The Meridian Business Set – M5009 is designed to be practical, functional, and convenient. It has large keys, an adjustable volume control, and distinctive visual indicators. The M5009 is capable of dialing numbers automatically, setting up conference calls, and even notifying you when a number you have dialed is no longer busy. Line keys are identified with numbers and feature keys with letters (and numbers where appropriate).

Your phone will not have all the available features on it. This card will help you get started on your M5009. Consult the user guide for detailed information on how to use each feature installed on your M5009.

Making Calls

With your Meridian Business Set you can either pick up the receiver or press a line key to dial a number. If you press a line key to make a call (you’ll hear a dial tone), you can pick up the receiver after you have dialed.

To disconnect from calls with your Meridian Business Set you can either hang up or press R or P (Release). Either action will disconnect you.

Setting the volume controls

The loudness of any sound coming through the speaker may be adjusted using the volume controls. To set the ringing volume, have someone call you or wait until you receive a call, then

1. Press either $ or $ until the volume is at a level you like.

The volume remains set until you adjust it again. To adjust the speaker, listen to dial tone or a voice through the speaker and repeat Step 1. After Step 1, press both ends of the volume control at the same time to set the levels.

Monitoring Calls

If a person you are talking to puts you on hold or if you want to listen to a conference call, you can monitor the calls through the speaker. This way you can listen for the person who put you on hold to return to the call, or you can listen to a conference call through the speaker.

You are talking to someone on the phone,

1. Press Hold.
   The line indicator flashes.
2. Hang up.
3. Press the line key the call was on.
   The indicator goes on.
   You are now listening through the speaker.
Putting a Call on Hold

You are talking with someone and you want to place the call on hold.

1. Press Hold.
   The indicator flashes.
   Press the original line key to get back to the caller you put on hold.

Holding a call to make a second call

You are talking with someone and you want to place the caller on hold while you make a second call.

1. Press another line key.
   The indicator goes on and the indicator next to the first line key flashes.

   The first call is automatically put on hold. You can hang up if you want.

2. Dial the number of the second person you want to talk to.

   To return to any held call,
   3. Press the line key next to the flashing indicator.

Holding a call to answer a second call

You are talking with someone, and another call comes in. You hear a buzz through the speaker. A line indicator flashes.

1. Press the line key.
   The indicator goes on and the indicator next to the first line key flashes.

   You are now connected to the second call and the first call is still on hold.

   To return to the first call,
   2. Press the line key next to the flashing indicator.

The M5009 in your working environment

In your organization, it's possible that your phone is set up so other people have the same phone number on their phone as you do. Check to see how YOUR phone works.

If you share the same phone number with other people in your office, your phone will be configured in one of the three following ways:

Like a party-line — You can listen in when someone else is talking. You have to wait until they hang up before you can make a call.

Like a private line — You can each get calls and make calls whenever you want without the others listening in.

Like a semi-private line — No one else can listen in on your calls but you can only get or make calls when someone else isn't using their line.

Trouble-shooting

Before calling your service technician, always make sure the connection between the wall jack and your phone is secure. Also ensure that the transformer is plugged into the wall.

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Note: This document is based on BCS 26 software.
If someone calls while you are out or busy on your phone, the caller can leave a Call Request on your phone. This request is indicated to you when the Msg Wait indicator on your phone goes on. You can dial the Answer Call Request code to automatically dial the person who called you.

Use these keys...

4120

1 2 3
4 5 6
7 8 9
* 0 #

The number on the main line key (4120) is an example.

1. Press the main line key.
   The indicator goes on.

2. Dial the Answer Call Request code number (**). 
   The number of the person who called while you were out or busy on the phone is dialed automatically.
   If the Msg Wait indicator stays on when you are finished your call, you have more Call Requests. Repeat the procedure to answer additional Call Requests.
   If the person's line is busy or there is no answer, hang up. The message will stay on your phone and you can try again later.

Enter the Answer Call Request code in the space provided above. Your system administrator will provide you with the code. To leave a Call Request see page 9.

Continued...
Use these keys...

1. **To cancel all Call Requests left on your phone**

   The Key Wait indicator is on.
   1. Press the main line key.
      The indicator goes on.
   2. Dial the Cancel Call Request code number (**1234**).
      You hear two beeps as confirmation.
      All Call Requests are canceled.
   3. Hang up.

   The number on the main line key (4126) is an example.

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Use these keys...

1. **To store a number**

   Without picking up the receiver,
   1. Press **Auto Dial**
      The Auto Dial indicator flashes.
   2. Dial the number you want to store.
   3. Press **Auto Dial**
      The Auto Dial indicator goes out.
      To erase a previously stored number, press Auto Dial, then press **1234**. The stored number can have up to 24 digits.

2. **To automatically dial a number**

   1. Press any line key.
      The line indicator goes on.
   2. Press **Auto Dial**
      The number is automatically dialed.
   3. Pick up the receiver.

---

You can store one frequently used number and dial it by pressing one key. For example, you can store a frequently called colleague's number to save you looking up the number.
With an automatic line, one key is assigned to automatically dial one specific number when you press it. For example, the automatic line could automatically connect you to another branch of your organization. The number that is dialed is selected by your system administrator.

Use this key...

| Auto Line |

**to use the automatic line**

1. **Press the Automatic Line key.**
   - The indicator goes on.
   - The assigned number is automatically dialed.

2. **Pick up the receiver.**

   Automatic Line numbers are not "stored" by you. They are selected by your system administrator. Only your system administrator can change the number.

   Your Automatic Line key could have a person, number or location on it, instead of Auto Line.

---

You can break into a phone call in your organization. For example, you may need to talk to someone in an emergency.

Use this key...

| Override |

**to use Busy Override**

You need to speak to someone but you hear a busy signal when you dial his or her number. Don’t hang up.

1. **Press Override.**
   - The people on the call hear a tone notifying them that someone is about to enter their call.

   You are connected to the call.

   If you want to talk privately with the person you called, press Override again. The other person on the line will be disconnected.

   If you try to override a telephone which cannot be interrupted, you will hear a fast busy signal. Check with your system administrator to see what lines cannot be interrupted.

2. **Hang up.**
   - The other people on the call stay connected.
You can forward your calls to another phone. For example, if you're going to a meeting, you can have your calls forwarded to a colleague. If you haven't turned on Call Forward and you are busy on a call or you don't answer your phone, your calls may be forwarded to a predetermined number. Check with your system administrator.

**Use these keys...**

**to forward your calls**  
**Without picking up the receiver,**

1. **Press** [Call Fwd]  
   The Call Fwd indicator flashes.

2. **Dial the number that you want your calls forwarded to.**

3. **Press** [Call Fwd]  
   The Call Fwd indicator goes on.  
   The Call Fwd number is stored.  
   You can still make calls. Calls to all your lines should be forwarded automatically. Check with your system administrator.

   If you always forward your calls to the same number, don't dial the number; just press Call Fwd twice. Your calls will be forwarded to that number automatically.

**to cancel Call Forward**  
**The Call Fwd indicator is on.**

1. **Press** [Call Fwd]  
   The Call Fwd indicator goes out.

You can move a call made to one of your lines and pick it up on another phone. For example, you can take an order over the phone at the front desk and then go to the stockroom to see if the product is in stock. Once in the stockroom, you can pick up a phone and return to the call that was originally made to your phone at the front desk.

**Use these keys...**

**to use Call Park**  
**While you are talking with someone,**

1. **Press** [Call Park]  
   You hear two beeps followed by silence. The line indicator goes out.

2. **Hang up.**

**to retrieve a parked call**

1. **Press a line key on another phone.**  
   The line indicator goes on.

2. **Press** [Call Park]  
   You hear three beeps. The Call Park indicator goes on.

3. **Dial the number of the phone you parked the call on.**

   You are now connected to the person whose call you parked.

   If you don't pick up a parked call within a specified time, the call will ring back on your original phone. The time is specified by your organization.

   You can park only one call per line at a time. You may have to dial a code before retrieving a parked call. Check with your system administrator.
Telephones in your organization can be arranged in Call Pickup groups. For example, you and your nearby colleagues could be a Call Pickup group. You can use your own phone to answer any ringing phone in your Call Pickup group, so you don’t have to get up to answer the call.

Use these keys...

1234

Pickup

The number on the line key (1234) is an example.

to answer a call in your group

You are covering the phones in your office and a phone in your Call Pickup group rings.

1 Press any line key.

The line indicator goes on.

2 Press Pickup

You are connected to the call.

If you called someone who was out or busy on the phone, you can leave a Call Request on that person’s phone. Your Call Request will turn on the Msg Wait indicator on his or her phone. The person will know somebody called and can get back to you.

Use these keys...

Conf 3

1 2 3

4 5 6

7 8 9

* 0 #

1 Press Conf 3

The Conf 3 indicator goes on and the line indicator flashes. You hear three beeps and a dial tone.

2 Dial the Call Request code number (____).

You hear two beeps.

Your Call Request is now left at the person’s phone. Their Msg Wait indicator goes on. When he or she answers the Call Request, your phone will ring.

Call Request works only if you call the person directly. If you are transferred to the person you wanted to talk to and the line is busy, you cannot leave a message.

Enter the Call Request code in the space provided above. Your system administrator will provide you with the code. To answer a Call Request see Page 1. In Step 1 you may have to press Transfer instead of Conf 3.

Continued...
Use these keys...

to cancel a Call Request you left on another phone

1 Press the main line key.  
The line indicator goes on.

2 Dial the Cancel Call Request code number (____).  
   You hear three beeps followed by a dial tone.

3 Dial the number of the person you wanted to talk to but couldn't get through to.  
   You hear three beeps.  
The Call Request is now canceled.

Enter the Cancel Call Request code in the space provided above.  
Your system administrator will provide you with the code.

The number on the line key (4126) is an example.

Use these keys...

to transfer a call

You want to transfer the person you are talking to.

1 Press Transfer.  
   You hear three beeps followed by a dial tone.  
The Transfer indicator goes on and the line indicator flashes.

2 Dial the number of the person you want to transfer the call to.  
   When the person answers, you can talk privately.  
The people on your original call cannot hear your conversation.
   If the line is busy or if the person doesn’t answer, press Rls and then the flashing line key to return to the person you were talking to.

3 Press Transfer.  
The Transfer indicator goes out and the line indicator goes on.  
All three people are connected.

4 Hang up.  
The line indicator goes out.  
The two other people on the call are still connected.

In Steps 1 and 3 you may have to press Cont 3 instead of Transfer.  
Check with your system administrator.
You are on the phone and a second call comes in. You can answer the second call without disconnecting the first call. This will enable you to use your phone without worrying if you are expecting an important call.

Use these keys...

**to use Call Waiting**

You hear a tone through the speaker (repeated once after 10 seconds) that notifies you a call is waiting. The Call Wait indicator flashes.

1 Press **Call Wait**

You are connected to the second call and the first call is automatically put on hold.

To return to the first call and put the second call on hold,

2 Press the original line key.

You can alternate between the two calls by pressing the line key to talk to your original caller, and then Call Wait to talk to the person who called while you were on the phone.

To end either call,

3 Press Rls while connected to that call.

The number on the line key (1234) is an example.

You can set up a phone call between yourself and up to 29 other people. For example, you may want to talk to all the branch office managers at once.

Use these keys...

**to make a Conference call**

You are talking to someone and you want to add another person to your call.

1 Press **Conf**

You hear three beeps followed by a dial tone. The Conf indicator goes on and the line indicator flashes.

2 Dial the number of the person you want to add to the call.

When the person answers, you can talk privately. The people on your original call cannot hear your conversation.

If the line is busy or if the person doesn't answer, press Rls and then the flashing line key, to return to the first call.

To add the person to the conference call,

3 Press **Conf**

The Conf indicator goes out and the line indicator goes on.

All people are now connected on a conference call. For every person to be added to the call, repeat Steps 1 through 3.
You can talk to a designated person using Intercom and he or she will hear you through the speaker on his or her phone. For example, an intercom can be set up between two security desks. The person called is selected by your system administrator.

**Use these keys...**

**to make an Intercom call**

1. Press **Intercom**.
2. Pick up the receiver.

*The Intercom indicator goes on. You hear the phone ringing.*

If the person called does not answer within a few seconds, the call will be automatically connected to their intercom. If the person is busy on the phone, you will hear their phone continue to ring.

**to answer an Intercom call if you are not using your phone**

You hear ringing and the Intercom indicator flashes.

1. Press **Intercom** or wait a few seconds to be automatically connected.

*The Intercom indicator goes on.*

You hear the caller's voice through the speaker.

If you want to respond,
2. Pick up the receiver.

Continued...
Telephones in your company can be arranged in Intercom Groups. You can call another person within your Intercom Group by dialing a code assigned by your organization. For example, your project team could be an Intercom Group.

**To call someone in your Intercom Group**

1. **Press** **I/C Group**
   The I/C Group indicator goes on.
2. **Dial the code of the person you want to talk to.**
   You hear ringing.
   Your system administrator will provide you with the code.
3. **Pick up the receiver.**

**To answer an Intercom call**

You hear ringing and the I/C Group indicator flashes.

1. **Press** **I/C Group**
   The I/C Group indicator goes on.
   You hear the caller’s voice.

   If you want to respond,

2. **Pick up the receiver.**
   You can belong to more than one Intercom Group. Your phone will have a separate I/C Group key for each group.

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If you want to redial a number you just called, you can call the number again by pressing one key. For example, you were talking to someone and remembered later that you forgot to tell him or her something. You can redial that person’s number by pressing one key. Your system administrator will tell you if you can use Last Number Redial on outside calls.

**To redial a number**

You want to speak to the last person you called.

1. **Press the line key originally used to call the person.**
   The line indicator goes on.
2. **Press** **#** **#** **#** **#**
   The last number you called on that line is redialed.

The number on the line key (1234) is an example.
You can make your phone appear busy to all callers except those using the intercom. For example, you may be preparing for an important meeting and don’t have time to answer any calls.

Use these keys...

1. Press **Make Busy**
   
The **Make Busy** indicator goes on.
   
   All callers to your phone will hear a busy signal unless you share a line with other people.

   If a call comes in on a line you share with others, your indicator flashes but your phone will not ring. The caller will hear ringing. You can still make or answer calls normally.

2. Press **Make Busy**
   
The **Make Busy** indicator is on.

   - Press **Make Busy**
   
   The **Make Busy** indicator goes out.

If you are out or don’t answer your phone, someone can leave a message for you at your Message Center. You can see if a message is waiting for you at the Message Center by checking to see if your **Msg Wait** indicator is on.

Use these keys...

1. Press any line key.
   
The line indicator goes on.

2. Dial the Message Center’s number (______).

3. Ask the attendant for your messages.
   
The Message Center will turn off your **Msg Wait** indicator.

When you dial the Message Center’s number, you may hear your message from a recording. Enter the Message Center’s number in the space provided above. Your system administrator will provide you with the number.

The number on the line key (1234) is an example.
If you share a line with other people who can access your calls, you can use the Privacy key to make sure your calls are private.

Use this key...

| **Privacy** |

**to make your calls private**

You are talking with someone and you don’t want anyone to join your call.

1 Press **Privacy**

You hear two beeps. The line indicator stays on. No one can enter your call.

**to cancel privacy**

1 Press **Privacy**

If other people have the same line that you have, you can let them join your calls by using Privacy Release. For example, if you are talking to someone you can include a colleague in your call.

Use these keys...

| **Priv Rls** |

**to use Privacy Release**

You are on a call.

1 Press **Priv Rls**

Your colleague’s line indicator flashes.

**to join the call, your colleague must**

1 Press the line key next to the flashing indicator.

You can add only one person at a time to a call. Press Priv Rls each time you want to add another person.

The number on the line key (1234) is an example.
If you call someone in your organization whose phone is busy, Ring Again notifies you when the line is free. You can then dial the number automatically. For example, Liz needs to get in touch with Jeff and his phone is busy. Liz uses Ring Again to dial his number as soon as it is free. Your system administrator will tell you if you can use Ring Again on outside calls.

Use these keys...

Use these keys...

to use Ring Again

You have called someone and the line is busy.

1. Press Ring Again
   The Ring Again indicator goes on and the line indicator goes out.
   You can make or answer calls while you wait.

   When the line is free, you'll hear a tone and the Ring Again indicator
   flashes.

2. Press a line key.
   The line indicator goes on.

3. Press Ring Again
   The number is automatically dialed.
   You must press Ring Again within a specified time after you hear
   the tone or the call is canceled. The time is specified by your
   organization. You can only Ring Again one call at a time.

Use these keys...

to cancel Ring Again

Before you hear the tone,

1. Press Ring Again or ignore the tone.
   The Ring Again indicator goes out.

Use these keys...

to store a Speed Call number

Without picking up the receiver,

1. Press Speed Call
   The Speed Call Indicator flashes.

2. Dial the code number you want associated with the telephone
   number you are storing.
   You can store 19 phone numbers. The codes you'll use for them
   are 0-9. You might be able to store more numbers using codes
   00-69. Check with your system administrator. A stored number
   can have up to 24 digits.

3. Dial the telephone number.

4. Press Speed Call
   The Speed Call Indicator goes out.
   The Speed Call number is stored.

To change a number, just store a new number against an existing
code. To erase a number, press Speed Call, dial the code
associated with the phone number, and press 11.

Enter your Speed Call codes and numbers on the chart on the
Quick Reference Card.

Continued...
You can dial a frequently used phone number by pressing one key and a code number. For example, you may want to Speed Call some of your suppliers.

**Use these keys...**

- 1234
- Speed Call
- 1 2 3 4 5 6 7 8 0 *

The number on the line key (1234) is an example.

**to make a Speed Call**

1. Press any line key.
   The line indicator goes on.

2. Press Speed Call
   The Speed Call indicator goes on.

3. Dial the code associated with the number you want to call.
   The Speed Call indicator goes out.
   The number is automatically dialed.

You can find out if a person is busy on a call before you attempt to include them on a conference call or transfer a call to them, with a single key. Station Busy Indication checks all the lines on the person's phone. The phone that is checked is selected by your system administrator. You cannot call a person using this key.

**Use this key...**

- Station

**to determine if a phone is busy before calling**

1. Press the Station Busy Indication key.

   If the person is not on the phone, you hear a tone through the speaker and the indicator flashes for five seconds.

   If the person is on the phone, the indicator goes on. When the line is free you hear a tone through the speaker and the indicator flashes for five seconds.

   The label on the Station Busy Indication key (Station) is an example. Your Station Busy Indication key could have a name, number, or a location on it.
You can add another person to a call you’re on, so three of you can talk together. You can talk privately to the person you are adding to the call. For example, you have called a supplier and want to include your manager in the conversation.

Use these keys...

1. **Press** [Conf 3]
   - You hear three beeps followed by a dial tone. The Conf 3 indicator goes on and the line indicator flashes.

2. **Dial the number of the person you want to add to the call.**
   - When the person answers you can talk privately. The person on your original call cannot hear your conversation.
   - If the line is busy or if the person doesn’t answer, press Rls and then the flashing line key to return to the person you were talking to.

3. **Press** [Conf 3]
   - The Conf 3 indicator goes out and the line indicator goes on.
   - All of you are now connected.
   - If you press Conf 3 again, you will disconnect the person you added to the call.
   - If you were added to a Three-way conference call, you may be able to press Conf 3 and add even more people to the call. Check with your system administrator.

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