

Contents

Meridian/Succession CSE 1000 i2004 Internet Telephone	1
Meridian/Succession CSE 1000 i2004 Internet Telephone features.....	1
Your Telephone's Controls	2
Meridian/Succession CSE 1000 i2004 Internet Telephone display	5
i2004 telephone display area	5
Install your Meridian/Succession CSE 1000 i2004 Internet Telephone	6
Customize your Meridian/Succession CSE 1000 i2004 Internet Telephone	7
Telephony Options menu	7
Services	8
Adjust volume	9
Adjust Screen contrast	11
Select a language	11
Select Date/time format	12
Display diagnostics	12
Enable Key click	12
Choose Ring type	13
Enable Call timer	13
Enable OnHook Default Path	14
Meridian/Succession CSE 1000 i2004 Internet Telephone call features	15
Make a call	15
Make a call while on-hook	16
Make a call while off-hook	16
Use Handsfree calling	16
Use the Predial feature	18
Use Auto Dial feature	18
Activate Ring Again	19

Contents

Redial last number called	20
Use Speed Call	21
Make a System Speed Call	22
Use Hot Line	22
Make an Intercom call	23
Answer a call	24
While on an active call	25
Place a call on hold	25
Transfer a call	25
Use Timed Reminder Recall	26
Use Attendant Recall	27
Use Call Park	27
Record a Calling Party Number	29
Display incoming calls	29
Trace a Malicious call	30
Incoming calls	31
Activate Automatic Answerback	31
Activate Call Pickup	31
Use Call Waiting	32
While you are away from your desk	34
Use Call Forward	34
Use Internal Call Forward	35
Use Remote Call Forward	36
Secure your telephone	37
Talk with more than one person	39
Use the Call Join feature	39
Set up a Conference call	39
Use the Conferee selectable display and disconnect feature	40
Use Group Call	41
Work without interruption	43
Activate Make Set Busy	43

Additional Call Features	44
Auto Dial Transfer Feature.....	44
Use the Buzz signal.....	44
Use Call Page Connect to make an announcement	45
Use Centrex/Exchange Switchhook Flash	45
Charge a call or Charge a Forced call.....	46
Use Enhanced Override Feature.....	48
Use Forced Camp-on feature	48
Override a busy signal.....	49
Use Privacy Release	50
Use Radio Page	50
Use Voice Call.....	52
Hospitality features	53
Set Automatic Wake-Up.....	53
Activate Message Registration.....	55
Use Maid Identification	56
Display Room Status	57
Meridian/Succession CSE 1000 Flexible Feature Codes (FFCs)	59
Terms you should know	61

Contents

Meridian/Succession CSE 1000 i2004 Internet Telephone

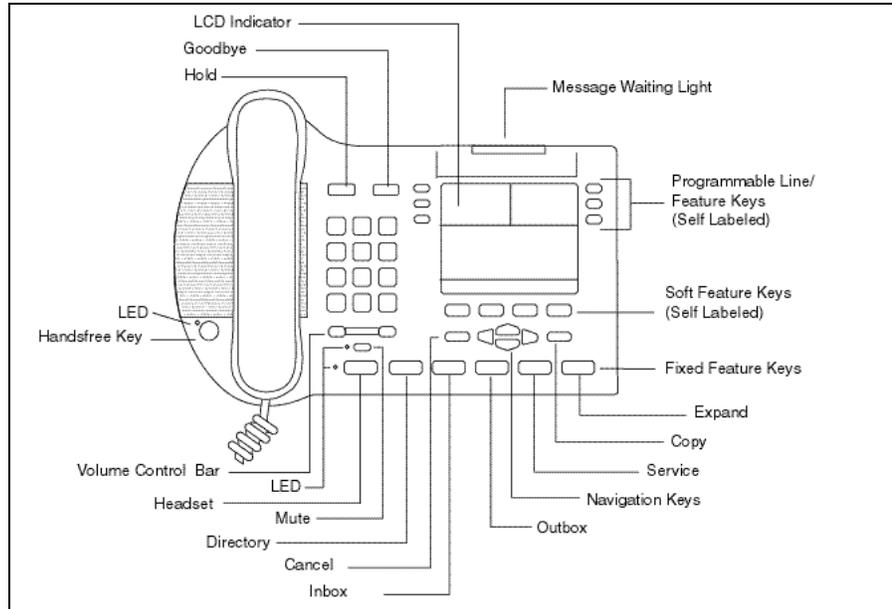
The Meridian/Succession Communication Server for Enterprise (CSE) 1000 i2004 Internet Telephone connects directly to the LAN through the Ethernet connection. The i2004 telephone brings voice and data to the desktop environment. This document describes i2004 features and how to use the i2004 telephone.

Meridian/Succession CSE 1000 i2004 Internet Telephone features

The Meridian/Succession CSE 1000 i2004 Internet Telephone features include:

- six Programmable Line/Feature keys (Self-labeling)
- four Soft Feature keys (Self-labeling) providing access to up to ten features
- large multi-field LCD display
- wideband-compatible speakerphone
- headset jack with On/Off key
- volume control bar for adjusting ringer, speaker, handset, and headset
- six specialized fixed keys:
 - Headset
 - Directory
 - Inbox
 - Outbox
 - Services
 - Expand
- call processing fixed keys:
 - Hold
 - Goodbye
 - Handsfree
 - Mute
- automatic IP address
- hearing-aid compatible

Your Telephone's Controls



Your Telephone's Controls



Use the **Volume Control Bar** to control the volume of the Handset, Headset, Speaker, Ringer, and Handsfree features. Increase the volume by pressing the right side of the rocker bar. Lower it by pressing the left side.



Use the **Goodbye** Key to terminate an active call.



Press the **Headset** Key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.



A steady LCD indicator appearing beside a **Line (DN)** Key indicates the feature or line is active. A flashing LCD indicator indicates the line is on hold or the feature is being programmed.



Press the **Hold** Key, to put an active call on hold. Press the **Line (DN)** Key beside the flashing indicator, to return to the caller on hold.



The **Speaker** Key allows you to activate handsfree. The speaker LED indicator lights to indicate when handsfree is active.



The **Expand** Key is a fixed key that is reserved for future feature development.



The **Inbox** Key allows you to access your voice mailbox.



The **Mute** Key allows you to listen to the receiving party without transmitting. Push the **Mute** Key again to return to a two way conversation. The **Mute** Key applies to Handsfree, Handset, and Headset microphones. The Mute LED indicator flashes when the **Mute** option is in use.



The **Navigation** Keys allow you to scroll through menus and lists in the display area.



The **Copy** Key is a fixed key that is reserved for future feature development.



The **Cancel** Key ends an active application. Pressing the **Cancel** Key does not affect the status of the calls currently on your telephone.



The **Services** Key allows you to access the **Telephony Options List**

The **Telephony Options List** allows you to customize these telephone parameters:

- Volume Adjustment
- Contrast Adjustment
- Language

Your Telephone's Controls

2498  



More... 

CallWait 

Forward 

- Date/Time Format
- Display diagnostics
- Key Click
- Ring type
- Call timer
- OnHook Default Path

The **Primary Directory Number** (DN) key is the lower right-hand Line/Feature key located at the sides of the upper display area. When you pick up the handset, the line associated with this key is ready for you to make a call.

Note: Although you can have additional DN keys assigned to your telephone, you have only one Primary DN .

The **Directory** Key is a fixed key that is reserved for future feature development.

The **Outbox** Key is a fixed key that is reserved for future feature development.

The **More...** Key allows you to access the next layer of **Soft Feature** Keys.

Programmable Feature Keys (Self-labeling) are configured for various features on the telephones.

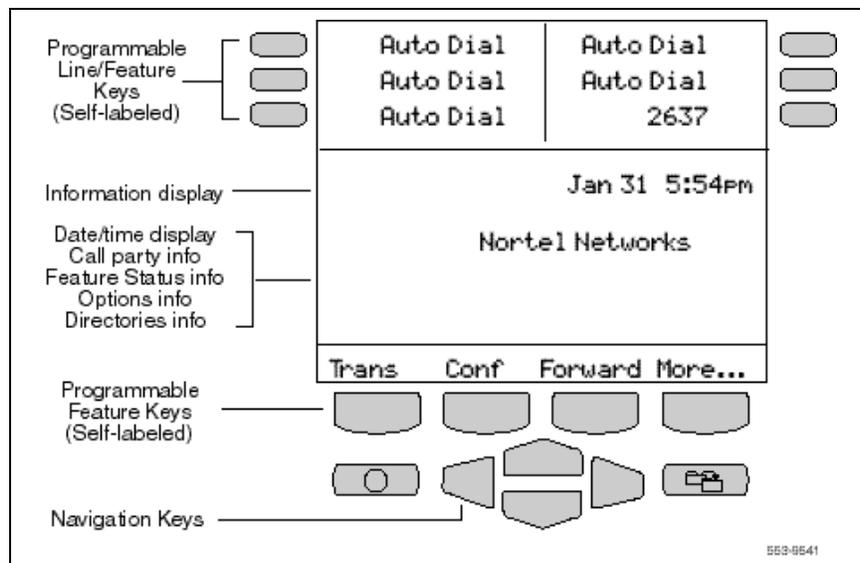
Soft Feature Keys are located below the display area. The LCD label above the key changes, based on the active feature.

Meridian/Succession CSE 1000 i2004 Internet Telephone display

This section summarizes the display features of the Meridian/Succession CSE 1000 i2004 Internet Telephone. The Idle display is shown in the figure below.

i2004 telephone display area

The i2004 telephone has two display areas. The upper portion of the screen is used for line and feature key status, the lower display area is a three line information display.



Install your Meridian/Succession CSE 1000 i2004 Internet Telephone

Connect the i2004 telephone components:

- 1 Connect one end of the handset cord to the handset jack on the back of the telephone identified with a handset icon.
- 2 Connect the other end of the handset cord to the handset.
- 3 Connect one end of the CAT-5 line cable to the ethernet jack on the back of the telephone. The other end plugs into the IP voice network (ethernet), using a RJ45 connector.

CAUTION

Severe damage to your i2004 telephone will occur if this set is plugged into an ISDN connection. Consult your system administrator to ensure that you are plugging your set into a 10/100BaseT Ethernet jack.

- 4 Plug the AC Power adapter into the connection on the back of the telephone. Be sure to thread the cord around the strain relief, retaining hook and channel provided for a secure power connection.
- 5 Secure the telephone footstand to the base of the telephone. Use the angle adjustment grip on the top back of the telephone to adjust the position.
- 6 **Do not** attempt to power-up your i2004 telephone. Your Nortel Networks installation technician must complete this procedure.

Configure the software and firmware

Refer to the *ITG Line 2.1/i2004 Internet Telephone Description, Installation and Operation* (553-3001-204) for instructions on configuring the software and firmware.

Customize your Meridian/Succession CSE 1000 i2004 Internet Telephone

The Services menu contains administration items that allow you, or the network administrator, to configure preferences for your telephone.

To access the Services menu, press the Services key. The Services menu is displayed on your screen. The first item in the list is highlighted automatically and you can select the preferred item by using the Navigation keys. As you press the up or down Navigation keys, you highlight the next item in the list. Press the Select key when the phone option you want is highlighted. Press the Navigation (right arrow) key when on a highlighted item to get more (if any) information (card view) about that item. Horizontal and vertical navigation is circular. While in the Services menu, you can exit at any time by pressing the Cancel or the Services key.

The Services key provides access to the Services menu:

- Telephony Options (set or change settings on your telephone)
- Terminal Network Administration (reserved for future development)

Telephony Options menu

Volume adjustment...	Display Diagnostics
Contrast Adjustment	Key Click Enable
Language...	Ring type...
Date/Time Format...	Call timer
OnHook Default Path	

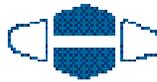
Note: The three dots... appearing after a phone option item indicates there is a sublist.

Customize your Meridian/Succession CSE 1000 i2004 Internet Telephone

Services

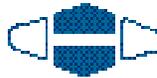
The Services key is your gateway to customizing certain characteristics of your telephone. After pressing the Services key, the screen display prompts you through the process, and keeps you informed on the status of the adjustable features.

Note: If you press the Cancel key before the Select key, you exit the Services menu without saving changes. If you press the Select key to exit, you save the changes.



Telephony Options

Select



Language...

Select

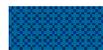


Select



or

Cancel



1. Press the **Services** Key to access the phone options menu item.
2. Use the **Navigation** Keys to move up and down through the list. Highlight **Telephony Options**.
3. Press the **Select** Key. The display provides you with a menu of telephony options.
4. Use the **Navigation** Keys to scroll through the list of items that can be customized for your telephone.
5. Highlight the feature you would like to adjust, for example, **Language**.
6. Press the **Select** Key. The display provides you with information to adjust your selection.
7. Press the **Select** Key to save the changes .
or
Press the **Cancel** Key to exit without saving changes.

Customize your Meridian/Succession CSE 1000 i2004 Internet Telephone

Adjust volume

After you select Volume adjustment. . . from the **Telephony Options** menu, a list of adjustable items for your telephone model appears.

To adjust the Ringer volume:

Ringer

Lower



or

Higher



1. Select **Ringer** from the **Volume** menu.
2. Press **Lower** to decrease the ringer volume.
or
3. Press **Higher** to increase the ringer volume.

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

To adjust the Handset listen volume:

Handset listen

Lower



or

Higher



1. Select **Handset listen** from the **Volume** menu.
2. Press **Lower** to decrease the handset listen volume.
or
3. Press **Higher** to increase the handset listen volume.

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

Customize your Meridian/Succession CSE 1000 i2004 Internet Telephone

To adjust the Handsfree listen volume:

Handsfree listen

Lower



or

Higher



1. Select **Handsfree listen** from the **Volume** menu.
2. Press **Lower** to decrease the handsfree listen volume.
- or
3. Press **Higher** to increase the handsfree listen volume.

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

To adjust the Headset listen volume:

Headset listen

Lower



or

Higher



1. Select **Headset listen** from the **Volume** menu.
2. Press **Lower** to decrease the headset listen volume.
- or
3. Press **Higher** to increase the headset listen volume.

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

Adjust Screen contrast

The **Screen contrast** option allows you to adjust the contrast of the display on your telephone. After you select Contrast adjustment from the **Telephony Options** menu;

Lower



or

Higher



From the **Contrast** screen, press **Lower** to decrease the display contrast level.

or

Press **Higher** to increase the display contrast level.

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

Select a language

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



Deutsch

Select



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

2. Press the **Select** Key.

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

Select Date/time format

There are twelve **Date/time formats**. Four formats are based on the 12 hour clock and eight are based on the 24 hour clock. After you select Date/time format. . . from the **Telephony Options** menu;



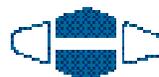
Use the **Navigation** Keys to scroll through the eight formats. The sample formats appear on the upper right side of the display area.

Format 3

Press the **Select** Key to save the desired format and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing format and exit.

Display diagnostics

The **Display diagnostics** option tests the functionality of your telephone's display screen and indicator lights. After you select Display diagnostics from the **Telephony Options** menu;



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

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

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 **Telephony Options** menu;



From the **Key click** screen, press the **On** Key to turn on Key click.

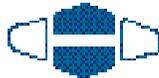
or

Press the **Off** Key to turn off Key click.

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

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 **Telephony Options** menu;



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

Ring type 3

Play



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

Select



3. Press the **Select** Key to activate the desired ring type.

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

Enable Call timer

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

On



From the **Call timer** screen, press the **On** Key to turn on the Call timer.

or

or

Off



Press the **Off** Key to turn off the Call timer.

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

Enable OnHook Default Path

The **OnHook Default Path** option selects the path the call is directed to when the set is on-hook. After you select the OnHook Default Path from the **Telephony Options** menu;

handsfree enable



or

headset enable



From the **OnHook Default Path** screen,
press the **handsfree enable**

or

press the **headset enable** option

Press the **Select** Key to save changes and return to the **Telephony Options** menu or press the **Cancel** Key to keep the existing settings.

Meridian/Succession CSE 1000 i2004 Internet Telephone call features

Your network administrator assigns features to your Programmable Feature Keys. Whenever this guide describes a procedure that requires special codes, ask your network administrator for the codes.

To access a feature, you press a feature key, or enter a Flexible Feature Code (FFC) that is provided by your network administrator.

Note: To use a feature described in this section, your system software must support the feature and the feature must be assigned to your telephone. Check with your network administrator for more details.

Make a call

This section describes features that you can use when you make a call. There are several ways to make a call from your i2004 telephone.

To make a call:

2498



or



or



or



1. Use the **Line** (DN) Key.

or

Use the **handset**.

or

Press the **Handsfree** Key.

Note: The Handsfree Key must be enabled by your network administrator

or

Press the **Headset** Key if you have a headset connected to your telephone.

2. **Dial** the number.

Note: Whenever you read "Lift the handset," in this guide, you may alternatively press a free Line (DN) Key, or Handsfree button (if feature is available on your telephone). You receive a dial tone with each of these actions.

Make a call

Make a call while on-hook

To make a call while on-hook, leave the handset in the cradle while you dial a number.

To dial on-hook:

2498



1. Press a **Line** (DN) Key.



2. **Dial** the number when you receive dial tone.



3. Lift the **handset** when the called party answers. If you are on handsfree, begin to talk.

Make a call while off-hook



1. Lift the **handset**.



2. **Dial** the number.

Use Handsfree calling

If your network administrator has configured your i2004 telephone for **Handsfree calling**, you can use the built-in microphone and speaker, instead of the handset for a handsfree call. While on an active call, you can switch between Handset and Handsfree mode.

To answer a call with Handsfree mode:



Press the **Handsfree** Button. You are now on a handsfree call.

To discontinue a Handsfree call:



Press the **Goodbye** Key to end the handsfree call.

To mute a Handsfree call:



1. Press the **Mute** Key. The LED indicator flashes.
2. Press the **Mute** Key again to return to a two-way handsfree conversation.

To switch from Handsfree to Handset mode:



1. Lift the **handset** to switch from handsfree to handset.
2. Replace the **handset** to end the call.

To switch from Handset to Handsfree mode:



1. Press the **Handsfree** Button.
2. Replace the **handset**.
3. Press the **Goodbye** Key to end the call.

To use a headset:



Connect a headset to the headset jack or the handset jack depending on the headset type and the telephone you are using.

Press the **Headset** Key.

Note 1: There are both amplified and unamplified headsets that are compatible with your i2004 telephone. Refer to Hardware Options for recommended headset types for your telephone.

Note 2: Access Volume Adjustment in the Telephony Options List to adjust the headset volume to the level that works best with the headset type you are using.

Make a call

To switch from handsfree to headset:



Connect headset or put headset on.

Press the **Headset** Key.

Use the Predial feature

The Predial feature allows you to enter and preview a number, and make corrections before you dial the number.

To use Predial:



2498



1. Without selecting a **Line** Key, **dial** the number.
2. Press a **Line** Key to dial the number.
3. Lift the **handset** when the called party answers or, if in handsfree mode, begin to talk.

To edit a Predial number:



2498

1. Without selecting a **Line** Key, **dial** the number.
2. Use the right and left **Navigation** Keys to move the cursor to edit the number, if necessary.
3. When you have made the necessary changes to the number, press a **Line** Key to dial the number.

Use Auto Dial feature

The Auto Dial feature lets you dedicate a feature key to a specific telephone number. When the Auto Dial Key is pressed, the number is dialed automatically.

To use Auto Dial:



AutoDial

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



To display the Auto Dial number:

Display 

AutoDial 

1. Press the **Display** Key.
2. Press the configured **Auto Dial** Key. The number appears on the display.

Note: The system administrator must configure the Display Key feature.

To store an Auto Dial number:

AutoDial 



AutoDial 

1. Without lifting the handset, press the appropriate **Auto Dial** Key.
2. **Dial** the telephone number (including access code) to be stored on the selected **Auto Dial** Key.
3. Press the **Auto Dial** Key a second time. The number is stored on the key you selected.

Activate Ring Again

Use the Ring Again (RingAgn) key when you receive a busy tone or no answer while you are trying to reach someone in your private network. When you activate Ring Again, you receive an audible tone notification when that person is available or has used their telephone. The Ring Again feature allows you to automatically redial the number.

To use Ring Again:



RingAgn



1. **Dial** a number and receive a busy tone or no answer.
2. Press the **Ring Again** Key, or enter the Ring Again Activate FFC.

Make a call

To call a Ring Again party when you receive notification:



RingAgain



To cancel Ring Again before notification:

RingAgain



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**, you receive dial tone.

Note: If you used the Ring Again Activate FFC, the number is automatically dialed.

2. Press the **Ring Again** Key. This automatically dials the party you originally tried to reach.

Press the **Ring Again** Key a second time before hearing the notification tone, or enter the Ring Again Deactivate FFC.

Redial last number called

The Last Number Redial feature allows you to automatically redial the last number you dialed.

To use Last Number Redial:



2498  

or

2498 

2498  

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

or

Without lifting the handset, press the **Line** (DN) Key twice (the last number you dialed is automatically redialed).

Note: Your network administrator must configure this feature for your telephone.

Use Speed Call

The Speed Call feature allows you to automatically dial frequently called telephone numbers by entering a one, two, or three digit code (i.e. 0-999). See your system 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.

To store a Speed Call number:

SpcCtrlr



SpcCtrlr



1. Press the **Speed Call Controller** Key. The triangular icon flashes, indicating programming mode.
2. The phone prompts you to **dial** a one-, two-, or three-digit code, and telephone number.

Note: Dial the access code (if required), 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:



SpcCtrlr



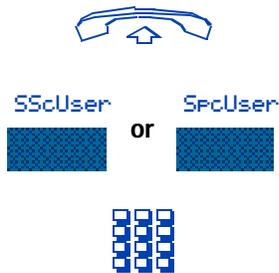
1. Lift the **handset**.
2. Press the **Speed Call Controller** Key.
3. **Dial** the Speed Call code. The number is automatically dialed.

Make a call

Make a System Speed Call

The System Speed Call feature allows you to dial Speed Call codes and override all restrictions while on the call. The System Speed Call feature is set up by your system administrator on the system. It is a speed dial number that is common to many users, therefore it is set up on the system not your desktop telephone.

To make a System Speed Call:



1. Lift the **handset**.
2. Press the **System Speed Call** Key or the **System Speed Call Controller** Key.
3. **Dial** the Speed Call code of the number you want to dial.
The number is automatically dialed.

Use Hot Line

The system administrator can program a Hot Line Key that allows you to dial a specific number automatically. The system 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 mailbox.

To use Hot Line:



Press the **Hot Line** Key. The Hot Line Key automatically dials the number.

Make an Intercom call

The **Intercom** feature connects a group of people together through an Intercom (InterCom) key. You can use the Intercom feature to call a member of your intercom group by pressing a code assigned to each member of the group. The intercom group must be set up by your system administrator.

To make an Intercom call:



Intercom 



1. Lift the **handset**.
2. Press the **Intercom** Key.
3. **Dial** the one- or two-digit code for the intercom group member you want to call.

To answer an Intercom call while on a line other than your Intercom group line:



or



Intercom 

1. Press the **Hold** Key to put the current call on hold.

or
Press the **Goodbye** Key to end the call.
2. Press the **Intercom** Key and begin to speak.

Answer a call

Answer a call

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

To answer a call:



or



or



or



Lift the **handset**.

or

Press the **Handfree** Button located on the left side of the handset. The Handsfree feature may not be available on your telephone.

or

Press the **Line** (DN) Key beside the LCD indicator as it flashes.

or

Press the **Headset** Key if you have a headset connected to your telephone.

While on an active call

This section describes features that you can use while on an active call.

Place a call on hold

Use the Hold feature when you are on the line 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 on hold.

Note: If Automatic Hold is configured for your telephone, the active call is automatically put on hold when you answer the second call.

To retrieve a call on hold:



Press the **Line** (DN) Key beside the flashing LCD indicator.

Transfer a call

The Transfer feature is used to redirect a call to the appropriate person.

To use the Transfer feature to direct a call to a third party:

Trans



Trans



1. Press the **Transfer** Key.
The other party is on hold and you receive a dial tone. The LCD indicator light flashes steadily.
2. **Dial** the DN number where you are transferring the call.
3. When you hear the ring or a person answer, press the **Transfer** Key to complete the call transfer.

While on an active call

To go back to the original call, if the transfer is incomplete:

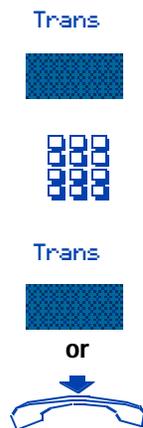


If the person you called is not available: Press the **Line** (DN) Key (next to the LCD indicator) to reconnect to the original call.

Use Timed Reminder Recall

The Timed Reminder Recall feature gives you a reminder tone when a call you transferred is not answered.

To use Timed Reminder Recall:



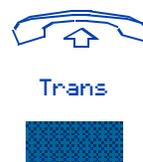
1. Press the **Transfer** Key. The call is put on hold.
2. **Dial** the number where you want to transfer the call.
3. Press the **Transfer** Key again.

or

Replace the **handset** before the extension answers. This starts the recall timer.

Note: If the transfer is complete, the recall timer stops.

If the transferred call is not answered, your telephone rings:



1. Lift the **handset** to connect back to the original caller.
2. Press the **Transfer** Key and repeat the transfer (to a different DN).

Note: If you transfer a call to a person and they pick up the line while you are still on the line, press the Goodbye Key to complete the transfer. Check with your system administrator to determine the time interval of your recall timer.

Use Attendant Recall

The Attendant Recall feature allows you to contact an attendant while on a call and connect the call to the attendant.

To contact the attendant while on a call:

AttRecall



1. Press the **Attendant Recall** Key while on a call.

Stay on the line until the attendant answers.



2. Press the **Goodbye** Key. The caller remains connected to the attendant.

Use Call Park

The Call Park feature allows a call to be held temporarily and to be retrieved from any telephone. You can park an incoming call and page the called party. When you use Call Park, you do not tie up a line. Your network administrator can set up a System Park Extension where most calls are automatically parked. If configured network-wide, Call Park can be used across networks.

To park a call on the System Park DN or your own DN:

Park

Park



While on an active call, press the **Park** Key twice.

If there is a System Park DN, the call automatically parks on the System Park DN. Otherwise, it parks on your DN.

To park a call on a DN other than the System Park DN or your own DN:

Park



1. Press the **Park** Key.
2. **Dial** the DN where you want to park the call.

While on an active call

Park



3. Press the **Park** Key.

To park a call using the SPRE code or FFC:

Trans or Conf



1. Press the **Transfer** Key **or** the **Conference** Key.



2. **Dial** the **Call Park FFC**.



3. If you do not want the System Park DN or your own DN, **Dial** a **DN** where you want to park the call.

Trans or Conf



4. Press the **Transfer** Key **or** the **Conference** Key.

To retrieve a parked call:



1. Lift the **handset**.

Park



2. Press the **Park** Key.



3. **Dial** the **Call Park FFC**.



4. **Dial** the DN where you parked the call.

Note: If a parked call is not retrieved within a specified period of time, it rings back to your telephone or to the attendant. Check with your network administrator to determine your specified period of time.

Record a Calling Party Number

The Calling Party Number feature allows you to record a caller's number or charge account number for accounting purposes while on an established call.

To record a caller's number for accounting purposes:

CParty



CParty



1. Press the **Call Party** Key, the caller is placed on hold.
Enter number appears on the display.
2. **Dial** a charge account number or the caller's number.
3. Press the **Call Party** Key to return to the call.

Note: For information on using the **Charge** Key, see "Charge a call or Charge a Forced call" on page46

Display incoming calls

The Display feature allows you to be on an active call and display a second incoming caller's number and name (if available) without interfering with the current call in progress.

To view the information on an incoming call while on a call in progress:

Display



2498



1. Press the **Display** Key.
2. Press the flashing **Line** (DN) Key. The call waiting information appears on the display.

Note 1: Displaying the second caller's name does not interfere with the current call in progress.

Note 2: You can use the Display Key with other feature keys to display information associated with those feature keys.

While on an active call

Trace a Malicious call

The Malicious Call Trace feature provides a way for you to trace nuisance calls within your system.

To use Call Trace while you are on a call:

CallTrace



Press the **Call Trace** Key.

To use Call Trace if you do not have a Call Trace key:

Trans or Conf



1. Press the **Transfer** Key
or
Press the **Conference** Key.
2. **Dial** the **SPRE code** followed by **8 3**
or **dial** the **Call Trace FFC**. You are automatically reconnected to the caller.

Incoming calls

This section describes features that you can use with incoming calls.

Activate Automatic Answerback

When the Automatic Answerback feature is active, your set automatically answers in handsfree mode after one ring.

Note: When the Automatic Answerback feature is active, calls do not forward to your voice message service.

To activate **Automatic Answerback**:

AutoAns



Press the **Automatic Answerback** Key.

To deactivate **Automatic Answerback**:

AutoAns



Press the **Automatic Answerback** Key again.

Activate 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.

To answer a call in your own **Call Pickup** group:



Pickup



1. Lift the **handset**.
2. Press the **Pickup** Key or enter the Pickup Ringing Number FFC.

To answer an incoming call in another **Call Pickup** group:



GrpPickup



1. Lift the **handset**.
2. Press the **Group Pickup** Key or enter the Pickup Group FFC.

Incoming calls



3. **Dial** the pickup group number of the ringing telephone.

Note 1: The network administrator assigns the group pickup numbers.

To answer a call at a specific extension in any pickup group:



DN Pickup



1. Lift the **handset**.
2. Press the **DN Pickup** Key, or enter the Pickup Directory Number FFC.
3. **Dial** the DN of the telephone that you hear ringing (in your call pickup group).

Note 2: If the pickup DN or group number is invalid, you receive an overflow burst tone and the screen displays **Release and try again**. Press the **Goodbye** Key.

Use Call Waiting

The Call Waiting feature puts your current call on hold, while you answer the next call. Example: The attendant routes an outside call to you while you are on an existing call. Call Waiting allows you to recognize the call and respond to it.

To answer an incoming call while on another call:



1. Press the **Hold** Key to put a current call on hold (you receive the incoming call tone).

Note: If the Automatic Hold feature is enabled, it is not necessary to press the Hold Key. The call is automatically put on hold when you answer the second call.

CallWait



2. Press the **Call Waiting** Key to answer the call.

To return to your first telephone call:



or



If you do not have a Call Waiting Key:



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

or

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

2. Press the **Line** (DN) Key associated with the first call.

1. Press the **Goodbye** Key to end your current call, and answer the incoming call.

2. Press the **Line** (DN) Key beside the flashing status icon to answer the incoming call.

While you are away from your desk

While you are away from your desk

This section describes features that you may want to use when you are away from your desk.

Use Call Forward

The Call Forward feature allows you to direct your calls to ring at another Line (DN). If the telephone is in the process of ringing, you cannot forward that call.

To forward your calls or change the forward number:

Forward



Forward



1. Press the **Forward** Key, or lift the handset and enter the Call Forward All Calls Activate FFC.
2. **Dial** the DN where you want to forward your calls.
3. Press the **Forward** Key.

To cancel Call Forward:

Forward



Press the **Forward** Key, or lift the handset and enter the Call Forward All Calls Deactivate FFC.

To reinstate Call Forward to the same number:

Forward Forward



Press the **Forward** Key twice.

While you are away from your desk

Use Internal Call Forward

Internal Call Forward allows only calls originating at internal DNs to ring at another DN. Calls originating outside your Meridian/Succession CSE 1000 still ring at your telephone. You cannot forward calls while your telephone is ringing.

To forward your internal calls:

IntForward 



IntForward  

1. Press the **Internal Call Forward** Key, or lift the handset and enter the Internal Call Forward Activate FFC.
2. **Dial** the DN where you want to forward your calls.
3. Press the **Internal Call Forward** Key.

To cancel Internal Call Forward:

IntForward  

Press the **Internal Call Forward** Key, or lift the handset and enter the Internal Call Forward Deactivate FFC.

To reinstate Call Forward to the same number:

IntForward 

IntForward  

Press the **Internal Call Forward** Key twice.

While you are away from your desk

Use Remote Call Forward

The Remote Call Forward feature allows you (from any telephone other than your own) to forward your calls to any telephone.

To activate Remote Call Forward:



1. Lift the **handset**.



2. If you call from a telephone outside the system, first **dial** your direct system access number and wait for dial tone.



3. **Dial** the Remote Call Forward Activate FFC to activate the feature.



4. **Dial** your Station Control Password.



5. **Dial** your DN.

You get a dial tone before you dial your number.



6. **Dial** the number where you want to forward your calls. If you forward calls to an invalid number, you receive a fast busy.



7. Press the **#** Key.

Note: To forward calls to the previous call forward telephone number, skip step six above.

To cancel Remote Call Forward:



1. Lift the **handset**.



2. If you call from a telephone outside the system, **dial** the direct system access number and wait for the dial tone.

While you are away from your desk



3. **Dial** the Remote Call Forward Deactivate FFC.



4. **Dial** your Station Control Password.



5. **Dial** your DN.
You get a **dial** tone before you dial your number.



6. Press the **#** Key.

Secure your telephone

You can lock your telephone with a password so that no one can make calls from your office. The lock consists of a password which you may change.

To lock your telephone:



1. Lift the **handset**.



2. **Dial** the Electronic Lock Activate FFC.



3. **Dial** your Station Control Password.



4. If you perform this operation from a telephone other than your own, **dial** your DN, otherwise go to step five.



5. Press the **Goodbye** Key.

To unlock your telephone:



1. Lift the **handset**.



2. **Dial** the Electronic Lock Deactivate FFC.

While you are away from your desk



To change your password (must be done from your telephone):



3. **Dial** your Station Control Password.
4. If you perform this operation from a telephone other than your own, **dial** your DN, otherwise go to step five.
5. Press the **Goodbye** Key.

1. Lift the **handset**.
2. **Dial** the Station Control Password Change FFC.
3. **Dial** the current password for your telephone.
4. **Dial** the new password.
5. **Dial** the new password again.
6. Press the **Goodbye** Key.

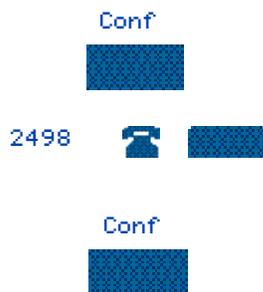
Talk with more than one person

This chapter describes features that allow you to talk with more than one person at the same time.

Use the Call Join feature

The Call Join feature allows you to connect a call to your current active call. This creates a conference between the two callers and yourself.

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.

The person on hold joins your conversation.

Set up a Conference call

You can set up a conference call for three (or six) people including yourself. Contact your system administrator to find out the maximum number of people you can join in a conference on your system.

To set up a conference call:



1. While on a call, press the **Conference** Key. The other party is on hold and you receive dial tone.
2. **Dial** the number of the person you want to add to the conference call. You can talk privately to the person you are adding at this time.
3. Press the **Conference** Key a second time to conference all parties together.

Note: If necessary, repeat the procedure to include up to six people in the conference.

Talk with more than one person

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



1. Press the **Goodbye** Key.

2498



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

Use the Conferee selectable display and disconnect feature

You can view the list of active conferees by using the Conferee Selectable Display key and disconnect any party that has been added to the conference call.

To view active conferees:

ConfSelDsp



1. While on a conference call, press the **Conferee Selectable Display** Key. The LCD indicator turns on. With each key press, the screen changes to show a different active conferee.

Note: This action has no effect on the displays of the other telephones involved in the conference.



2. Press the **Goodbye** Key. If configured, the Conference Count Display returns. The LCD indicator turns off.

To disconnect a conferee:

ConfSelDsp



1. While on a conference call, press the **Conferee Selectable Display** Key. The LCD indicator turns on. Continue to press the key until the conferee you want to delete appears on the screen.

2498



2. Press the **DN** Key on which the conference call is established. The selected conferee is disconnected from the call.

Talk with more than one person

Note: If there are additional conferees to be disconnected, press the **Conferee Selectable Display** Key until the conferee (that is to be disconnected) is displayed on the screen.



3. Press the **Goodbye** Key. If configured, the Conference Count Display returns and is updated to reflect the revised total count of conferees. The LCD indicator turns off.

Use Group Call

The Group Call feature automatically calls members of a predefined group, one at a time, until they all answer. Ask your system administrator for details on how to create a conference call group.

To call group members:



GroupCall



1. Lift the **handset**.
2. Press the **Group Call** Key or enter the Group Call FFC.

The feature automatically calls all group members. The icon flashes until all members answer.

Their phone numbers appear on the display as they answer. When the last person answers, the **Group Call** indicator lights steadily.

Note 1: When a person in your group is on a conference call or another group call, they are not connected to your group call.

Note 2: After all the people in the group have answered, only the person who made the group call can put the call on hold.

To answer a Group Call:



1. Lift the **handset**.

Talk with more than one person

Note 1: If you are on a call and you receive three 10-second tones, this is the notification of a group call on your current extension.

Note 2: If you are on a call on another line on your telephone when a group call is made, you receive a long tone through the handset or speaker.

Note 3: You do not receive notification of a group call if you are already on a conference call or another group call.

To end a Group Call:



Press the **Goodbye** Key.

Note: When the person who made the group call disconnects, the call terminates for all members of the group. However, the members of the Group Call can disconnect from the call and not affect other members on the call.

Work without interruption

This chapter describes features that provide you with uninterrupted work time.

Activate Make Set Busy

The Make Set Busy feature allows you to make your telephone appear busy to all callers.

To activate Make Set Busy:

MakeSetBsy 

Press the **Make Set Busy** Key, or lift the handset and enter the Make Set Busy Activate FFC.

To deactivate Make Set Busy:

MakeSetBsy  

Press the **Make Set Busy** Key a second time to deactivate the feature, or lift the handset and enter the Make Set Busy Deactivate FFC.

Additional Call Features

Auto Dial Transfer Feature

The Auto Dial Transfer feature allows you to use your Auto Dial Key to transmit digits to the central office after a Trunk Switchhook Flash. You must be on a central office/exchange (CO) trunk call from or to a CO which offers Centrex or exchange line-type features.

To use Auto Dial Transfer when you pick up an incoming trunk call:

CentrexSHF



AutoDial



1. Press the **Centrex Switchhook Flash** Key and wait for interrupted dial tone.
2. Press the **Auto Dial** Key to call the number desired.
3. Press the **Goodbye** Key to end the call.

Use the Buzz signal

Two telephones can link together to allow one person to signal the other. The person signaled hears a buzz. Use the Buzz feature to notify the other person of a call, a visitor, or a request.

To buzz the telephone linked to yours:

Buzz



Buzz



1. Press the **Buzz** Key.
The telephone linked to yours, buzzes as long as you hold down the key.
2. When you are finished, release the **Buzz** Key.

Use Call Page Connect to make an announcement

The Call Page Connect feature allows you to make an announcement over the page system. To make a page call, dial the page trunk access code.

Note: When the Page Key is used on an attendant console, it overrides the telephones; the telephones disconnect and must re-access the page trunk.

To connect to the Call Page:



1. Lift the **handset**.



2. **Dial** the page trunk access code.

The connection to the page system is complete.

3. Make your announcement.

To disconnect the Call Page:



Press the **Goodbye** Key.

Use Centrex/Exchange Switchhook Flash

The Centrex/Exchange Switchhook Flash feature allows you to signal the Central Office/Exchange (CO) during an established call to use a Centrex service, such as call transfer or three-way calling.

To use Centrex/Exchange Line Switchhook Flash:



1. Press the **Centrex Switchhook Flash** Key.

You receive special dial tone.



2. **Dial** the codes for your custom Centrex feature.



3. Press the **Goodbye** Key to end the call.

Charge a call or Charge a Forced call

The Call Charge feature allows you to charge a call to a specific account. The Forced Charge feature allows you to charge long-distance calls from a telephone restricted to local calls.

To charge a local or long-distance call to an account before you dial:

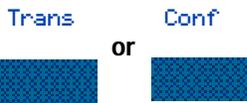


Charge



1. Lift the **handset**.
2. Press the **Charge** Key or **dial** the **Call Detail Recording FFC**.
3. **Dial** the charge account number.
4. When you receive dial tone, **dial** the number.

To charge a call in progress:



Charge



2498



1. Press the **Transfer** Key or the **Conference** Key.
2. Press the **Charge** Key or **dial** the **Call Detail Recording FFC**.
3. **Dial** the charge account number.
4. Press the **Line** (DN) Key to return to your call.

To charge a call to an account when you transfer a call:

Trans



Charge



Trans



1. Press the **Transfer** Key. The call is on hold.
2. Press the **Charge** Key **or dial** the **Call Detail Recording FFC**.
3. **Dial** the charge account number.
4. After you receive dial tone **dial** the number to where the call is to be transferred.
5. Press the **Transfer** Key when you hear the telephone ring.

Note: You can talk privately to the person at the transfer number before you press the Transfer Key.

To charge a call to an account when you add someone to a conference call:

Conf



Charge



Conf



1. Press the **Conference** Key. The call is placed on hold.
2. Press the **Account** Key **or dial** the **Call Detail Recording FFC**.
3. **Dial** the charge account number.
4. **Dial** the number of the person you want to add to the conference.
5. Press the **Conference** Key.

Use Enhanced Override Feature

The **Enhanced Override** feature allows you to override an active call after you have attempted a Forced Camp-on. Use Enhanced Override when you make either a simple call or a consultation call (i.e., place a call on hold and call another party).

To use Enhanced Override:



1. **Dial** a telephone number and receive a busy signal.

2. Press the **Override** Key or enter the Override FFC to initiate a Forced Camp-on.

If either of the persons on the call disconnects at this time, you receive an overflow (fast busy/engaged) signal.

3. Press the **Override** Key again or enter the Override FFC again.

The other two persons on the call receive an override tone and a conference call is established between the three of you. If anyone disconnects, the other two persons will remain connected.

To end the connection:



Press the **Goodbye** Key.

Use Forced Camp-on feature

The **Forced Camp-on** feature allows your telephone to automatically ring another telephone, as soon as that telephone disconnects from its current call. Forced Camp-on allows you to camp on both internal and external calls. Forced Camp-on can be used as a feature by itself or in conjunction with Priority Override. The combination of the two features is referred to as Enhanced Override.

To use Forced Camp-on:



1. **Dial** a telephone number and receive a busy signal.
2. Press the **Override** Key, or enter the Override FFC, to initiate a Forced Camp-on.

Note: The person you called hears a tone, and you hear ring/ringback signal or busy/engaged signal (depending on the options chosen). You are now camped-on to the number you dialed.

3. When the person you called finishes their call, your telephone automatically dials the number. Both your telephone and their telephone ring.

To answer a call camped-on to your extension:



When the telephone rings, lift the **handset**.

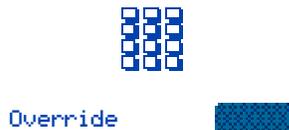
You are connected to the camped-on caller.

Note: Your telephone can be programmed for either Camp-on or Call Waiting, but not both.

Override a busy signal

The **Override** feature allows you to override a busy signal and interrupt another call.

To override a busy/engaged signal:



1. **Dial** a telephone number and receive a busy signal.
2. Press the **Override** Key, or enter the Override FFC .

Additional Call Features

The people on the call in progress receive a tone for approximately one second; the feature connects the three of you together. A short tone repeats every sixteen seconds.

To end the connection:



Press the **Goodbye** Key.

Use Privacy Release

The Privacy Release feature allows one or more people who share your DN to join your call.

To use Privacy Release in an established state:



Press the **Privacy Release** Key while you are on a call. One person can now join the call if they press the shared number (DN) key on their telephone (Multiple Appearance DN feature).

Use Radio Page

Some telephone systems have an on-site Radio Page system feature. This system feature allows you to page a person and stay on the line until they answer. The paged person answers the call when they enter a special Page Meet - me code from any telephone. This connects the person paged to the party who paged them.

To use Automatic Preselection (Meet - me page):



1. Lift the **handset**.



2. **Dial** the Radio Paging Access FFC. You receive page dial tone.



3. **Dial** the number of the party you want to page. After dialing, you receive a ringback tone.

Note 1: The person you paged uses any telephone to enter a Radio Paging Answer FFC, plus their own DN number. This action connects you and the person paged.

Note 2: If your call goes unanswered for a preset time period, you receive a continuous high pitched tone then silence. Press the **Goodbye** Key.

To use Automatic Post selection:

The called party is either busy on the telephone or away from the desk.

To page the called party, there is no need to redial the number of the called party.



1. Press the **Radio Page** Key. You receive a special dial tone.
2. **Dial** the Radio Paging Access FFC. You receive ringback tone.

Note 1: The person you have paged can proceed to any telephone and enter the Radio Paging Answer FFC, plus their own DN number. This action connects you and the person paged.

Note 2: You receive a fifteen second, high pitched tone, then silence if the party paged does not answer the call within a preset time period. When you receive this signal, replace the handset, or press the **Goodbye** Key.

To answer a Radio Page:

If you carry a Radio Pager, you receive a page indication when someone dials your Directory Number (DN).

If the Radio Page system is set up to function in **Meet - me** mode, you can answer the page call from any telephone. You can connect to the person who paged you.

Additional Call Features



1. Lift the **handset**.
2. **Dial** the Radio Page Answer FFC. You receive paging tone.
3. **Dial** your own DN. You connect to the paging caller. If the caller has hung up, you will receive a steady high pitched (Number Unavailable) tone.

Use Voice Call

The **Voice Call** feature allows you to page another person or make an announcement through someone else's telephone speaker.

To make a voice call:



VoiceCall



1. Lift the **handset**.
2. Press the **Voice Call** Key and make your announcement.
3. Press the **Goodbye** Key.

To respond to a voice call:



Your telephone rings once and you hear the caller's voice through your speaker. Lift the **handset**.

Hospitality features

These hospitality features are intended for hotel operations use.

Set Automatic Wake-Up

Although normally used as a hotel feature, the Automatic Wake-Up feature can be useful to business users who require a timed reminder call feature. From your telephone, you can program the Meridian/Succession CSE 1000 to automatically place a call to you at a predetermined time. When you answer the call, you hear recorded music for up to thirty seconds, followed by a prerecorded announcement or the attendant.

To enter the time for an Automatic Wake-Up call:



1. Lift the **handset**.
2. **Dial** the Automatic Wake-Up Request FFC.
3. **Dial** the Automatic Wake-Up time in a 24-hour time format (hh mm).
If it is correct, you receive a confirmation tone.
4. Press the **Goodbye** Key.

To cancel an Automatic Wake-Up call:



1. Lift the **handset**.
2. **Dial** the Automatic Wake-Up Cancel FFC.
3. Press the **Goodbye** Key.

Hospitality features

To verify the time for the Automatic Wake-Up call:



1. Lift the **handset**.
2. **Dial** the Automatic Wake-Up Verify FFC.
3. **Dial** the Automatic Wake-Up time in a 24-hour time format (hh mm).
If it is correct, you receive a confirmation tone.
4. Press the **Goodbye** Key.

Note: In a 24-hour time format, 7:30 a.m. is entered as 0730; 9:45 p.m. is 2145.

Activate Message Registration

If your telephone is equipped with a display, you can read, change, or reset meters that log your hotel telephone calls using the Message Registration feature.

To read meters:

MsgReg 



MsgReg 

1. Press the **Message Registration** Key.
2. **Dial** the room Directory Number (DN).
3. Press the **Message Registration** Key.

To change a meter:

MsgReg 



MsgReg 

1. Press the **Message Registration** Key.
2. **Dial** the room DN number.
3. **Dial** the correct meter count.
4. Press the  Key.
5. Press the **Message Registration** Key.

To reset a meter to zero:

MsgReg 



MsgReg 

1. Press the **Message Registration** Key.
2. **Dial** the room Directory Number (DN).
3. Press the  Key.
4. Press the **Message Registration** Key.

Use Maid Identification

The **Maid Identification** feature makes it easier to keep track of which maids clean which rooms. The maid enters the information from the telephone in each room.

To enter cleaning status:

RoomStatus



RoomStatus



1. Press the **Room Status** Key.
2. **Dial** the Directory Number (DN) for the room for which the cleaning status is being changed.
3. **Dial** one of the following cleaning status codes:
 - 1 = Cleaning requested
 - 2 = Cleaning in progress
 - 3 = Room cleaned
 - 4 = Room passed inspection
 - 5 = Room failed inspection
 - 6 = Cleaning skipped
 - 7 = Not for sale

You receive interrupted dial tone.

4. Press the  Key.
5. **Dial** the Maid ID. If you dial the wrong Maid ID, press the  Key, and redial the ID.
6. Press the **Room Status** Key.

Display Room Status

The Room Status feature lets you read the status of a room using the Display Module.

To read the status of a room:

RoomStatus 



1. Press the **Room Status** Key.
2. **Dial** the Directory Number (DN) for the room. The DN is displayed followed by a two digit code.

The first digit indicates the occupancy status:

- 0 = Room vacant
- 1 = Room occupied

The next digit indicates the cleaning status of the room:

- 1 = Cleaning requested
- 2 = Cleaning in progress
- 3 = Room cleaned
- 4 = Room passed inspection
- 5 = Room failed inspection
- 6 = Cleaning skipped
- 7 = Not for sale

RoomStatus 

3. Press the **Room Status** Key.

Hospitality features

To change the status of a room:

RoomStatus



1. Press the **Room Status** Key.
2. **Dial** the Directory Number (DN) for the room. The DN is displayed followed by a two-digit code.

The first digit indicates the occupancy status:

- Ø = Room vacant
- 1 = Room occupied

The next digit indicates the cleaning status of the room:

- 1 = Cleaning requested
- 2 = Cleaning in progress
- 3 = Room cleaned
- 4 = Room passed inspection
- 5 = Room failed inspection
- 6 = Cleaning skipped
- 7 = Not for sale



3. **Dial** the status code you want to assign to the room. A three-digit code appears. The first digit indicates the occupancy status. The second digit is the old cleaning status, and the third is the new cleaning status you just entered.

RoomStatus



4. Press the **Room Status** Key.

Meridian/Succession CSE 1000 Flexible Feature Codes (FFCs)

	Call Detail Recording Charge Account		Make Set Busy Activate
	Call Forward All Calls Activate		Make Set Busy Deactivate
	Call Forward All Calls Deactivate		Malicious Call Trace
	Call Forward All Calls Verify		Override
	Internal Call Forward Activate		Radio Paging
	Internal Call Forward Deactivate		Radio Paging Access
	Remote Call Forward Activate		Radio Paging Answer
	Remote Call Forward Deactivate		Ring Again Activate
	Park Call		Ring Again Deactivate
	Park Call Access		Speed Call Controller
	Pickup Ringing Number		Speed Call User
	Pickup Group		System Speed Call User
	Pickup Directory Number		Station Control Password Change
	Electronic Lock Activate		Automatic Wake-Up Activate
	Electronic Lock Deactivate		Automatic Wake-Up Deactivate
	Group Call		Automatic Wake-Up Verify

Meridian/Succession CSE 1000 Flexible Feature Codes (FFCs)

Terms you should know

Attendant — A telephone operator in your organization.

AutoDial — The user programs a frequently dialed telephone number on the AutoDial key for one touch dialing.

Call party information — When your telephone rings, the display shows Call Party Name Display (CPND) information. The system must have CPND enabled. The display shows the phone number and name of the incoming call.

Copy key — Reserved for future feature development. An audible non-working tone is generated, along with a display message *Service not available* if this key is pressed.

Date/time display — Shows the current date and time when the telephone is in an idle state.

Directory key — A Fixed key on the i2004 telephone that is reserved for future feature development. An audible non-working tone is generated along with a display message *Service not available* if this key is pressed.

Directory Number (DN) — A number consisting of one to seven digits for a telephone. Also known as an *extension number*.

Done Key — The Done key is a soft key located below the lower display area. The Done Key appears during certain features.

Expand — A Fixed key on the i2004 telephone that is reserved for future feature development. An audible non-working tone is generated along with a display message *Service not available* if this key is pressed.

Fastbusy — A signal given when all outgoing lines are busy.

Feature display — An area that shows status information about the feature in use. It also displays the name and status of the active session.

Fixed key — The hard labeled keys on your telephone.

Flexible Feature Codes (FFCs) — Provides access to your telephone's features, instead of a Fixed feature or Soft Feature key.

Handsfree — Handsfree communication allows you to converse with the party on the other end of the line without lifting your handset.

Inbox — A Fixed key on the i2004 telephone that connects to your voice messaging system when the key is pressed.

Indicator — An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Terms you should know

Information display— Displays call activity, lists, prompts, and status of calls. On the i2004 telephone this information area is three lines by twenty-four characters. If the text message exceeds this area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Information line — A one-line by twenty-four character area which displays date and time or application information.

Interrupted dial tone — A broken or pulsed dial tone, heard when you access some of the features on your telephone.

Meridian/Succession CSE 1000 — Your office communications system.

More... — Allows access to the multiple layers of the Soft Feature keys. These keys are the four keys located directly below the display area.

Off-hook — A term used to indicate that a line is selected to either make a call or receive an incoming call. The term *off-hook* is applied, regardless of whether the end-user actually lifts up the handset, or presses a line key, or is automatically answered at the set, or a line is automatically selected for an outgoing call.

Paging tone — A special tone heard when using the **Radio Paging** feature. You hear two beeps followed by dial tone.

Primary Directory Number — The main extension number on your telephone. It is referred to by the Primary Directory Number (PDN) key.

Private Line — A feature that can be assigned to your telephone. With this line, you can reach an outside number without dialing a code to access an outside line. Internal extensions cannot be dialed from a private line.

Programmable Line/Feature keys (self-labeling) — The six keys located at the sides of the upper area of the display.

Quit Key — The Quit key is used to exit applications.

Ringback/ring tone— The sound you hear when a call you have made is ringing at its destination.

Secondary Directory Number — A second incoming/outgoing line for your telephone.

Shared Directory Number — A DN (extension) that is shared by two or more persons.

Soft Feature keys (self-labeling) — Programmed by your system administrator. These four keys located directly below the display area have four programmable layers. The layers are accessed through the **More...** Key. These keys are also used to configure parameters in the Telephony Options List.

Special dial tone— Refers to three consecutive tones followed by dial tone that you hear when accessing telephone features.

Status Messages — Displayed to inform the user of the important information. A right arrow appears if more than one Status Message is present. Examples of Status Messages include: Message Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again active, Ringer is OFF, and Line x Unavailable.

System or Switch — Refers to the Meridian/Succession CSE 1000, your office communication system.

Switchhook — The button that the handset presses down, disconnecting your call when you replace the handset. The handset (when lifted) releases the switchhook and you either answer an incoming call or you receive a dial tone to make a call.

User Interface — In this User Guide, refers to the display screen displays that interact with the end-user, as a result of an action or event.

Terms you should know

A

Attendant 61
Attendant Recall 27
Auto Dial 18
Auto Dial Transfer 44
Automatic Answerback 31
Automatic Wake-Up 53

B

buzz signal 44

C

Call Charge 29
Call Forward 34
Call Forward - Internal 35
Call Join 39
Call Page 45
Call Page Connect 45
Call Park 27
Call party information 61
Call Pickup 31
Call timer 4, 13, 14
Call Waiting 32
Camp-on, Forced 22
Centrex/Exchange Switchhook Flash 45
Charge a call or Charge a Forced call 46
Conference call 39
Contrast Adjustment 3
Contrast adjustment 11
Copy Key 3, 61

D

Date/time format 4, 12, 61

Direct Inward System Access 36

Directory 4

Directory Key 61

Directory Number 61

Display 11, 19

Display Diagnostics 4, 12

Display incoming calls 29

Display Key 29

DN 61

E

Electronic Lock 37

Enhanced Override Feature 48

Expand 61

F

Feature display 61

Fixed key 61

Flexible Feature Code (FFC) 31, 32,
34, 35, 36, 37, 41, 43, 48, 61

Forced Camp-on 22, 48

G

Goodbye Key 2, 16

Group Call 41

H

Handsfree 16

Handsfree Button 16

Headset Key 2, 17

Hold 25

Hold Key 3

Hospitality features 53

Hot Line 22

I

i2004 Telephone display 5

Index

- Inbox 3, 61
- Indicator status 61
- Information display 62
- Information line 62
- Intercom call 23
- Internal Call Forward 35
- Interrupted dial tone 62
- J**
- Join a call 39
- K**
- Key click 4, 12
- L**
- Language 11
- Last Number Redial 20
- Line (DN) Key 2
- M**
- Maid Identification 56
- Make Set Busy 43
- Malicious call Trace 30
- Meet - me page 50
- Message Registration 55
- More Key 4, 62
- Mute 3, 17
- N**
- Navigation Keys 3, 8
- O**
- Off-hook 62
- off-hook 16
- On-hook 16
- OnHook Default Path 4
- On-hook dialing 18
- Outbox 4
- Override 48, 49
- P**
- Page Meet- me code 50
- Paging tone 62
- password change 38
- Phone Options 3, 7
- Predial Recall 18
- Primary Directory Number 4, 62
- Privacy Release 50
- Private Line 62
- Programmable Feature Keys 4, 62
- Programmable Line/Feature Keys 62
- Q**
- Quit Key 3
- R**
- Radio Page 50
- Record a Caller's Number 29
- Redial last number called 20
- Remote Call Forward 36
- Ring Again 19
- Ring Type 4
- Ring type 13
- ringback/ring tone 49, 62
- Room Status 57
- S**
- Secure your telephone 37
- Selectable Conferee display and Disconnect 40
- Services 3
- Services Key 8
- Services Menu 7
- Shared Directory Numbers 62

Speaker Key 3
Special dial tone 62
Speed Call 21
Speed Call, System 22
Station Control Password 37, 38
Status Messages 62
Switchhook 63
System or Switch 63
System Speed Call 22
T
Telephony Options 7
Terminal Network Admin 7
Timed Reminder Recall 26
Transfer a call 25
U
User Interface 62
V
Voice Call 52
Volume adjustment 9
Volume Control Bar 2

Index