Meridian Digital Telephones
M3902
M3903
M3904
Quick Reference Guide
# M3902, M3903, and M3904 Meridian Digital Telephones

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M3902, M3903, and M3904 Meridian Digital Telephones

There are five models in the M3900 Series Meridian Digital Telephone portfolio. This document describes the M3902, M3903, and M3904 features and how to use them. For user information on the M3901, refer to the M3900 Series Meridian Digital Telephone User Guide. For information on the M3905, refer to the M3905 Call Center Meridian Digital Telephone User Guide.

The M3902 has one Line (DN) Key and three Programmable Feature Keys (self-labeled).

M3902 telephone

![Diagram of M3902 telephone with labels for LCD display, Message Waiting Light, Incoming Call Indicator, One Line (DN), Programmable Soft Keys (self-labeled), Options, Message Transfer, Hold, Goodbye, Volume Control Bar, LED, Handsfree Key, Navigation Keys, and Mute.]
The M3903 has two Programmable Line (DN)/Feature Keys (self-labeled) with two features or lines (DNs) configured on each key. The M3903 also has four Context Sensitive Soft Keys (self-labeled).

The M3904 has six Programmable Line (DN)/Feature Keys (self-labeled), with two features or lines (DNs) configured on each key. The M3904 also has four Context Sensitive Soft Keys (self-labeled).

Your Telephone Call Features

Your M3900 Series Meridian Digital Telephone provides easy access to a wide range of business features. Your system administrator assigns features to your telephone and provides you with passwords and other codes as required. This section describes the features available for your telephone and how to use them.

Use Auto Dial

The Auto Dial feature allows the user to press one Feature Key (Auto Dial Key) to dial a specific telephone number automatically. This feature must be enabled by your network administrator.

To use Auto Dial:

1. Lift the handset.
2. Press the associated Auto Dial Key.
   This automatically dials the number.

To display the Auto Dial number (M3903 and M3904):

1. Press the Display Key.
   **Note:** On the Meridian SL-100, press the Auto Dial Key to display the number.

To store an Auto Dial number:

1. Press the Auto Dial Key, without lifting the handset.
2. **Dial** the number to be stored on the Auto Dial Key.
3. Press the Auto Dial Key again.
   The number is stored on the key.

**Note:** To change the key label “Auto Dial”, select **Change feature key label** from the Options List menu. Please see “Change a Feature Key label” on page 23 for detailed instructions.
Make a Call

To make a call from your telephone, use the following procedure:

1. Lift the **handset**.
   - or
   - Press the **Line** (DN) Key.
   - or
   - Press the **Handsfree** Key.
   **Note:** The Handsfree Key must be enabled by the network administrator.
   or
   - Press the **Headset** Key if you have a headset connected to your telephone (available on the M3903 and M3904).
2. **Dial** the number.

**Note:** Whenever you see the message "Lift the **handset**." in this guide, you may alternatively press a free Line (DN) Key, the Handsfree Key, or Headset Key (if a headset is connected). You receive a dial tone from each action.

---

Make a call while on-hook

Leave the handset in the cradle while you dial a number.

**To dial on-hook:**

1. Press a **Line** (DN) Key.
2. **Dial** the number when you receive a dial tone.
3. Lift the **handset** to speak when the called party answers.

**If the called number is busy:**

Press the **Goodbye** Key to release the line.

or

Press the **Ring Again** Key.

---

Redial last number called

The **Last Number Redial** feature allows you to automatically redial the last number you dialed. This feature must be enabled by your network administrator.

**To use Last Number Redial:**

1. Lift the **handset**.
2. Press a **Line** (DN) Key.

**To use Last Number Redial on a handsfree call:**

- Press the **Line** (DN) key twice.
  
  The last number you dialed is automatically redialed.

**Note:** On Meridian SL-100, press the # Key twice.
Use Ring Again (M3902)

Use the Ring Again feature when you dial a number and receive a busy tone or no answer. The Ring Again feature lets you know when the person you dialed is available or has used their telephone. The feature notifies you when to redial your party. The Ring Again feature automatically redials the number.

To use Ring Again:

1. **Dial** a number and receive a busy tone or no answer.

   *Note:* On the Meridian SL-100, Ring Again is available on busy tone only.

2. Press the **Ring Again** Key.

To call a Ring Again party when you receive notification:

1. Lift the **handset**.

2. Press the **Ring Again** Key.

To cancel Ring Again before notification:

Press the **Ring Again** Key a second time.

Use Ring Again (M3903 and M3904)

Use the Ring Again feature when you dial a number and receive a busy tone or no answer. The Ring Again feature lets you know when the person you dialed is available or has used their telephone. The feature notifies you when to redial your party. The Ring Again feature automatically redials the number.

To use Ring Again:

1. **Dial** a number and receive a busy tone or no answer.

   *Note:* On the Meridian SL-100, Ring Again is available on busy tone only.

2. Press the **Ring Again** Key.

To call a Ring Again party when you receive notification:

When the number you want to reach is available, or the person has re-used their set, you hear the Ring Again tone.

1. Lift the **handset** or press a Line (DN) Key.

2. Press the **Ring Call** Key.

To cancel Ring Again before notification:

Press the **Cancel Ring Again** Key. The screen displays Ring Again is cancelled.
Use Hot Line

The network administrator can program a Hot Line Key that allows you to dial a specific number automatically. The network administrator can apply other features to the Hot Line, such as Call Redirection, so that the Hot Line call is answered by a person—not a mail box.

To use Hot Line:

Press the Hot Line Key.

The Hot Line Key automatically dials the number.

Note 1: If your main Line (DN) is a Hot Line, lift the handset. The Hot Line Key dials the number automatically.

Note 2: On the Meridian SL-100, the Automatic Line (AUL) feature is the same as the Hot Line feature.

Use Speed Call (M3902)

The Speed Call feature allows you to automatically dial frequently called numbers by entering a one, two, or three digit code. Contact your network administrator to determine the capacity of your Speed Call list.

A telephone designated as a Speed Call Controller can program or edit the Speed Call list. This feature must be enabled by your network administrator.

To store a Speed Call number:

1. Press the Speed Call Controller Key.

The triangular icon flashes, which indicates it is in programming mode.

2. Dial a one, two, or three digit code and associated telephone number when the phone prompts.

Note: Dial the access code (if required) followed by the internal, external, or long-distance telephone number.

3. Press the Speed Call Controller Key again to save the code and number.

The flashing icon turns off.

To make a Speed Call:

1. Lift the handset.

2. Press the Speed Call Controller Key or the Speed Call User Key.

3. Dial the Speed Call code assigned to the telephone number.

Use Speed Call (M3903 and M3904)

The Speed Call feature allows you to automatically dial frequently called numbers by entering a one, two, or three digit code. Contact your network administrator to determine the capacity of your Speed Call list.

A telephone designated as a Speed Call Controller can program or edit the Speed Call list. This feature must be enabled by your network administrator.

To store a Speed Call number:

1. Press the Speed Call Controller Key.

The screen displays Enter Code, then number.

2. Dial a one, two, or three digit code.

Use the Clear Key if you make a mistake. Use the Exit Key to leave the screen without storing a speed call number.

Note: A dash is automatically inserted after the required number of digits have been entered.

3. Dial the associated telephone number.

Use the Clear Key or Delete Key if you make a mistake. Use the Exit Key to leave the screen without storing a speed call number.

Note: Dial the access code (if required) followed by the internal, external, or long-distance telephone number.
Your Telephone Call Features

Press the OK Key to save the code and number.

To make a Speed Call:

1. Lift the handset.
2. Press the Speed Call Controller Key or the Speed Call User Key.
   The screen displays Enter code.
3. Dial the Speed Call code assigned to the telephone number.

Receive a call

When you receive an incoming call, your telephone rings and the LCD indicator flashes.

To answer a call:

Lift the handset.

or

Press the Handsfree Key.

or

Press the flashing Line (DN) Key when using a headset.

Place a call on Hold

Use the Hold feature when you are talking with one party and a second call comes in on a second line. You can answer the second call and retain the original call by putting it on hold.

To place a call on hold:

Press the Hold Key.

The LCD indicator flashes beside the Line (DN) on hold.

Note 1: If Automatic Hold is enabled, the active call is automatically put on hold when you answer the second call. On the Meridian SL-100, Automatic Hold is the default.

Note 2: The caller hears music while on hold, if the Music On Hold feature is configured on your system.

To retrieve a call on hold:

Press the Line (DN) Key beside the flashing LCD indicator.
Transfer a call (M3902)
Use the Transfer feature to direct a call to a third party.

1. Press the Transfer Key.
The other party is on hold and you receive dial tone. The LCD indicator lights steadily.

2. Dial the number of the telephone where the call is to be transferred.

3. Press the Transfer Key again, when you hear the ring, or after you talk to the person at the transfer number.
The LCD indicator goes from steady on to off.

If the person you attempt to transfer the call to is unavailable:

1. Press the Goodbye Key.

2. Press the Line (DN) Key to reconnect to the original call.
The LCD indicator goes from flashing to steady on.

Note: On the Meridian SL-100, press the Transfer Key, dial the number, and hang up. If you press the Transfer Key a second time, you get a three-way conference.

Transfer a call (M3903 and M3904)
Use the Transfer feature to direct a call to a third party.

1. Press the Transfer Key.
The other party is on hold and you receive dial tone. The screen displays Call on hold, dial number.

2. Dial the number of the telephone where the call is to be transferred.

3. Press the Swap Key to switch between talking with the original caller and the new caller. Press the Connect Key to complete the transfer.
The two callers are connected and your telephone is ready to make or receive new calls.

If the person you attempt to transfer the call to is unavailable:

1. Press the Goodbye Key.

2. Press the Line (DN) Key with the flashing icon to return to your original call.
Handle multiple calls

Use Call Waiting

The Call Waiting feature allows you to put your current call on hold while you answer an incoming call. This feature must be enabled by your network administrator.

To answer an incoming call while on another call:

1. Press the Hold Key when you hear the tone.
   The Call Waiting status icon appears in the display.
   
2. Press the Call Wait Key (CW for M3902) to answer the call.

To return to your first telephone call:

1. Press the Hold Key, if you want to put the second call on hold.
   
   or

2. Press the Goodbye Key to end the second call.

Forward calls (M3902)

The Call Forward feature allows you to direct your calls to ring at another Line (DN). If the telephone begins to ring, you cannot forward an incoming call in progress.

To forward all your calls:

1. Press the Forward Key.

Handle multiple calls

Forward calls (M3903 and M3904)

The Call Forward feature allows you to direct your calls to ring at another line (DN). If the telephone begins to ring, you cannot forward an incoming call in progress.

To forward your calls:

1. Press the Forward Key.
   
   The previously stored forward number appears, if one exists, and the screen displays Enter forward number.
2. If desired, use the Delete Key to delete each digit in the number shown and dial a new number. To edit the number, use the left or right Navigation Key to move the cursor without deleting digits. Press Cancel to leave this screen without forwarding your telephone.

3. Press the Done Key to activate Call Forward.

To view the number that your calls are being forwarded to:

CheckFw

Exit

To cancel Call Forward:

CheckFw

Canc1Fw

---

**Additional call features**

**Use Call Pickup**

The Call Pickup feature allows you to pick up a call from any telephone in the same Pickup Group or another Pickup Group. This feature must be enabled by your network administrator.

To answer a call in your own Call Pickup Group:

1. Lift the handset.

2. Press the Pickup Key.

To answer an incoming call in another Call Pickup Group:

1. Lift the handset.

2. Press the Group Pickup Key.

3. Dial the Pickup Group number of the telephone that is ringing.

**Note 1:** The network administrator assigns the Pickup Group number.

**Note 2:** This feature is not applicable on the Meridian SL-100 system.

To answer a call at a specific extension number within your Pickup Group:

1. Lift the handset.

2. Press the DN Pickup Key.

**Note 1:** The Meridian SL-100 uses the Directed Call Pickup Feature Access Code (FAC).

**Note 2:** If the pickup DN is invalid, you receive an overflow burst tone, and the screen displays Release and try again. Press the Goodbye Key.
**Set up a Conference call (M3902)**

You can set up a Conference call for up to six people (including yourself). Contact your network administrator to determine the maximum number of people your system allows on a conference call.

To set up a conference call:

1. Press the **Conference** Key while you are on a call.
   The other party is on hold and you receive a dial tone.

2. **Dial** the number of the person you want to add to the conference.

3. Press the **Conference** Key when the person answers.
   Everyone is able to join the conversation.

If the person you attempt to add to the conference is unavailable:

1. Press the **Goodbye** Key.

2. **Press the Line (DN) Key with the flashing icon to return to your original call.**

**Set up a Conference call (M3903 and M3904)**

You can set up a Conference call for up to six people (including yourself). Contact your network administrator to determine the maximum number of people your system allows on a conference call.

To set up a conference call:

1. Press the **Conference** Key while you are on a call.
   The other party is on hold and you receive a dial tone. The screen displays Call on hold, dial number.

2. **Dial** the number of the person you want to add to the conference.

3. Press the **Swap** Key to switch between talking with the original caller and the new caller. Press the **Connect** Key to complete the conference.
   Everyone is able to join the conversation.

If the person you attempt to add to the conference is unavailable:

1. Press the **Goodbye** Key.

2. **Press the Line (DN) Key with the flashing icon to return to your original call.**

**Join a call**

The **Call Join** feature allows you to connect an incoming call to a call already in progress thereby creating a conference call. In order to use Call Join, your telephone must be configured with either a second line (DN) or a Call Waiting Key.

To connect a call on hold (on a different line) to your current call:

1. Press the **Conference** Key.

2. **Press the Key** that has the caller you want to connect to your current call.

3. Press the **Conference** Key again (M3902), or press the **Connect** Key (M3903 and M3904).
   The person on hold joins your conversation.
Engage Group Listening

The Group Listening feature allows others to listen to a call through the speaker while you are speaking through the handset. Group Listening must be enabled by your network administrator. Please refer to "Activate Group Listening" on page 31 for instructions on activating the Group Listening option in the Options List.

To engage Group Listening while on a call:

Press the Handsfree Key. Everyone hears the caller over the speaker, but the caller only hears what is picked up by the handset.

Note: Because the Group Listening feature does not alert the caller that the conversation is being monitored, you must tell the caller that others are listening to the conversation.

Use the Voice Messaging control screens (M3903 and M3904)

The Voice Messaging control screens allow you to send commands while connected to your voice messaging system using the Soft Keys instead of the dial pad. Note: This feature is not available on the Meridian SL-100.

To use Voice Messaging controls:

1. Lift the handset.

2. Press the Message Key.

3. Use the dial pad to log in to your voice mailbox.

4. Press the Voice Message Key.

5. Press the Play Key to play your first new message.

Note: Use the More... Key to view additional message options.

6. Press the Stop Key to pause playback of the message. Press Play to resume playback.

or

Press the Last Key to go to the previous message. Press Play to playback the message or Press Last again to move to previous messages.

or

Press the Next Key to go to the next message. Press Play to playback the message or Press Next again to move to later messages.

or

Press the Delete Key to delete the current message.

or

Press the Skip Forward Key to advance three seconds in the current message.

or

Press the Skip Backward Key to rewind three seconds in the current message.

7. Press the Quit Key at any time to exit your voice messaging system. Your telephone is now ready to make or receive new calls.
Options List

The Options List allows you to customize certain characteristics of your phone. Screen prompts take you step-by-step through procedures and keep you informed on the status of the following settings: Language, Change feature key label, Screen contrast, Volume adjustment, Ring type, Call log options, Live dial pad, Preferred name match, Area code set-up, Call timer enable, Date/time format, Key click enable, Headset port on call, Headset port external alert and recorder interface, Call indicator light, On hook default path, and Display diagnostics.

To change any option's setting:

1. Press the Options Key.

2. Use the Navigation Keys to move up or down through the options list.

3. Press the Select Key when the desired option is highlighted.

4. Change the option's settings. Refer to the following pages for details. The display also provides you with information to adjust your selection.

5. Press the Done Key to save your changes.

6. Press the Quit Key or Options Key to exit.

Note: If you press the Quit Key or Options Key before you press the Done Key, you exit the Options List without saving your changes.

Select a language

The display is available in multiple languages. After you select Language... from the Options List menu,

1. Use the Navigation Keys to highlight the desired language (e.g., German).

2. Press the Select Key.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Change a Feature Key label

You can change the name on the Programmable Line (DN)/Feature Keys (self-labeled). These keys are located on both sides of the top portion of the display area.

To change a Feature Key label:

1. Use the down Navigation Key to highlight Change feature key label.

2. Press the Select Key.

This action takes you to the Feature Key menu and highlights Change feature key label.

3. Press the Select Key again.

The prompt asks you to select the key you want to change.

4. Press the Programmable Line (DN)/Feature Key whose label you want to change, (e.g., AutoDial).
5. Press the Dial Pad Key that is printed with the first letter in your new label. Press the key until the correct character appears.

6. Use the Case Key to change the case of the letter, as needed.

7. Press the right Navigation Key once to move the cursor (so you can enter the next letter) when the desired letter appears.

8. Repeat steps 5, 6, and 7 until you have changed the entire label.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Note: For a detailed example of using the dial pad to enter text into your M3900 Series telephone, please see “Add a Personal Directory entry” on page 39.

To restore one key label:

1. From the Feature Key menu, use the down Navigation Key to highlight Restore one key label.

2. Press the Select Key.

3. Press the Programmable Line (DN)/Feature Key (self-labeled) that you want to restore to the original label (e.g., Purchasing).

Press the Done Key to return to the Options List menu. Press the Quit Key or Options Key to exit.

Note: You cannot change the label on the primary DN. Press the Shift Key if the label you want to change is on the second layer of the Programmable Line (DN)/Feature Keys (self-labeled).

Adjust Screen contrast

The Screen contrast option allows you to adjust the contrast of the display on your telephone. After you select Screen contrast from the Options List menu:

From the Contrast screen, press the Lower Key to decrease the display contrast level, or press the Higher Key to increase the display contrast level.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Adjust volume

Note: After you select Volume adjustment... from the Options List menu, a list of adjustable items for your telephone model appears. It is recommended that you adjust these parameters while you are on a telephone call so that you can judge the impact of the changes you are making.

To adjust the Ringer volume:

1. Select Ringer from the Volume menu.

2. Press the Lower Key to decrease the ringer volume, or press the Higher Key to increase the ringer volume.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Use the procedure above to adjust the volume on the following items:

- Buzzer
- Speaker
- Handset listen
- Handsfree listen

- Headset listen
- Headset talk
- Headset sidetone

Note 1: Headset listen is adjustable on the M3903 and M3904 only.

Note 2: Headset talk and Headset sidetone are adjustable on the M3904 only.

Note 3: Headset sidetone (M3904 only) is the sound of your own voice that you hear in the headset speaker.
Choose Ring type

The Ring type option allows you to choose from among the various ringing sounds available for your telephone model. After you select Ring type... from the Options List menu;

1. Use the Navigation Keys to scroll through the list of ring types.

2. Press the Play Key to sample a ring tone.

3. Press the Select Key to activate the desired ring type (M3903 and M3904).

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Select Call Log options

The Call Log options (available on the M3903 and M3904) provides a choice of logging all incoming calls, logging only the unanswered calls, or not logging any calls. The Call Log holds up to 10 different incoming entries for the M3903 and up to 20 for the M3904. After you select Call log options from the Options List menu;

From the Log options menu, use the Navigation Keys to highlight and select either:

Log all calls

or

Log unanswered calls

Note: New call indication must be set to On, if you want Call Log notification.

Press the Done Key to save selection. Press the Quit Key or Options Key to exit.

Use Live dial pad

The Live dial pad option (available on the M3094) allows you to press any dial pad key to automatically access a dial tone. After you select Live dial pad from the Options List menu;

From the Live dial pad screen, press the On Key to turn on Live dial pad, or press the Off Key to turn off Live dial pad.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Select Preferred name match

The Preferred name match option (available on the M3904) displays the names of incoming and outgoing callers as stored in your Personal Directory, if the telephone number matches the one stored in your directory. This option allows you to personalize the displayed names for incoming and outgoing calls. After you select Preferred name match from the Options List menu;

From the Name match screen, press the On Key to turn on Preferred name match, or press the Off Key to turn off Preferred name match.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Set up area code

Using the Area code set-up option (available on the M3904) causes the Callers List and Calling Line ID (CLID) display show the number/extension followed by the area code/prefix in parenthesis. This makes it easier to identify local calls and internal calls. You can define up to three area codes. After you select Area code set-up from the Options List menu

1st Code: 408
2nd Code:
3rd Code:

Use the Navigation keys to place your cursor in the first line and use the dial pad to enter an area/country code of your choice.

Note: You can enter up to three codes of your choice.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.
Enable Call timer

The Call timer enable option measures how long you are on each call. After you select Call timer enable from the Options List menu:

- **On**
- **Off**

From the Call timer screen, press the On Key to turn on the Call timer, or press the Off Key to turn off the Call timer.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Select Date/time format

There are eight Date/time formats. Four formats are based on the 12 hour clock and four are based on the 24 hour clock. After you select Date/time format...

from the Options List menu;

Use the Navigation Keys to scroll through the eight formats.

Format 3

Press the Done Key to select the highlighted format. Press the Quit Key or Options Key to exit.

Enable Key click

The Key click option causes the handset or speaker to produce a clicking sound when you press the telephone keys. After you select Key click enable from the Options List menu:

- **On**
- **Off**

From the Key click screen, press the On Key to turn on Key click, or press the Off Key to turn off Key click.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Use Headset port on call

The Headset port on call option (available on the M3904) requires that a lamp-type accessory be connected to the headset port. When the Headset port on call option is activated and the user is on a call, the lamp lights providing an indication that a call is in progress. After you select Headset port on call from the Options List menu:

- **On**
- **Off**

From the On call screen, press the On Key to turn on Headset port on call, or press the Off Key to turn off Headset port on call.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Note: Additional equipment is required to implement this option. For more information please contact your Nortel Networks distributor.

Activate Headset port external alerter

When the Headset port external alerter option (available on the M3904) is activated, it supports a visual or audible alerter and/or recorder device. This device plugs into the Headset port, which is located on the bottom of the telephone. After you select Headset port ext alerter from the Options List menu:

- **On**
- **Off**

From the External alerter screen, press the On Key to turn on Headset port external alerter, or press the Off Key to turn off Headset port external alerter.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.

Note: Additional equipment is required to implement this option. For more information please contact your Nortel Networks distributor.

Use Call indicator light

You can control the incoming call indicator light (available on the M3904). After you select Call indicator light from the Options List menu:

- **On**
- **Off**

From the Indicator screen, press the On Key to turn on Call indicator light, press the Off Key to turn off Call indicator light.

Press the Done Key to save changes. Press the Quit Key or Options Key to exit.
Set On hook default path

The **On hook default path** option (available on the M3903 and M3904) automatically opens the voice path on either the Headset or on Handsfree when you press a Line (DN) Key. After you select **On hook default path** from the **Options List** menu;

From the **On hook path** menu, use the **Navigation** Keys to highlight and select either:

- Handsfree selected
- Headset selected

Press the **Done** Key to save selection. Press the **Quit** Key or **Options** Key to exit.

Display diagnostics

The **Display diagnostics** option tests the functionality of your telephone’s display screen and indicator lights. This option also provides information on the firmware currently in use on your M3900 series telephone. After you select **Display diagnostics** from the **Options List** menu;

Use the up or down **Navigation** Keys to scroll through the list and view the changing display screens.

Press the **Done** Key to return to the **Options List** menu. Press the **Quit** Key or **Options** Key to exit.

Activate Group Listening

The **Group Listening** feature allows you to talk on the handset to one party while other people listen to the conversation on your telephone’s speaker. The network administrator must enable this feature. After you select **Group Listening** from the **Options List** menu;

- From the **Group listening** screen, press the **On** Key to turn on Group listening, press the **Off** Key to turn off Group listening.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

**Note 1:** The Group listening selection will not appear in the Options List menu of your telephone unless this feature has been activated by your network administrator.

**Note 2:** This feature does not have a tone to inform the party on the other end of the call that the conversation is being monitored. You must tell the other party that others are listening to the conversation.
**Directory display and controls**

The M3904 has a three line display. When you press the **Directory/Log** Key, the following screen appears:

![Three line display](image)

The M3903 has a one line display. When you press the **Call Log** Key, the following screen appears:

![One line display](image)

**Identify specialized keys**

The **Navigation** Keys enable you to scroll through the features and application functions.

The **Copy** Key copies incoming or outgoing call numbers into your Personal Directory (available on the M3904).

The **Quit** Key ends an active application, which does not affect the status of the calls currently on your telephone.

**Use Directory password protection**

You can password protect your Call Log, Redial list, and Personal Directory.

**Note**: Password protection is only available on the M3904.

To enable password protection:

1. Press the **Directory/Log** Key.
2. From the **Directories** menu, use the **Navigation** Keys to highlight **Password Administration**.
3. Press the **Select** Key.
4. The **Password Administration** menu appears with **Password enabled**: **OFF** highlighted.
5. Press the **Select** Key again to select **Password enabled**: **OFF**.
6. **Dial** the password.
7. Press the **Enter** Key.
8. **Dial** (enter) the password again to confirm your password.
Manage Call Log

The Call Log records the name and number of incoming and outgoing calls and can be password protected on the M3904. You can activate Call Log to record all calls, record only the unanswered calls, or record no incoming calls.

The Callers List stores incoming calls, and the Redial List stores outgoing calls in order of date and time received/made. The oldest call is stored at the top of the list. The newest call is stored at the bottom of the list.

The M3904 Call log list holds up to 100 entries for incoming calls in the Callers List and 20 entries for outgoing calls in the Redial List. The M3904 can copy a number from the Callers List or Redial List and store it in the Personal Directory.

The M3903 Call log list holds up to 10 entries for incoming calls in the Callers List and 5 entries for outgoing calls in the Redial List.

Access and use the Callers List (M3903)

To access your Callers List:

1. Press the Call Log Key.
2. Use the Navigation Keys to highlight Callers List.
3. Press the Select Key.
4. Press the New Key to go to the top of the new calls list, or press the Old Key to go to the top of the old calls list.
Manage Call Log

To make a call from the Callers List:

1. Use the Navigation Keys to scroll through the Callers List and highlight the number you want to call.

   **Note:** If you are calling an external or long distance number, you will need to edit the number to add the access codes required by your system to make an external or long distance call.

2. Press the Dial Key to call the number selected. You leave the Callers List when you make the call.

To exit the Callers List without making a call:

Press the Quit Key.

or

Press the Call Log Key.

Access and use the Callers List (M3904)

To access the Callers List:

1. Press the Directory/Log Key.

2. Use the Navigation Keys to highlight Call Log (Callers List).

Select

Use the Redial List

To access the Redial List on the M3903:

1. Press the Call Log Key.

2. Use the Navigation Keys to highlight Redial List.

3. Press the Select Key.
Use the Personal Directory

The Personal Directory (available on the M3904) provides a personalized directory of names and telephone numbers. The Personal Directory allows you to add, delete, search, and edit entries and can be password protected. The Personal Directory holds up to 100 entries (an entry is one name and one telephone number). You can add a directory entry by copying the entry from your Callers List or Redial List. You can also add entries with the "Add New" Key or by using the Personal Directory PC Utility application. The Personal Directory PC Utility uses an accessory cartridge to connect your PC and your M3904 telephone. You can create a directory on your Personal Computer and transfer it to your M3904 telephone.

Access the Personal Directory

1. Press the Directory/Log Key.

2. Use the Navigation Keys to highlight Redial List.

3. Press the Select Key.

Add a Personal Directory entry

After accessing your Personal Directory:

1. Press the Add New Key.

2. Dial the new name.

Example:
To enter the name and telephone number for Chris:

1. Dial the name using the key pad.
2. Press the dial pad key with the desired letter repeatedly until that letter appears on the display.

3. Press the right Navigation key to go to the next letter.

Note: The cursor automatically advances to the next position, if a different-from-last key is pressed, or after a short pause.

4. Press the Next Key.

5. Use the dial pad to enter the telephone number associated with the name entered above.

Note: If you are adding an external or long distance number, be sure to include the access codes required by your system to make an external or long distance call.

6. When you have finished entering all of the digits, press the Done Key to save the changes.

7. Press the Quit Key or the Directory/Log Key to exit.

Add an incoming call

1. Press the Copy Key. The display shows the message Copy to.

2. Press the Directory Key when the prompt asks Copy to?.

3. Press Next to copy the incoming call without editing the name. Edit the number, if required (see note for step 4), and go to step 5. or

Press Clear to make changes to the name before saving. Add the name using the dial pad, Delete, and Case Keys as needed.

4. Press the Next Key. Make changes to the telephone number, if required.

Note: If you are copying an external or long distance number, be sure to include the access codes required by your system to make an external or long distance call.

5. Press the Done Key to save the entry in your directory.

6. Press the Quit Key or the Directory/Log Key to exit.

Note: You can edit the name or number before or after you save to the directory.
Delete or edit a Personal Directory entry

To delete a Personal Directory entry:

1. Use the **Navigation** Keys to highlight the entry you want to edit or delete.
2. Press the **Delete** Key to delete the currently highlighted entry in your Personal Directory.
3. Press the **Yes** Key to confirm the deletion.

To edit a Personal Directory entry:

1. Press the **Edit** Key to change the telephone number or name.
2. Use the **Navigation** Keys to highlight the character you want to change.
3. Use the **dial pad** to enter the desired changes. Refer to "Add a Personal Directory entry" on page 39 for an example of how to use the dial pad to enter names.
4. Press the **Next** Key. Edit the number if necessary.
5. Press the **Done** Key to save the changes.
6. Press the **Quit** Key or the **Directory/Log** Key to exit.

Delete your Personal Directory

To delete your Personal Directory:

1. Press the **Delete List** Key. The message Delete all entries? appears.
2. Press the **Yes** Key if you want to delete all the entries in your Personal Directory.
   or
   Press the **No** Key if you want to return to the top of the Personal Directory with no changes made.
3. Press the **Quit** Key or the **Directory/Log** Key to exit.

Use the Personal Directory to make a call

To use the Personal Directory to make a call:

1. Use the up or down **Navigation** Keys to highlight the desired name or number.
   **Note:** If you are dialing an external or long distance number, be sure that your directory entry includes the access codes required by your system to make an external or long distance call.
2. Press the **Dial** Key.
Use Card View

The Card View feature provides additional information about the Personal Directory entry.

To look at the Card View:

1. Highlight the name.
2. Press the right Navigation Key.

To dial from Card View:

1. Use the Navigation Keys to show the name and number of the currently selected entry in the Card View.

Note: If you are dialing an external or long distance number, be sure that your directory entry includes the access codes required by your system to make an external or long distance call.

2. Press the Dial Key to place the call.

To exit Card View:

Press the left Navigation Key to leave the Card View and return to the selected name.

Search for an entry

You can search for a particular entry in your Personal Directory.

To search for an entry:

1. Use the Navigation Keys to scroll through the Directories menu and highlight Personal Directory.

2. Press the Select Key.

3. Use the dial pad to enter the first letter of the name you are seeking. For example, press 2 twice to go to the first entry that begins with the letter "B".

Copy a number from the Redial List

You can copy a number from the Redial List to the Personal Directory.

To copy a number from the Redial List:

1. Use the Navigation Keys to highlight the name or number in your Redial List that you want to copy to your Personal Directory.

2. Press the Copy Key.

3. Press the Directory Key when the prompt asks Copy to?.

4. Press Next to copy the incoming call without editing the name. Edit the number, if required (see note for step 5), and go to step 6.

or

Press Clear to make changes to the name before saving. Add the name using the dial pad, Delete, and Case Keys as needed.

5. Press the Next Key. Make changes to the telephone number, if required.

Note: If you are copying an external or long distance number, be sure that your directory entry includes the access codes required by your system to make an external or long distance call.

6. Press the Done Key. The entry is saved to your Personal Directory and you are returned to the Redial List.
Set-to-Set Messaging

With the Set-to-Set Messaging application activated (available on the M3903 and M3904), an internal caller using an M3903 or M3904 telephone receives a quick visual message, which you have selected, whenever they dial your telephone number. The length of your message is limited to 24 characters. The message is entered through the dial pad keys using a process similar to the one used for entering names in the M3904's Personal Directory. Only one message can be stored in your telephone's memory.

You can check your Call Log to determine whether or not a caller was sent the set-to-set message. A * (M3903) or (40) (M3904) will appear beside the call log entry of the callers who saw your message. **Note:** This feature is not available on the Meridian SL-100.

**To activate Set-to-Set Messaging:**

1. Press the Applications Key.

2. From the Applications menu, use the Navigation Keys to highlight Set to Set Messaging.

3. Press the Select Key. The Set-Set Message screen appears indicating the status of the feature (on or off) and whether or not a message is stored (defined) in memory.

**Note:** On the M3904, if you have activated password protection on your Directory/Log, you will need to enter your password to continue.

4. Press the Edit Key to enter a new message or edit the stored message.

5. From the Edit Mode screen, use the dial pad to enter a text message. Press the Delete Key to delete a character. Press the Case Key to toggle between upper and lower case characters. Press the Cancel Key to exit the screen without saving changes.

**Note 1:** Please refer to “Add a Personal Directory entry” on page 39 for detailed instructions on using your telephone's dial pad to enter text.

**Note 2:** Press the Up Navigation Key to access special characters you may want to include in your message.

6. Press the Done Key. Your message is saved and you return to the Set-Set Message Screen.

7. Press the On Key/Off Key to toggle the Set-to-Set Messaging status between On and Off.

**Note:** If a message has not been defined, the On or Off Key will not appear. Use the Edit Key to enter a message before activating Set-to-Set Messaging.

8. Press the Quit Key or the Applications Key to exit the Set-to-Set Messaging application.

**Note:** If you press the Quit Key or the Applications Key before you press the Done Key, you exit the application without saving your changes.
Corporate Directory

The Corporate Directory application (available on the M3903 and M3904) allows you to search by entering the characters in the name of the person you are calling, beginning with the last name. Once you have located the name and number of the person, you may use the dial soft key to call the number. On the M3904, you may copy an entry from the Corporate Directory and paste it into your telephone's Personal Directory for quick access. **Note:** This feature is not available on the Meridian SL-100 at this time.

To use the Corporate Directory application:

1. Press the **Applications** Key.

2. From the **Applications** menu, use the **Navigation** Keys to highlight Corporate Directory.

3. Press the **Select** Key. The **Cor Dir Find** screen appears.

4. Use the **dial pad** to enter the name of the person you want to call. Enter the last name first. Separate the last name and first name with a comma.

   **Note 1:** The comma is the first character on the **1** Key on your dial pad.

   **Note 2:** You do not need to enter the entire name. When the **Done** Key is pressed, the application will highlight the first directory entry that matches the text that you entered.

5. Press the **Done** Key. The application highlights the first directory entry that matches the text you entered in step 4. If there is no match, the screen displays No matches found for... (the text that you entered).

6. Use the **Navigation** Keys to scroll through the directory.

   **Note:** The entire directory is available. The "find" process determines which directory entry to select as your starting point.

7. If desired, use the right **Navigation Key** to move from "list" view to "card" view. In card view, the telephone and department numbers for the entry are viewable. Use the left **Navigation Key** to return to list view.

   **Note:** While you are in card view, you may use the up or down **Navigation Keys** to scroll through directory entries.

8. Press the **Dial** Key to call the person whose name is highlighted or press the **NewFind** Key to return to the **Cor Dir Find** screen.

9. Press the **Quit** Key or the **Applications Key** to exit the Corporate Directory application.

10. With the entry selected in the Corporate Directory, press the **Copy** Key.

11. In the **Copy to** screen, press the **Directory** Key to copy the name and telephone number to your Personal Directory. After you complete editing and entering the name and telephone number, you are returned to the Corporate Directory.
Virtual Office

The Virtual Office feature allows you to log into a specially designated M3903 or M3904 telephone. When you log into the telephone your individual configuration is downloaded to the telephone for line (DN) and feature access. Virtual Office is ideal for use on a telephone which may be assigned to different users depending on the hour-of-the-day or the day-of-the-week.

To logon to the Virtual Office telephone:

1. Lift the handset.

2. Dial the Virtual Office Terminal Log IN (VTLN) FAC on the Meridian 1 or the Virtual Office Worker IN (VOWIN) FAC on the Meridian SL-100.

3. From the VTN Login screen, Enter your password using the telephone's dial pad.

   On the Meridian SL-100, you will receive dial tone. Enter the authorization code, if required on your system; then, after you receive dial tone, Enter your personal authorization code.

   **Note:** If you make a mistake while entering a code or number on the Meridian SL-100, press the [Key] and then re-enter the code.

4. The screen will prompt you to Enter your User ID. Use the dial pad to Enter the primary line (DN) assigned to your Virtual Office telephone.

5. On the Meridian SL-100 only, after you receive dial tone, Enter your passcode.

   Once your login information is verified, your Line (DN) Key(s), Features, and associated soft labels are downloaded to the telephone.

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To logoff the Virtual Office telephone:

1. Lift the handset.

2. **Dial** the Virtual Office Terminal Log off (VTLF) FAC on the Meridian 1 or the Virtual Office Worker OUT (VOWOUT) FAC on the Meridian SL-100.

   or

   If available, **Press** the autodial key which has been configured to dial the VTLF FAC.

   **Note:** You can not be logged on to more than one Virtual Office telephone at any time. If you attempt to log on to a second Virtual Office telephone you will receive a Same user already login, message. Contact your network administrator to be logged off the previous Virtual Office telephone.

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Note 1: If your Virtual Office telephone is configured as an M3903, you may only login to an M3903. If your Virtual Office telephone is configured as an M3904, you may only login to an M3904.

Note 2: If two or more users are attempting to login at the same moment, the system processes the login information for the first user. The other users will receive a System busy, try later message. Wait a moment and try to login again.
Secure your telephone

You can lock your telephone with a password to prevent unauthorized use of your telephone. **Note:** The Meridian SL-100 does not support this feature.

To lock your telephone:

1. Lift the handset

2. **Dial** the Lock Flexible Feature Code (FFC) and your Electronic Lock Password.

   **Note:** If you perform this operation from someone else’s telephone, dial your line (DN).

3. Press the **Goodbye** Key.

To unlock your telephone:

1. Lift the **handset**

2. **Dial** the Unlock Flexible Feature Code (FFC) and your Electronic Lock Password.

   **Note:** If you perform this operation from someone else’s telephone, dial your line (DN).

3. Press the **Goodbye** Key.

To change your password:

1. Lift the **handset**

2. **Dial** the Password Change Flexible Feature Code (FFC) and your current password. **Dial** your new password twice (for verification).

3. Press the **Goodbye** Key.