NØRTEL MERIDIAN

M5216
Meridian Business Set
User Guide
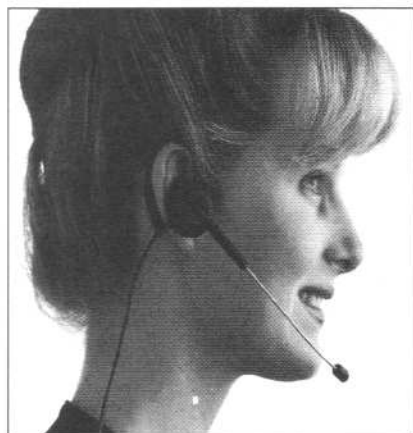
N☉RTEL
NORTHERN TELECOM

The M5216 telephone offers powerful call handling capabilities. It is equipped with fourteen feature/ directory number keys which can be provisioned with the features and DNs you require. Program and Mute keys are provided for increased user control. A two-line display shows you useful status information about your calls. The M5216 also features a speaker for on-hook monitoring and dedicated headset capabilities.

A single line set with multi-line capability, the M5216 can be used as an Automatic Call Distribution (ACD) set or as a central answering position. Combined with up to two M522 Meridian Mate Expansion Modules, the M5216 is also recommended as a mini-console.

*In **Using your M5216 telephone**, this guide first takes you through the basic features of the M5216 telephone. You can then learn how to customize your set using the information in **Setting up local features**.*

*When the M5216 is used in the ACD environment, consult **Supervisor ACD features** to learn about the features which assist you in monitoring your agents and in managing your ACD groups. Features available to agents using the M5216 are described in **Agent ACD features**.*

***Centrex features** describes some of the standard business features which can be installed on the M5216 such as Speed Dial, Transfer, and Conference Calling.*

Note that some of the features contained in this guide may not be available to you. Also note that your service provider may have provisioned your set with features which are not described here. Contact your System Administrator or Customer Service Representative if you need more information.
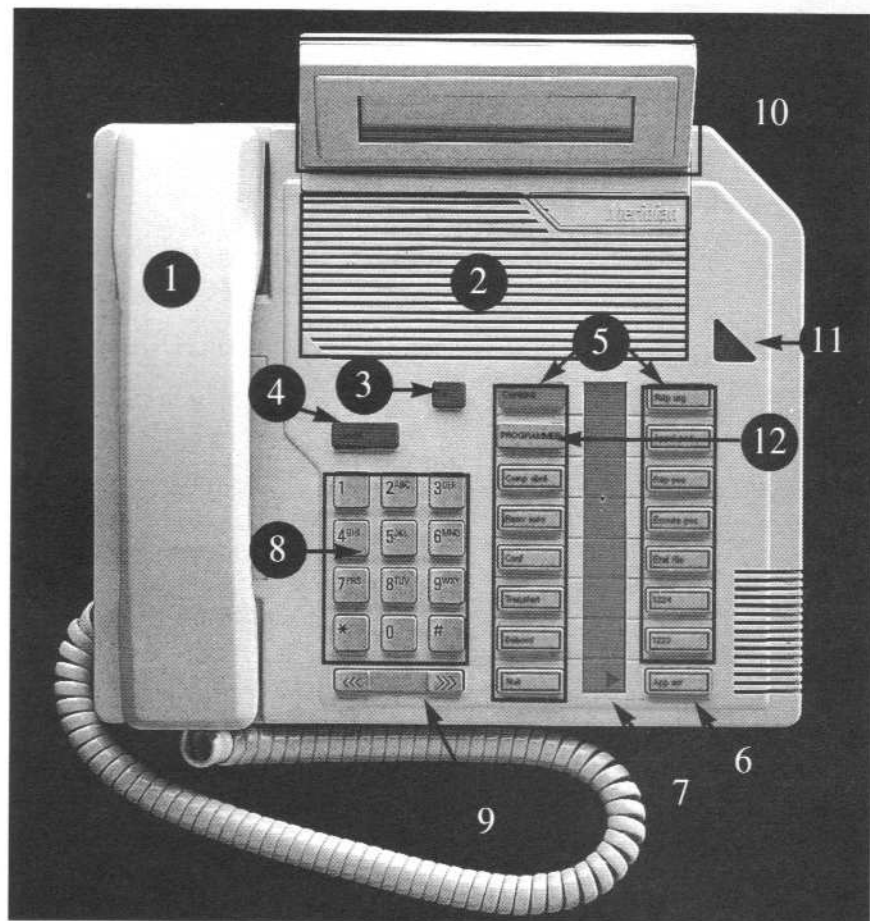
Table of contents

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

2. Speaker turns on when you press an available directory number key. You can hear when the other party answers and pick up the handset to speak.

3. Release key cancels active calls.

4. Hold key keeps a caller on the line.

5. Feature/Directory Number keys let you use provisioned ACD/ business features or to make and receive telephone calls.

6. In Calls/PDN key is the line where incoming calls are presented. Outgoing calls cannot be originated from this key in the ACD environment.

7. Feature/Line Indicators. The ◀ indicator appears beside active lines or features located to the left of indicator display while the ▶ indicator appears beside those located to the right. A steady ◀ or ▶ usually means that the feature or line is active. A slow flashing ◀ or ▶ usually means the line is ringing. A fast flashing ◀ or ▶ usually means the line is on hold or a feature is being programmed.

8. Dial Pad gives you easy push-button dialing and programming.

9. Volume Key adjusts the speaker, ringer, handset, or headset volume. It is also used to scroll through setup functions shown on the display.

10. Display shows useful information about your calls or features.

11. Alerter flashes when the telephone rings.

12. Program allows you to enter programming mode.

Answering a call on a DN

To signal an incoming call on a Primary Directory Number (PDN) or Secondary Directory Number (SDN), your M5216 rings (or provides an alerting beep when you are active as an ACD agent), the alerter light flashes, and the indicator beside the DN key blinks.

To answer a call using the handset:
1. Lift the handset.
2. Press the DN key.

To answer a call while using the headset:
1. Press the DN key.

Making an outgoing call on a DN

Using your handset:
1. Lift the handset. The PDN key is selected automatically.
2. If you want to select a DN other than the PDN, press the appropriate DN key.
3. Dial the number.

Using your headset:
1. Press the PDN or SDN key.
2. Dial the number.

Answering an ACD call

To signal an incoming ACD call, your M5216 rings, the alerter light flashes, and the indicator beside the [In Calls] key blinks.

To answer a call using the handset:
1. Lift the handset.

To answer a call while using the headset:
1. Press [In Calls] .

Note that in some systems, the Call Forcing feature is used to make answering calls more efficient. If it used in your system, you hear a short tone through the headset which informs you that an ACD call is being presented. You are then immediately connected to the call.

Placing a call on hold

Using the Hold key to put a call on hold:
1. Press [Hold]. The indicator flashes beside the line on hold and you can use other lines or features.
2. Press the line key with the flashing indicator to return to the held call.

Using Automatic hold:
1. Press another line key. The indicator flashes beside the line on hold and you can use other lines or features.
2. Press the line key with the flashing indicator to return to the held call.

Ending a call

1. Hang up or press [Rls].

Note that when Call Forcing is in use, there is at least a 2.5 second delay before the next call is presented.

Setting the ringing volume

1. Press [« »] up or down while the telephone is ringing. The display shows the adjusted ringing volume level, which remains in effect until the next adjustment.

Setting the handset volume

1. Press [« »] up or down while using the handset on a call. The display shows the adjusted handset volume level, which remains in effect until the next adjustment.

Setting the headset speaker volume

1. Press ⟪ ⟩ up or down while using the headset on a call.
    The display shows the adjusted headset volume level, which
    remains in effect until the next adjustment.

Setting the On-hook monitoring volume

1. Press any available line key.
2. Press ⟪ ⟩ up or down to adjust the volume. The display
    shows the adjusted monitoring speaker volume level, which
    remains in effect until the next adjustment.

Tones that you hear when using the M5216

Dial tone   A continuous tone which means you can dial your call.

Busy tone   A tone which repeats once per second to indicate
              that the number you dialed is busy.

Reorder tone A fast busy tone which indicates that your call cannot
              proceed, you attempted to use a restricted feature, or you
              used a feature improperly.

Confirmation Two short beeps followed by silence informs you
tone   that the feature you used was successfully completed.

Ring Again   One long and two short *pings* indicate that the line for
tone   which you left a Ring Again request has come free.

Special tone Three beeps followed by a dial tone indicate that
              you can proceed with the feature you have activated.

Display features

The M5216 has an tiltable two-line display which shows you helpful information about incoming calls or the features you activate. If your organization has installed the Calling Name/Reason Display features, for example, your display shows the following information when you have forwarded an incoming call to another telephone in your system:

```
HELEN JONES 12345
FORWARD JIM HUNTER 54321
```
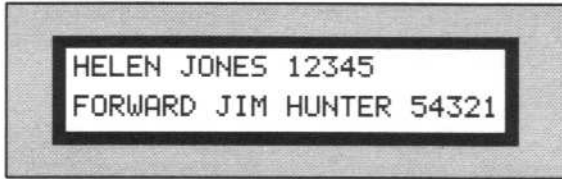
The display can also show useful ACD status indicators. See *Display Queue Status* or *Display Queue Threshold* for examples.

Using the headset

The M5216 supports the use of Nortel's Liberation headset (or an electret equivalent headset). Your Customer Service Representative or System Administrator can provide you with appropriate headsets and the instructions on pages 33–34 describe how to connect the headset to the M5216.

Once plugged in, incoming calls are signalled by a short tone heard through the headset earpiece. Plugging in the headset automatically places the telephone in an off-hook condition and the Mute Handset indicator flashes. To place the telephone on-hook, press Rls .

If you pick up the handset while the headset is plugged in, you cannot speak through the handset unless you press Mute Handset .

Setting up local features

The M5216 has a variety of local features which you can set up to make the set easier to use and to customize the set to meet your specific needs. The [Program] key allows you to enter Programming mode to set up the following features:

- Alerter Volume
- Time and Date Set
- Time and Date Format
- Call Timer
- Display Language
- Central Office (C.O.) Features
- Predial
- Memory Number

Save, Memory, and Pause

The following three additional feature keys are available for non-ACD use and when the **C.O. Features** function is disabled:

- Save Number
- Memory Number
- Pause

These three local features only work with the Prime Directory Number (PDN) and are available at the feature key locations shown below:

When C.O. features are enabled		
Mute Handset	◀▶	Feature key 8
Program	◀▶	Feature key 7
┌ Key 14 Save #	◀▶	Feature key 6
├ Key 13 Memory	◀▶	Feature key 5
└ Key 12 Pause	◀▶	Feature key 4
Feature key 11	◀▶	Feature key 3
Feature key 10	◀▶	Feature key 2
Feature key 9	◀▶	In Calls or PDN key (Feature key 1)
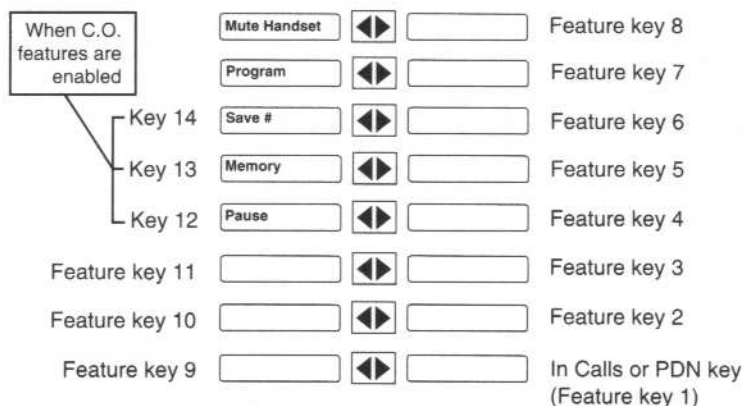
Save, Memory, and Pause (continued)

To find out whether the C.O. Features should be disabled or enabled, contact your System Administrator or Customer Service Representative.

Note that an incoming call interrupts the activation or programming of all local functions. Local features are also not available during an active call, with a call on hold, or when a C.O. feature is active (the **Time/Date** C.O. feature is active for 12 seconds).

Alerter Volume

To adjust the alerter volume:

1. Press Program .
2. Press ⟨⟨ ⟩⟩ until Alerter Volume? is shown on the display.
3. Press Hold .
4. Press ⟨⟨ ⟩⟩ to adjust the volume level.
    The bars on the display indicate the adjusted level.
5. Press Hold to save the new alerter volume level.
6. Press Program or Rls to exit programming mode.

Time and Date

To set the time and date on your M5216:

1. Press [Program] .
2. Press [«] [»] until Time and Date Set? is shown on the display.
3. Press [Hold] .
4. Enter the date using the format shown on the display.
5. Enter the current time based upon the 24 hour clock.
6. Press [Hold] to save the new time and date settings.
7. Press [Program] or [Rls] to exit programming mode.

To select the time and date display format:

1. Press [Program] .
2. Press [«] [»] until Time and Date Format? is shown on the display.
3. Press [Hold] .
4. Press [«] [»] until the desired format is shown on the display.
5. Press [Hold] to save the new format setting.
6. Press [Program] or [Rls] to exit programming mode.

Call Timer

The Call Timer uses the display to show the time elapsed since the start of a normal call (the timer appears on the display 5 seconds after the call starts and remains on the display 5 seconds after you end the call). Follow the instructions below to enable the Call Timer.

To enable the Call Timer:

1. Press [Program] .
2. Press [«] [»] until Call Timer? is shown on the display.
3. Press [Hold] .
4. Press [«] [»] to enable or disable the Call Timer.
5. Press [Hold] to save the new setting.
6. Press [Program] or [Rls] to exit programming mode.

Display Language

To select the language used to show information on the display:

1. Press [Program] .
2. Press [«] [»] until **Language?** is shown on the display.
3. Press [Hold] .
4. Press [«] [»] until the desired language is shown on the display.
5. Press [Hold] to save the new setting.
6. Press [Program] or [Rls] to exit programming mode.

C.O. Features

The M5216 allows you to replace the Save Number, Memory Number, and Pause local feature keys with additional Central Office (C.O.) switch features. When instructed to do so by your System Administrator or Customer Service Representative, use the following instructions to enable or disable Central Office (C.O.) switch features.

To enable/disable C.O. Features in place of the Save, Memory, and Pause keys:

1. Press [Program] .
2. Press [«] [»] until **C.O. Features?** is shown on the display.
3. Press [Hold] .
4. Press [«] [»] until the desired setting is shown.
5. Press [Hold] to save the new setting.
6. Press [Program] or [Rls] to exit programming mode.

Predial

The Predial feature allows you to dial your number first, inspect it as it is shown on the display, and then pickup the handset to make your call. Predial is only available when the M5216 is used in a non-ACD application.

To enable/disable the Predial feature :

1. Press [Program] .
2. Press [«] [»] until **Predial?** is shown on the display.
3. Press [Hold] .
4. Press [«] [»] to enable or disable the Predial feature.
5. Press [Hold] to save the new setting.
6. Press [Program] or [Rls] to exit programming mode.

To make a call when Predial has been enabled:

1. Dial the telephone number—the number is shown on the display. Note that you can edit the Predial number by using the [«] [»] key and the dialpad digits.
2. Pickup the handset. The M5216 selects the PDN line and makes the call.

Save Number

The Save Number feature allows you to save the telephone number you are calling so that you can redial the number quickly the next time you call. Save Number is only available when the M5216 is used in a non-ACD application.

To save the number for the current call :

1. Before you end the current call, press [Save #] .
   When the number has been saved, the Save Number indicator turns ON for two seconds.

To make a call using the number you saved:

1. Press [Save #] .
2. Pickup the handset.
   The previously saved number is dialed automatically. Note that the number remains unchanged until you save another number.

Memory Number

The Memory Number feature allows you to program up to three telephone numbers which can be recalled and dialed quickly and easily. Memory Number is only available when the M5216 is used in a non-ACD application. Note that the Memory? option does not appear on the Program menu when C.O. features are enabled.

To program a number into memory :
1. Press [Program].
2. Press [« | »] until Memory? is shown on the display.
3. Press [Hold].
4. Press [« | »] until the desired memory location is shown on the display (M1, M2, or M3). (If a number has already been stored, it is also shown on the display.)
5. Enter the number you wish to store. If you want to keep the number shown on the display, if any, skip to step 6.
6. Press [Hold] to save the new setting.
7. Press [Program] or [Rls] to exit programming mode.

To make a call using Memory Number:
1. Press [Memory] until the stored number you wish to call is shown on the display (M1, M2, or M3).
2. Pickup the handset.

Pause

In order to make certain types of calls, you are sometimes required to pause a moment during dialing (for instance, pausing just after dialing [9] to make a call to a telephone outside your system or pausing after dialing an international code for a long-distance call). When storing this type of telephone number using Memory Number or Speed Call, the required pause can be inserted into the sequence of digits (or *dial string*) by using the Pause key.

To insert a pause into the dial string:
1. Press [Pause] at the appropriate place when entering the number. For example, to enter a pause when storing a telephone number requiring an outside line, the sample dial string shown below can be entered:

[9] [Pause] [5] [5] [5] [1] [2] [1] [2]

Incoming calls to the Automatic Call Distribution system are routed to a specific group of agents called the *ACD group*. As a supervisor of one or more ACD groups, you are responsible for monitoring the agents in your group(s) and for providing assistance when required.

This section describes the ACD features which can help you manage your ACD groups:

- Display Queue Status
- Display Agent Activity
- Interflow
- Night Service

The following ACD features which help you monitor and assist the agents in your ACD groups are also described:

- Observe Agent
- Observe Agent Status
- Call Agent
- Answer Agent
- Answer Emergency

Agents in your ACD groups are identified by *Agent* keys and indicators on your M5216. Each ⌊Agent⌋ key is identified by the ⌊In Calls⌋ number. You can identify the status of each agent by simply looking at the ⌊Agent⌋ key indicator, as described below:

Indicator Agent Status

Off   The agent position has logged out.

On   The agent is active on an ACD call.

Blinking   The agent is waiting for an ACD call.

Flashing   The agent's ⌊Not Ready⌋ key has been pressed—the agent is busy with post-call processing.

Display Queue Status

An incoming call to an ACD group is routed to the agent who has currently been idle the longest. If all of the agents in an ACD group are busy, however, the incoming call is placed in a queue until an agent becomes available to answer it. In help insure that incoming calls are handled promptly, you can use the **Display Queue Status** feature to provide information about the calls in the queue. The system indicates how many calls are currently waiting to be answered, the number of agents in the group, and how long the oldest call with the highest answering priority has been waiting.

To display the queue status for an ACD group:
1. Press [Queue Status] for the ACD group you wish to display. Note that there should be a **Display Queue Status** key on your M5216 for each ACD group you supervise.

    The queue status information is shown on your display in the following way:

    ```
    ┌──────────────────────────────┐
    │ INC    LOG    AGT    WAIT     │
    │   1      0      6      14     │
    └──────────────────────────────┘
    ```

    INC   shows the number of calls waiting in the ACD call queue
    LOG   shows the number of calls logically enqueued for this group
    AGT   shows the number of agent positions available to answer calls
    WAIT shows how long (in seconds) the first call in the highest priority queue has been waiting for an agent.

    The information is shown on your display for 12 seconds, until you press another feature key, or until a call is presented on your [In Calls] key.

    Note that the supervisor can function as an agent when an extra agent becomes necessary. See *Logging In*, *Logging Out*, and the other Agent ACD features to learn how to perform agent activities.

15

Display Agent Activity

The ACD system constantly monitors the availability of the agents in the ACD group. You can use this feature to display this information on your display screen.

To display the current agent activity in an ACD group:
1. Press [Dis Agt Sum] for the ACD group you wish to display.
    Note that there should be a [Dis Agt Sum] key on your M5216 for each ACD group you supervise.

    The agent activity information is shown on your display in the following way:

```
NMD   IDL   NR   SDN   ACD
 1     2    1     0     8
```

NMD   shows the number of agent positions not logged in (unable to receive incoming calls)

IDL   shows the number of agents currently available to receive incoming calls

NR   shows the number of agents currently logged in, but which are temporarily unable to receive incoming calls

SDN   shows the number of agents currently logged in who are active on non-ACD calls

ACD   shows the number of agents who are active on ACD calls.

The information is shown on your display for 12 seconds, until you press another feature key, or until a call is presented on your [In Calls] key.

16

Interflow

This feature allows you to reroute incoming calls from one ACD group to another. The may be necessary when one ACD group has more calls waiting in the call queue than can be answered in a reasonable amount of time.

To reroute incoming calls to another ACD group:
1. Press Interflow for the ACD group away from which you wish to reroute calls. The **Interflow** indicator goes ON. Note that there should be an Interflow key for each ACD group you supervise.

To turn off Interflow:
1. When the backlog of calls queued for the ACD group has cleared, press Interflow . The **Interflow** indicator goes OFF.

Night Service

Night Service controls how incoming ACD calls are received outside
normal business hours. Night Service is activated when the supervisor
presses the Night Service key or when all agents have pressed the Make
Busy key (see *Logging Out* in *Agent ACD features*). Night Service may
route calls to another facility where agents are still active or it may route
calls to a recorded announcement—check with your Customer Service
Representative or System Administrator to find out how Night Service
is implemented in your system.

To enable Night Service:
1. Press [Night Serv] .
   The **Night Service** indicator goes ON.
   Any new calls are now routed to Night Service handling. Note that
   any calls currently in the queue will be handled in a way which has
   been especially defined for your system.

To disable Night Service:
1. Press [Night Serv] .
   The **Night Service** indicator goes OFF.
   Incoming calls are now presented or queued in the normal manner.

Observe Agent

This feature allows you to listen to the conversation between an agent and an ACD caller. You can also participate in the conversation, if necessary. In some organizations, the agent hears a warning tone which indicates their call is being monitored—check with your Customer Service Representative or System Administrator to find out whether warning tones are implemented in your system.

To monitor an agent's conversation:

1. Press [Obs Agent].
   The **Observe Agent** indicator goes ON.
2. Lift the handset.
3. Press the [Agent] key of the agent to be monitored, or dial the agent's **In Calls** number.
   You can hear the current conversation between the agent and the caller, but you are unable to participate.
4. To participate in the conversation, press [Call Agent].
   A three-way call is now established.
5. To end monitoring, hang up or press [Rls].

Observe Agent Status

This feature allows you to listen to a non-ACD call conducted on an agent's Secondary Directory Number (SDN).

To monitor an agent's SDN call:

1. Press [Obs Agent].
    The **Observe Agent** indicator goes ON.
2. Lift the handset.
3. Press the [Agent] key of the agent to be monitored, or dial the agent's **In Calls** number.
    You can hear the current conversation between the agent and the ACD caller (if any), but you are unable to participate.
4. To listen to the call on the agent's SDN, press [Agt Status].
    The Agent Status indicator goes ON.
5. To return to the call on the agent's **In Calls** key, press [Agent] again. You can toggle between monitoring the agent's In Calls and SDN activities by pressing [Agent] and [Agt Status].
6. To end monitoring, hang up or press [Rls].

Call Agent

This feature allows you to call an agent position directly. You can also use Call Agent in conjunction with the Observe Agent feature to participate in a conversation between an ACD agent and a caller.

To call an agent:
1. Press ⌷Call Agent⌷
   The **Call Agent** indicator goes ON.
2. Lift the handset.
3. Press the ⌷Agent⌷ key for the agent you wish to call, or dial the agent's ⌷Call Supv⌷ number.
   If the agent is busy on the ⌷Call Supv⌷ key or does not have a ⌷Call Supv⌷ key, you hear a busy signal.
4. To end the call after you have finished speaking with the agent, hang up or press ⌷Rls⌷.

Answer Agent

This feature is useful when an agent requires your help to handle an ACD call. The M5216 can be configured with a [Call Supv] key which allows the agent to call your telephone without dialing your extension number. This call is presented on your [Ans Agent] key. As an alternative, the agent can also dial the directory number associated with your [Ans Agent] key to reach you.

To answer a call from an agent:
1. When an agent calls you, your telephone rings and the [Ans Agent] indicator flashes.
   The agent's **In Calls** number is shown on your display.
2. Lift the handset and press [Ans Agent].
   The **Answer Agent** indicator goes ON.
3. To end the call after you have finished speaking with the agent, hang up or press [Rls].

Note that you cannot place any calls using the [Ans Agent] key.

Answer Emergency

An agent uses the Emergency key upon receiving an abusive, threatening or urgent call. When you answer the emergency call, a three-way call is established. In some organizations, the call will tape recorded once the Emergency key is pressed.

To answer an emergency call:
1. When you have an emergency call, your telephone rings steadily for up to 30 seconds and the [Ans Emerg] indicator flashes.
2. Lift the handset and press [Ans Emerg] to answer the call.
   The **Answer Emergency** indicator goes ON.
3. To end the call, hang up or press [Rls].

Agent ACD features

The Meridian ACD system routes incoming calls to specific groups of agents called *ACD groups*. The ACD system evenly distributes calls routed to your ACD group to all agents that are logged in to the system. As an agent, you are responsible for answering calls which have been presented at your position. The M5216 Agent ACD features which are described in the following section will help you perform your job more efficiently and will provide you with many useful functions.

Logging In

To function as an agent, you must first inform the system that you are ready to receive ACD calls by logging in to the system. Once logged in, you can then answer calls and use the other ACD Agent features described in this section.

To log in to the ACD system:

Before you start, the Make Busy indicator should be ON. If it is not ON, press [Make Busy] until the indicator turns ON.

1. Press [In Calls] or lift the handset
   You hear a special tone.
2. Dial your four-digit Login ID.
3. If your system requires the use of a password, you hear a special dial tone. In this case, dial your four-digit password (your supervisor can provide you with details if a password is required). When you have successfully entered the Login ID and password, the **In Calls** and **Make Busy** indicators go OFF and the **Not Ready** indicator turns ON.
4. Once you are ready to begin receiving ACD calls, press [Not Ready]. The **Not Ready** indicator turns OFF.

Logging Out

At the end of your shift, you must log out to inform the ACD system that your position is not available.

To log out of the ACD system:
1. Press [Make Busy] .
   The **Make Busy** indicator goes ON and you are logged out of the ACD system. No further ACD or non-ACD calls are presented at your position. If you press [Make Busy] during an active ACD call, you are logged out once the call is released.
2. If you want to be able to receive non-ACD calls which can appear on the SDN key(s) installed on your telephone, press [Make Busy] again. The **Make Busy** indicator now blinks.

Note that if an ACD call is presented to your M5216 and is not answered within a specified number of rings, the **Make Busy** indicator goes ON and you are logged out automatically.

Not Ready

This feature makes your M5216 temporarily unavailable for incoming ACD calls. It is especially useful when you need some time for additional work which needs to be completed with respect to the call. In some ACD systems, you may be required to enter a three-digit code to describe the reason why the Not Ready feature was used—check with your supervisor to see if the use of these codes is required.

To temporarily stop incoming ACD calls:
1. Press [Not Ready] .
   The **Not Ready** indicator goes ON.
2. If you are required to enter a walkaway code, the **Not Ready** indicator blinks. In this case, enter the appropriate three-digit code. If you do not enter a code, the indicator blinks for 20 seconds before turning solid (ON).

To resume receiving ACD calls:
1. Press [Not Ready] .
   The **Not Ready** indicator goes OFF.

Emergency

An Emergency key allows you to call your supervisor for assistance when you receive an abusive, threatening or urgent call. When your supervisor is connected, a three-way call is established. In some organizations, the call will be tape recorded once the [Emergency] key is pressed.

To connect your supervisor in an Emergency:
1. Note the telephone number or other digits which are shown on your display. This may help any follow-up activities for the call.
2. Press [Emergency].
   The **Emergency** indicator flashes while your supervisor is called.
3. When your supervisor answers, the **Emergency** indicator goes ON and a three-way conference is established. Note that you must remain in the conference for the duration of the call—if you hang up, the call is disconnected.

If your supervisor is busy on another emergency call, your call will either be routed to the first available supervisor or it will not be connected. Check with your supervisor to find out which process is applicable in your system.

Call Supervisor

You can place a direct call to your supervisor using the Call Supervisor feature key. This key is also used to receive calls from your supervisor.

To call your supervisor:
1. Press [Call Supv].
   Your ACD call is put on Hold automatically and the **Call Supv** indicator turns ON.
2. When you have completed consulting with your supervisor, press [Rls].
3. To return to your ACD call, press [In Calls].

Line of Business Tracking

By allowing you to enter up to three Line of Business (LOB) codes per call, you can use this feature to provide the system with information about the nature of the ACD calls you receive. Line of Business codes are pre-defined categories which your system uses to track items such as the number of specific types of calls and the holding times for these calls. Your supervisor will provide you with LOB codes if this feature has been installed at your location.

To capture information about the type of call you have received:
1. While on an active ACD call, press [LOB].
2. Enter the LOB code which reflects the type of call you are handling. The digits are shown on the display as you enter them. If you make a mistake while entering the digits, press [LOB] again and re-enter the correct digits.
3. Repeat steps 1–2 for other applicable codes, if necessary (maximum three LOB codes per call).
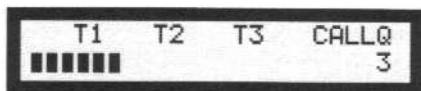
Display Queue Threshold

An incoming call to an ACD group is routed to the agent who has
currently been idle the longest. If all of the agents in an ACD group are
busy, however, the incoming call is placed in a queue until an agent
becomes available to answer it. It is sometimes useful to know how
many calls are waiting in the queue or how long the first call in the
queue has been waiting.

To display the queue threshold for your ACD group:

1. Press [Disp Queue] .

    Your display shows the following information:

    ```
    ┌─────────────────────────────┐
    │   T1    T2    T3    CALLQ    │
    │ ▐▌▐▌▐▌                  3    │
    └─────────────────────────────┘
    ```

    The labels T1, T2, and T3 represent the threshold wait time for the
    call at the front of the queue or the number of calls in the queue.
    The number below CALLQ indicates the number of calls in the
    queue. (In some systems CALLQ is replaced by WAIT, which
    indicates the actual waiting time, in seconds, for the first call in the
    queue.)

In some systems, a summary of the queue threshold is shown on the
display each time a call is presented to your position:

```
┌─────────────────────────────┐
│ 5551234                     │
│ T2 CALLQ      026           │
└─────────────────────────────┘
```
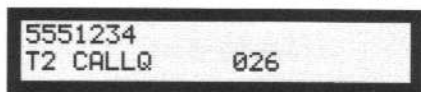
The information includes the threshold level, the threshold type (CALLQ
or WAIT) and the current value of the threshold.

In some systems, this information is also displayed when the **Not
Ready** feature is in use. The information is updated regularly and is
visible until [Not Ready] is turned off.

The M5216, as a single line set or as a central answering position, can be provisioned with a full range of Meridian Digital Centrex (MDC) features. This section describes some of the most commonly available features, including:

- Automatic Dial
- Conference
- Speed Dial
- Transfer

When enhanced as a mini-console, the M5216 is provisioned with the following additional features to handle calls quickly and easily:

- Direct Station Select (DSS)
- Busy Lamp Field (BLF)
- Camp-on

Check with your System Administrator or Customer Service Representative for more details when using the M5216 as a mini-console.

Some central answering features can also be provisioned on an ACD set to assist outgoing calls made on the SDN. Note that your ACD set may not have an SDN to make outgoing calls.

Automatic Dial

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

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

To erase an Automatic Dial key:
1. Press the Automatic Dial key you want to clear.
2. Press [#].
3. Press the Automatic Dial key again.

To make a call using an Automatic Dial key:
1. Lift the handset and press the DN key you want to use.
2. Press the desired Automatic Dial key to dial the number you want to call.

Speed Call

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

To program a Speed Call number:
1. Press [Spd Call].
2. Enter a one- or two-digit code (0–9 or 00–69).
3. Dial the telephone number you want to assign to that code.
   You can store telephone numbers up to 24 digits long. Note that if there is a number already assigned to this code, the new number you input erases the old.
4. Press [Spd Call] again.
5. Make a note of the Speed Call code and telephone number for future reference.

To erase a programmed Speed Call number:
1. Press [Spd Call].
2. Enter the one- or two-digit code for the number you want to erase.
3. Press [#].
4. Press [Spd Call] again.

To make a call using Speed Call:
1. Lift the handset and press the DN you want to use.
2. Press [Spd Call].
3. Dial the code for the telephone number you want to call.

Conference

You can set up a telephone call between you and up to 29 other people. This is useful when meeting in a common place is not possible.

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

To add an incoming call to the conference:
1. While on the current conference call, press the DN key of the incoming call. The conference call goes on hold automatically.
2. Press [Conf] to add the new caller.

To end the conference call:
1. Hang up or press [Rls].

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

Transfer

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

To transfer a call directly to another telephone:
1. Press [Transfer] or [Conf 3].
2. Call the person to whom you want to transfer the call.
   When the person answers, you can talk privately—the original caller cannot hear your conversation. If the line is busy or if the person does not answer, press [Rls] to return to the original caller.
3. Press [Transfer] or [Conf 3] to complete the transfer and disconnect yourself from the call.

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

If your M5216 has not been connected to the wall jack/power supply or you are moving the set to another location, use these instructions to make all the required connections.

To connect your M5216 to the telephone wall jack and AC power:

1. Use the silver-grey line cord (7.5 feet/2.25 metres) and the AC adaptor unit provided with your M5216. Contact your System Administrator or Customer Service Representative if you need a replacement for a missing or damaged adaptor.
2. Insert one end of the line cord into the appropriate jack (A) located underneath the M5216—see Figure 1. The connector clicks into place when correctly inserted. Slide the line cord under the restraining tabs (B) so that the set will lie flat.
3. If the handset has not been connected, insert one end of the curly handset cord into the appropriate jack (C)—see Figure 1. Feed the cord through the restraining tab (D) so that the cord falls to the left side of the set. Insert the other end of the handset cord into the handset.

Figure 1–M5216 connections
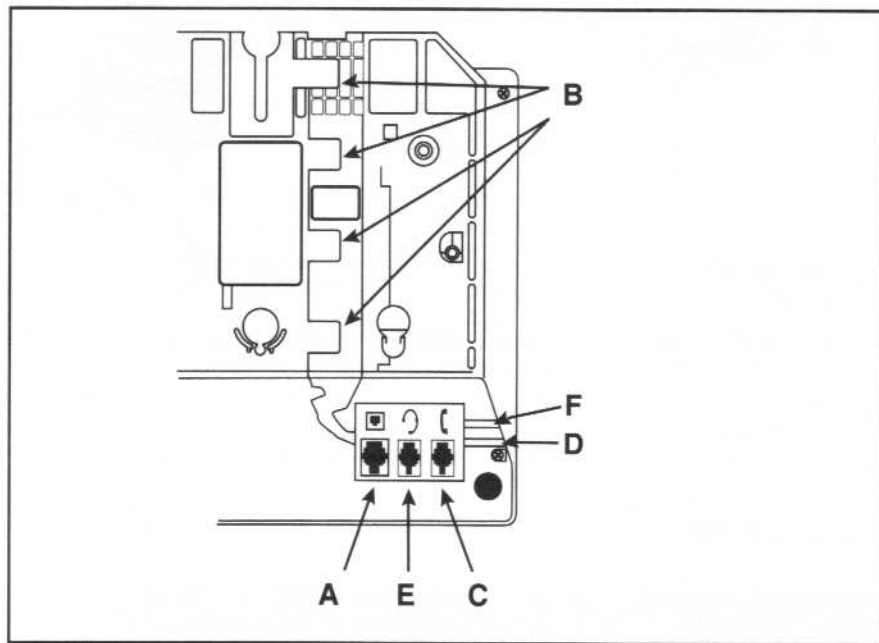
4. If you are installing a headset, insert the headset cord into the appropriate jack (E)—see Figure 1. Feed the cord through the restraining tab (F) so that the cord falls to the left side of the set.
5. Turn the M5216 right-side up and position it on your desk.
6. Insert the other end of the line cord into the open jack (A) on the plastic "pigtail" connector (B)—see Figure 2.
7. Insert the free end of the "pigtail" cord (C) into the wall jack (D) — see Figure 2. Note that you should never remove the pigtail cord from its jack in the plastic pigtail connecter (B).
8. Plug in the AC adaptor (E) into a AC 120V wall socket (F)— see Figure 2.

Figure 2–Wall jack/AC adaptor connections