desired memory key.
  4. Enter the telephone company feature code for turning the feature OFF.<sup>†</sup>
- 
- Read the display to confirm the number.
5. Press .
  6. Label the memory key.  
(See the diagram on page 22.)

<sup>†</sup>**Note:** Contact your telephone company or Telecom manager for the appropriate feature codes.

## Using FeatureLight keys

### To turn a feature and light ON or OFF:

1. Press the memory key where you stored the FeatureLight.  
The display shows **FeatureLight ON** or **FeatureLight OFF**.
  2. Lift the handset or press either , , or .
- 
- The feature and light turn ON or OFF. (When the feature and light are ON and you're not using the telephone, the display shows Feature ON and the line that it applies to as a reminder.)



## Advanced Features

### Adding a timer key

You can program any of the memory keys to be a timer key.

#### To add a timer key:

1. Press the Set Options key.
2. Press **#** to enter the Setup List.
3. Press **↓** seven times, or press **7**.
4. Press **7** to add a Timer key.
5. Press a memory key.
6. Press **Save**.
7. Label the timer key. (See the diagram on page 22.)

### Using the Call Timer

You can program a memory key to time the length of a call. The timer starts and stops timing each call automatically. There is a separate timer for each line.

#### To show the timer on the display:

1. Make or answer a call. The timer starts running automatically.
2. Once on the call, press the timer key.  
The display shows the running time of the call.
3. To return to the call information display, press the timer key again.
4. When the call is over, hang up the handset or press **End**. The timer stops counting.

**Note:** To show the elapsed time of the most recent call (or last call) on each line when you're not on a call, press the timer key.

### Deleting a timer key

#### To delete a timer key

1. Press the timer key.
2. Press **Delete** twice.

## Adding a page key

You can program any of the memory keys to be a page key. If the page key is assigned, the Meridian 9417 is able to receive and initiate page transmissions.

### To add a page key:

1. Press the Set Options key.
2. Press **#** to enter the Setup List.
3. Press **↓** eight times, or press **8**.
4. Press **8** to add a page key.
5. Press a memory key.
6. Press **Save**.
7. Label the page key. (See the diagram on page 22.)

## Using the page

The page feature of the Meridian 9417 allows you to send a page message to other Meridian 9417 telephones or to an external speaker within your office. Before you can use this feature, you must program one of the memory keys to be the page key. Also, page lines must be connected between all of the Meridian 9417 telephones. See **Appendix** on page 36 for more information on connecting the page lines.

### To send a page message:

1. Lift the handset.
2. Press the page key and speak into the handset.
3. Replace the handset or press **Rls** or **Line x** to end a page.

## Deleting a page key

To delete a page key, you must first reprogram the key to be a memory key. You can then delete the memory key.

### To delete a page key:

1. Press **Save**.
2. Press the page key.
3. Press **7** to delete the page key.
4. Press **Save** twice.
5. Press the page key.
6. Press **Delete** twice.

**Note:** The Live dial pad option must be turned OFF to delete a page key.



## Selecting the dial pad mode

When you select the dial pad mode, you are turning the Live dial pad option on or off. With Live dial pad ON, the telephone automatically dials out and turns on Handsfree as soon as you press a dial pad key or a memory key. When Live dial pad is OFF, the telephone is in regular or predial mode. This means after you dial the telephone number you must lift the handset or press either  ,  , or  before the telephone number is dialed.

### To select the dial pad mode:

1. Press the Set Options key.
2. Press  to enter the Option List.
3. Press   three times or press .
4. Press  to change the dial pad mode from Live dial pad OFF to ON or ON to OFF.

## Selecting the answer mode

When you select the answer mode, you are choosing which line the telephone answers when you lift the handset or press .

Select **Answer Prime** (factory setting), if you want the telephone to automatically answer the prime line when you lift the handset or press .

Select **Answer longest**, if you want the telephone to automatically answer the line that began ringing first when you lift the handset or press .

### To select the answer mode:

1. Press the Set Options key.
2. Press  to enter the Setup List.
3. Press   five times or press .
4. Press  and follow the instructions on the display.

## Entering area codes

When you enter an area code or prefix using this feature, the Callers List will show local numbers without the area code or internal Centrex numbers as extensions. This makes it easier to identify local calls and internal numbers. You can enter three separate area codes or prefixes, each up to seven digits long.

### To enter area codes and prefixes:

1. Press the Set Options key.
  2. Press  to enter the Setup List.
  3. Press   four times or press .
  4. Press . Enter the area code or prefix and press .
- Repeat this step for each area code or prefix you want to enter.

## Entering Dialing Restrictions

Dialing Restrictions are used to prevent certain numbers from being dialed out. There are three 7-digit codes that can be programmed to prevent certain numbers from being dialed. If you attempt to dial a number that matches the restricted digits, the message **Restricted number** appears on the display. For example, if you entered the codes below:


1st code> 0

2nd code>411

3rd code> 5551212

any number beginning with 0, 411 or 5551212 could not be dialed from the telephone. However, the number 555-0411 could be dialed because it does not match the restricted digits.


### To enter Dialing Restrictions:

1. Press the Set Options key.
2. Press **#** to enter the Setup List.
3. Press  three times, or press **3**.
4. Press **3**.
5. Enter the digits you want restricted and press **Save**.  
Repeat this step for each dialing restriction you want to enter.

**Important:** Care must be taken when you are restricting numbers that start with 9. If you enter 9, 91, or 911 as one of the dialing restrictions, you will not be able to dial the emergency services number 911.

## Using a headset


To connect the headset, you must disconnect the handset and attach the headset to the jack labeled .

You cannot use Handsfree when the headset mode is enabled. The  key is used to answer the call or to select the prime line when you are making a call.

**Note:** When the headset mode is enabled, the handset must remain in the cradle.

## Changing the headset mode

### To change the headset mode:

1. Press the Set Options key.
2. Press the **#** to enter the Setup List.
3. Press  twice, or press **2**.
4. Press **2** to change the headset mode from enabled to disabled or disabled to enabled.

We suggest contacting the manufacturers UNEX, ACS Communications or Plantronics for compatible headsets/amplifiers.

## The Fax Switch

The Fax Switch feature allows you to have three telephone numbers on two incoming lines. There is one telephone number for each of the lines and another telephone number for a Fax Switch peripheral (e.g. fax machine, answering machine etc.).

To use the Fax Switch, you must subscribe to your telephone company for Distinctive Ringing<sup>†</sup> on Line 2. The telephone company will then provide you with a telephone number for your Fax Switch peripheral. This additional telephone number will ring on Line 2, however the ring will be slightly different. The Meridian 9417 is able to detect the difference between the two ring types and can determine if an incoming call is for the telephone or the peripheral.

The Meridian 9417 must be configured so that Line 1 and Line 2 are both connected through jack number 1 and the Fax Switch peripheral is connected to pins 3 and 4 of jack number 2. See **Basic Installation**, on page 4.

**Note:** The peripheral should be set to answer after three or more rings.

**Note:** If Line 2 of your Meridian 9417 telephone has Call Waiting enabled, your Fax Switch peripheral may lose data or be disconnected if someone else calls Line 2. We recommend that you do not use Call Waiting on Line 2 if you are using the Fax Switch feature.

## Incoming Calls

The first ring of an incoming call will ring at the Meridian 9417 and the Fax Switch peripheral. The Meridian 9417 uses this ring to identify which device the call is intended for. If it is a normal ring, the call is routed to the Meridian 9417 and the Fax Switch peripheral stops ringing and is disconnected. If it is a distinctive ring, the call is rerouted to the Fax Switch peripheral and the Meridian 9417 stops ringing.

## Outgoing Calls

When the Fax Switch peripheral is idle, Line 2 of the Meridian 9417 terminal can be used as a normal line. When the Fax Switch peripheral is in use, the Line 2 indicator light is on.

## Setting the Fax Switch

You can program the telephone to enable or disable the Fax Switch feature.

### To set the Fax Switch:



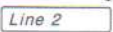
1. Press the Set Options key.
2. Press  to enter the Options List.
3. Press  seven times, or press .
4. Press  to enable or disable the Fax Switch.

**Note:** For proper operation of the Fax Switch feature, all of the Meridian 9417 telephones connected to Line 2 must have the Fax Switch enabled.

<sup>†</sup>The actual name for the Distinctive Ringing service varies from area to area. This service may also be known as *Ident-a-call*, *Ident-a-ring*, *Teen Service*, or *Custom Ringing*.



## Extension in use

When you lift the handset or press , the Meridian 9417 telephone automatically selects the prime line. If your prime line is Line 2 and the peripheral device (e.g. fax machine) is using that line, the line is not selected and the message **Extension in use** appears on the first line of the display and **Select 1 line key** appears on the second line of the display. If you press , you access Line 1 and can make a call. If you press , you will access Line 2 and may interrupt the call to the peripheral.

## Display messages and lights

### Knowing when you have a message

Meridian 9417's set indicator light lets you know that your voice mail system has a message for you. The set indicator light flashes slowly and the display shows






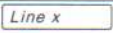
Message Waiting	or	Message Waiting
Line x		Line 1 Line 2

after your voice mail has received a call. Contact your local telephone company to find out how you can subscribe to message waiting services.

### Clear Message Waiting





There may be times when **Message Waiting** appears on the display when there are no more voice messages. You can turn the display message off using the Clear Message Waiting feature.

#### To clear message waiting:

1. Press the Set Options key.
2. Press the  to enter the Options List.
3. Press   four times, or press .
4. Press  to clear message waiting.
5. Select .
6. If required, repeat steps 4 and 5 for the other line.

**Note:** Only do this if the light cannot be turned off any other way.

### Viewing multiple display and light messages

When you aren't using the telephone, there are up to five messages that can be active at any time: date and time, **X New Callers**, **Feature ON**, **Message Waiting**, and **Ringer is OFF**. You can view the other messages by pressing  . Each time you press  , the display shows the next active message and its associated light. You can leave any one of the active messages on the display. However, the message that is currently on the display may change if another event, such as someone calls, occurs.



## Learning about the lights

The set indicator light also alerts you when another extension is on the same line you're using, the telephone rings, or a feature is ON. There are also indicator lights beside the line keys and



to show you the status of the lines and of Handsfree and Mute.

## Set indicator light messages

Feature	Light
Extension in use	Set indicator light is ON.
Feature ON	Set indicator light is ON.
Message Waiting	Set indicator light flashes slowly.
Ringer is OFF	Set indicator light is OFF.
Visual Ringing	Set indicator light flashes very quickly.

## Line and Handsfree indicator light messages


Feature	Light
Call is ringing on a line	Line indicator light flashes very quickly.
Call is on hold	Line indicator light flashes quickly.
Call is on Handsfree	Handsfree/Mute indicator light and line indicator light are ON.
Line is in use	Line indicator light is ON.
Microphone is muted	Handsfree/Mute indicator light flashes quickly.

## General display messages

Message	What it means
Check line cord	If there is no dial tone, make sure the line cord and handset cord are attached securely.
Data transfer	The transfer of Directory information from one Meridian 9417 to another Meridian 9417 has begun.
Data transfer aborted	You have pressed <b>Als</b> to cancel the transfer of Directory information.
Directory empty Use SAVE to add	The Directory remains empty until you add numbers and names to it.
Directory full No changes made	The Directory has a 100 entry limit. If you want to add an item, delete an item you no longer use.
Extension in use	An extension telephone is using the same line that you want to use. Select the other line instead. Or, someone is trying to use the same line on an extension telephone.
Feature ON	The FeatureLight ON key has been pressed and the code dialed out. To turn OFF the feature and the light, press the FeatureLight OFF key and lift the handset or press either <b>Handsfree Mute</b> , <b>Dial</b> , or <b>Line x</b> .
<Forwarded call	The call is forwarded from another telephone.
Key is locked	The memory key is factory-programmed and cannot be erased or reprogrammed. Program a different memory key.
Long dist.	The caller is calling from outside your local area.
Make calls first or Make second call	You must make two calls before you press <b>Conference</b> .
Message Waiting Line x	Your voice mail service has received a call for you. To subscribe to voice mail service contact your telephone company.
No information	Information from the telephone company has not been transmitted properly.
Press Conference	Both calls of a Conference are on hold. Press <b>Conference</b> to re-establish the Conference.
Press line key	This appears when the call you want is on hold. You must press <b>Line x</b> to retrieve the held call.
Private number or Private name	The caller has requested that the telephone company not deliver the number or name.
Redial list is empty	This appears if you press <b>Redial</b> before making any calls on your telephone or if power has been interrupted.

Message	What it means
Ringer is OFF Line x	The ringer volume is turned OFF for that line. Without lifting the handset, press the volume bar.
Unknown name or Unknown number	The name or number is unavailable from the telephone company.
...xxxxxxxxxxxxxxxx	The telephone number is longer than the display. The display shows ... and the last 15 digits of the number.



## Callers List display messages

Message	What it means
Callers List is empty	Your telephone does not record incoming calls until you subscribe to calling line identification service. If you do subscribe, you haven't received any calls in the list yet or you've deleted all numbers in the Callers List.
Calls bumped=xx	xx is the number of old calls automatically removed to make room for incoming new calls in the Callers List. The limit is 100 calls.
<Forwarded	The call is forwarded from another location.
Long dist.	The caller has called from outside your local area. Long distance dialing is required to return the call.
No number	You are trying to call someone in your Callers List and the number is unknown or private.
Private no. or Private name	The caller has requested that the telephone company not deliver the number or name.
Unknown name or Unknown no.	The name or number is unavailable from the telephone company.
X New Callers	When you're not on the telephone and not in the Callers List, the display shows you how many callers have been added to the list since you last checked it.
01N xxx-xxxx	N means it's a new caller.
01 ...xxxxxxxxx→	... means the number is longer than the display or that the area code has been removed.
→	means to view the rest of the number, press <input type="text"/>  .
01✓	means you have returned the call from the Callers List.
01D	means you or an answering machine answered the call. This is only displayed when you have chosen to record all incoming calls in the Set Options List.
01 R Smith	2x means this caller has called twice.
Mar 04 3:30P 2x	The display shows the date and time of the last call from that caller.



## Helpful Hints

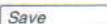
### **The display is in the alternate language.**

You can change to the other language by pressing the Set Options key and , then pressing  twice.

### **The cursor doesn't move when saving in the Directory.**

The number or name is too long. Numbers can be no longer than 24 digits and names can be no longer than 16 characters.

### **You cannot save a Directory number into a memory key.**

You cannot save Directory items into memory keys. Once you are in the Directory,  can only add an item to the Directory.

### **There is no information on the display and the ringer volume is low.**

Make sure the power adaptor is plugged in a working electrical outlet.

### **You cannot hear a caller.**

Make sure the handset cord is inserted securely into the jack and make sure the receiver volume is high enough.

### **You answer the telephone and only hear dial tone.**

The call is on your non-prime line; press the line key with the flashing light to answer the call. If this happens often, change your answer mode to Longest or change your prime line.

### **The power is out and the display is blank.**

Meridian 9417 still operates as a regular telephone during a power failure. You can dial using the dial pad and you can receive calls, but the other keys and the display do not operate until the power is restored. Only Line 1 works in this situation.

### **The display works but you can't hear dial tone.**

Your telephone lines may be wired differently from the telephone jack. To have a service person correct the wiring, contact your local telephone company or Telecom manager.

### **The telephone wobbles.**

Check that the handset cord is placed in the channel between the stand and the telephone. See the illustration on page 4.)

### **You cannot program a memory key.**

Some of the memory keys may be factory-programmed. These keys are locked and cannot be erased or reprogrammed.

### **Callers are not identified on the display.**

Let the telephone ring at least twice before answering. If that doesn't work, you may not have calling line identification service. To subscribe, contact your local telephone company.

### **The Callers List is empty.**

Until you subscribe to calling line identification service, your telephone does not record incoming calls.



**You cannot dial a number in the Callers List.**

The caller may have an unknown number. If there is a number, you may have to edit it before you can dial it.

**The telephone hisses while not in use.**

The page feature has been activated, but the page lines have not been connected to the telephone. Delete the page key.

**When the Fax switch feature is enabled, the message “Extension in use” appears for Line 2 and Line 2 is not being used.**

Make sure that the fax machine, or other Fax Switch peripheral, is connected to jack 2 of the Meridian 9417 telephone. For the Fax Switch feature to operate properly, the telephone line must be connected to jack 1 of the Meridian 9417 and the Fax Switch peripheral must be connected to jack 2 of the Meridian 9417. The Fax Switch peripheral should not be connected to the telephone line directly (i.e. connected to the socket on the wall).

## Appendix

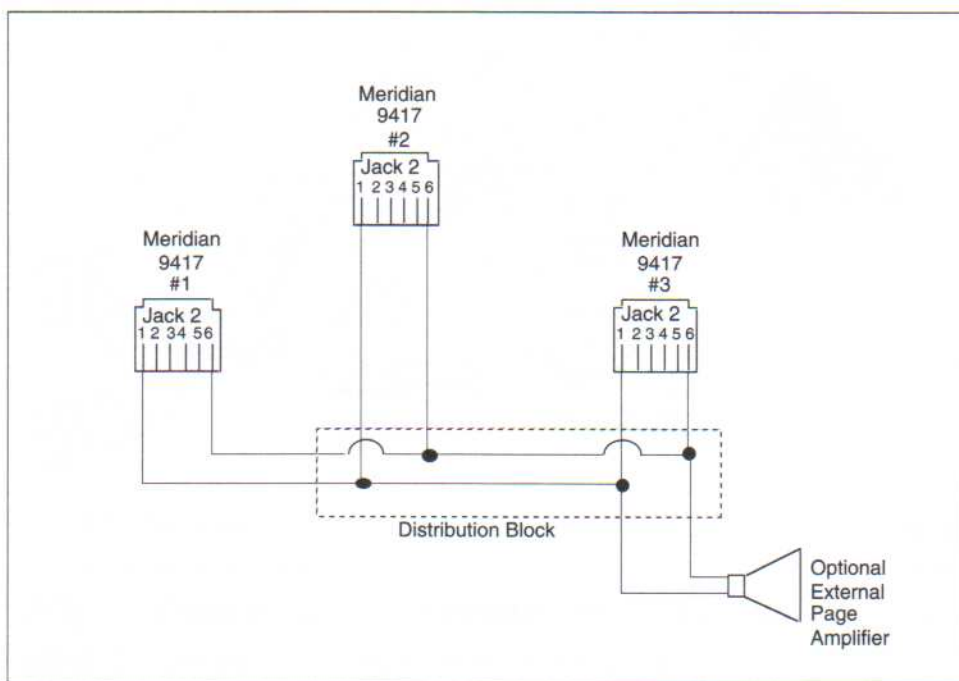
### Connecting the page lines

The page lines must be connected in parallel with each other on pins 1 and 6 of jack 2 as shown below.

For internal paging, the maximum number of Meridian 9417 telephones that can be connected in parallel is four.

If you are connecting an external page amplifier, the maximum number of Meridian 9417 telephones is three. The output impedance is  $100\ \Omega$  and the nominal output level is an open circuit voltage of  $-20\ \text{dBv}$  ( $-26\ \text{dBv}$  @  $600\ \Omega$ .)

The total loop length between the originating telephone and the most distant receiving telephone cannot exceed 1000 feet.



**Note:** A 6 conductor line cord is required to connect page lines. This cable is not supplied with the Meridian 9417 telephone. Contact your telephone representative or Telecom manager to have page lines connected to your telephones.

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## Warranty returns and repairs

When you ship your Meridian telephone to a Northern Telecom Service Center listed below, you are responsible for shipping charges.

In Canada, ship to:

Northern Telecom Canada Ltd.  
30 Norelco Drive  
Weston, Ontario  
M9L 2X6

In the USA, ship to:

Northern Telecom Inc.  
Product Service Center  
640 Massman Drive  
Nashville, Tennessee 31210

## General inquires

If you have read the guide and you still have questions, call *1-800 NORTHERN* in Canada and the USA. In other areas, contact your telephone company.