M5008
Meridian® Business Set
User Guide
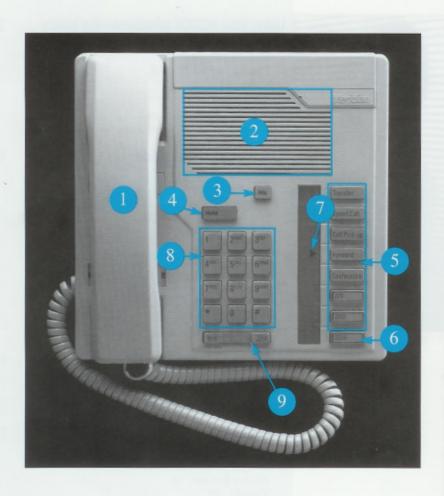

AASTRA

Table of Contents

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

2. Speaker turns on when you press an available line 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/line keys lets you make and receive telephone calls or use installed features.

6. Prime Directory Number (PDN) key is your main telephone line or extension number. It is automatically selected for outgoing calls when you lift the handset. Other telephone extensions that appear on your M5008 can be used by pressing the appropriate key.

7. Feature/Line Indicators. The ▶ indicator appears beside the active line and features. A steady ▶ means that the feature or line is active. A slow flashing ▶ means the line is ringing. A fast flashing ▶ 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 either the speaker or ringer volume.

Using Your M5008 telephone—the basics

Answering calls

To signal an incoming call, your telephone rings and the indicator beside a line or intercom key flashes slowly.

To answer a call:
1. If the call is ringing on a line other than your Primary DN (PDN), press the line or intercom key beside the flashing indicator. The call is answered through the speaker.
2. Lift the handset to speak.

Making calls

Using your handset:
1. Lift the handset—the PDN key is selected automatically and you hear a dial tone.
2. Dial the number.

Using a line key:
1. Press any available line key. You hear a dial tone from the speaker.
2. Dial the number.
3. Lift the handset when the other party answers.

Placing a call on hold

Using the Hold key:
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].

4

Setting the ring volume

1. Press ⟪◁⟩ ⟩▷▷ while the telephone is ringing.

Setting the speaker volume

1. Press ⟪◁⟩ ⟩▷▷ when the speaker is in use
   (make a call using the line key).

Tones that you hear when using the M5008

Dial tone | A continuous tone which means you can start dialing 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 you attempted to use a restricted feature or use a feature improperly.

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

Ring Again tone | One long and two short *pings* indicate that the line for 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.

Quick ways to make 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 or press the desired line key.
2. Press the desired Automatic Dial key to dial the number you want to call.

Automatic Line

Automatic Line keys are pre-programmed for you by your Customer Service Representative or System Administrator to dial a specific number. You should label any installed Automatic Line keys with a name or number.

To use an Automatic Line key:
1. Press the desired Automatic Line key.
2. Lift the handset when your party answers.

Intercom

An Intercom key is programmed by your Customer Service Representative or System Administrator to call a specific telephone in your system.

To place an Intercom call:
1. Press ⌊I/C   ⌋.
2. Lift your handset when the other party answers.
    If the person does not answer the call within two seconds, their telephone automatically answers through the speaker.

Intercom Group

Telephones in your system can be organized into Intercom Groups based upon projects or departments. Each telephone in the group is then assigned an Intercom Group number. See your Customer Service Representative or System Administrator for more information.

To call someone in your Intercom Group:
1. Press ⌊I/C Group⌋.
2. Dial the intercom number assigned to the person you want to call.
3. Lift your handset when the other party answers.

To answer an Intercom Group call:
1. Press ⌊I/C Group⌋ when the indicator is flashing.
2. Lift your handset.

Last Number Redial

You can redial the last number you called on a specific line. This is useful if the number you called was busy and you want to reach the person again.

To call using Last Number Redial:
1. Press the line key used to make the last call.
2. Press # twice.
3. Lift the handset when the other party answers.

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.
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 or press the desired line key.
2. Press Spd Call .
3. Dial the code for the telephone number you want to call.

How to avoid missing a call

Call Forward

Away from your telephone, but expecting an important call? Do you want to have someone take your calls for you while on vacation? Call Forward lets you redirect your calls to another telephone or voice message system.

To set Call Forward:
1. Press `Call Fwd` .
2. Dial the number to which you want to redirect your calls or skip to step 3 if you want to use the previous Call Forward number.
3. Press `Call Fwd` again.
   The indicator beside the Call Forward key goes ON.

To cancel Call Forward:
1. Press `Call Fwd` .
   The indicator beside the Call Forward key goes OFF.

Call Waiting

Call Waiting lets you know when you have a second incoming call by sending a single tone to the handset at regular intervals.

To answer your second call:
1. Press the feature key showing the flashing indicator .
   The original call goes on hold automatically.

To return to your original call:
1. Press the line key of the original call.
   You can alternate between the calls by pressing the appropriate line key.

Call Pickup

Telephones in your system can be programmed by your Customer Service Representative or System Administrator into Call Pickup groups. Call Pickup lets you answer a call ringing at any telephone in your pickup group from your M5008.

To pickup a call ringing at another telephone in your pickup group:
1.   Lift the handset or press the desired line key.
2.   Press ⌈Pickup⌋.

Message Waiting

Message Waiting for the M5008 works with the Leave Message feature or with your organization's voice mail system. An indicator beside the ⌈Msg Wait⌋ key is ON whenever someone has left you a call request or a voice mail message. Message Waiting queues up all call requests left for you starting with the first caller.

To return the first call in the queue:
1.   Lift the handset.
2.   Press ⌈Msg Wait⌋. The first caller is dialed automatically.
3.   If the Message Waiting indicator is still ON after you end the call, repeat steps 1 and 2 to return the next call in the queue.

When you can't reach someone

Leave Message

Leave Message works with the Message Waiting feature by letting you send a call request to another telephone in your system.

To leave a call request:
1. Make a call.
2. If there is no answer or the line is busy, press [Leave Msg]. The Message Waiting indicator on their telephone goes ON.

Override

Override lets you interrupt a person on a call. It is helpful in emergency situations or when someone expects you to call with important news.

To bridge into a two-way call within your system:
1. Press [Override] when you hear a busy signal.
2. To speak privately with the person you called, press [Override] again.

Note: Not all lines in your system can be overridden when busy—check with your Customer Service Representative or System Administrator. When you cannot interrupt a call, you hear a reorder tone.

Ring again

When another telephone in your system is busy, Ring Again signals you when the telephone you called becomes free. You can then use Ring Again to automatically redial the number. Note that you can only have one Ring Again request at a time.

To use Ring Again:
1. Make a call.
2. If the line is busy, press [Ring Again].
3. Press [Rls] to release the call.
   When the telephone you called becomes free, you hear a Confirmation tone and the Ring Again indicator flashes.
4. Lift the handset and press [Ring Again] to automatically redial the number.
   If you do not press [Ring Again] within four Confirmation tones, the Ring Again request is cancelled automatically.
5. If you have two lines and are already on another call when the Ring Again indicator flashes, press [Hold] to put the current call on hold. Press the free line key and then press [Ring Again] to redial the number.

To cancel a Ring Again request:
1. Press [Ring Again] before you hear the Ring Again Confirmation tone.

Ways to transfer or share calls

Conference

You can set up a telephone call between you and up to six 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 line 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 line 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.

Call Park

Call Park lets you put a call on hold at your telephone, then retrieve the call from any telephone in your system.

To park a call:
1. While on a call, press [Call Park].
   You hear two short beeps followed by silence.
2. Hang up.

To retrieve a parked call from any telephone in your system:
1. Lift the handset.
2. Press [Call Park].
   You hear three short beeps followed by the dial tone.
3. Dial the number of the telephone that parked the call.

Privacy Release

If you share a line with other people and the line is programmed for Privacy, no one can access the line while you are using it. You can temporarily release Privacy so that a co-worker can join your call.

To temporarily release Privacy while on a call:
1. Press [Priv Rls]. Your co-worker can now select the line and join the call.

To make your call private again:
1. Press [Priv Rls].
   Privacy is also automatically restored to your line when you end your 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 if
   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.

Controlling your telephone line

Make Busy

You can make your telephone appear busy to all callers except those using the intercom. You might want to use this when you are meeting with someone and don't want to be disturbed.

To make your telephone appear busy:
1. Press [Make Busy]. The indicator beside the Make Busy key goes ON.

To cancel Make Busy:
1. Press [Make Busy] again. The indicator beside the Make Busy key goes OFF.

Privacy

If you share a line with other people and the line is not programmed for Privacy, anyone can access the line while you are using it. Privacy lets you make a call temporarily private.

To make your current call private:
1. Press [Privacy].
   Other people who share your line are now prevented from bridging into your call.

To remove the privacy status from your call:
1. Press [Privacy] again.
   Privacy is also automatically removed from your line when you end your call.