# Speed Call Numbers

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# Introduction

Your Meridian Business Set is designed to provide simple and convenient access to a wide range of business features. When used in conjunction with the UNL Centrex, it is capable of a number of sophisticated operations such as dialing numbers automatically, setting up conference calls, and even notifying you when a number you have dialed is no longer busy.

Your Meridian Business Set and Centrex line has been assigned a set of standard features. Other optional features may or may not have been assigned to your set depending on your telephone needs. If you find that you need additional features, they can be easily added.

Your telephone service has been designed to be practical, functional and convenient to use. Your set has large color-coded feature and directory buttons, adjustable volume controls, and distinctive visual indicators.

With the Meridian Business Set, privacy is automatic. Even if other users with Business Sets share some of your Directory numbers (DN), they may not enter your calls unless you permit them to do so.

This users guide uses some terms you may not be familiar with. This chart should help you.

<table>
<thead>
<tr>
<th>Term</th>
<th>Other Equivalent Term(s)</th>
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<td>Dedicated Line Key</td>
<td>PDN</td>
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<tr>
<td>Line Key</td>
<td>DN</td>
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<tr>
<td>Receiver</td>
<td>Handset</td>
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<tr>
<td>Hang up</td>
<td>Press [RLs], replace handset</td>
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<tr>
<td>UNL Centrex</td>
<td>UNL's Telephone Switching system</td>
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If you experience any problems with your telephone set or the features on your line, call the telecommunications HELP DESK at 2-3434.

**Warning:** Your Meridian Set should not be unplugged and moved from one location to another without notifying the Telecommunications Center. The set is dependent upon the programming at your telephone jack and may not work when plugged into another location. Plugging into another location may result in damage to your telephone and/or the University's switching equipment. Do not unplug and move your telephone.
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Telephone Numbers

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Speed Call - Long  
(Optional Feature)

An individual or group  
long list of up to 70  
telephone numbers with two  
digit codes

Programming a Speed Call Number
□ Without picking up the receiver,
□ Press [Speed Call]
□ The Speed Call indicator flashes.
1 Dial the two digit code (00-69) associated  
with the number being stored.
3 Dial the complete number to be stored.  
(remember the “9” for off-campus)
1 Press [Speed Call] the number is stored.
□ Repeat steps 1 to 4 to store up to 70  
numbers.

Using the Speed Call List
□ Access any line.
1 Press [Speed Call]
2 Dial the code associated with the number  
you want to call.
□ The number is automatically dialed.

General Telephone Instructions

To make the most effective use of your telephone service, and to  
create the best possible impression:
□ Give people who might be calling you from outside our Centrex  
system your complete 7-digit number (472-xxxx),
□ Give people calling you from a University, State or County/City  
Centrex phone your 5-digit number (2-xxxx),
□ Plan your conversation. Jot down the things you want to talk about;
you'll save calling time and you won't forget something you wanted  
to say.
□ Answer promptly - by the end of the first ring if possible.
□ Identify yourself on both incoming and outgoing calls.
□ If possible, answer your calls directly without having them screened  
or routed through a secretary.
□ Use Voice Mail to answer your phone when you are away.
□ Notify your receptionist when you leave your immediate work area.
□ Check your telephone directory or frequently called list for the  
correct telephone number.
□ Hang up completely (about 4 seconds) before attempting to place  
a new call to give the switching equipment a chance to disconnect.

Long Distance Service:

The UNL Long Distance Network is provided for Official University  
Business Only! No personal calls are allowed. Such calls, when  
charged to the University, constitute theft and illegal avoidance of state  
and federal taxes. Further, personal calls are clearly contrary to the  
proper use of these facilities.

Report Changes in Personnel, Address and/or Telephone Numbers  
Promptly:

Complete and return the blue UNL Centrex Directory & Mailing List  
Update card found in the back of the Centrex Directory.
Dialing Instructions

UNL Main Telephone Number .............................................. 472-7211

important: Listen for dial tone before dialing any numbers.

Type of Call:  Dial:

University Operator
On-Campus Dialing
State Offices (471)
County/City Offices (441)

Local Calls
Long Distance Calls
International Calls
Toll Free Calls
Directory Assistance - Local
Directory Assistance - Long Distance
Directory Assistance - UNL Campus
Directory Assistance - Student numbers 2-6800

Note: Refer to the UNL Centrex Telephone Directory for a list of Area, Country and City codes.

Long Distance Operator Handled Call:
To obtain a Telephone Company Operator's assistance for Credit Card, Collect, Third Number, or Prepaid Calls: Dial "0" for the UNL operator. Explain the requirement for a telephone company operator's assistance. The UNL operator will connect you.

Remote Access to the UNL Long Distance Network:
The UNL Centrex provides remote access to the UNL Network from Lincoln and the Continental United States. This access allows you to make Official University Calls from your home and while traveling. For an authorization code and instructions on using this system, contact the Telecommunications Center.

Speed Call

This feature allows the programming of telephone numbers so that they can be dialed automatically simply by entering a code.

Four types of Speed Calls are available:

1. An individual short list of up to 10 telephone numbers with one digit codes.
2. An individual long list of up to 30 telephone numbers with two digit codes.

Note: The individual short and long list are unique to your set and are programmed and changed by you on your set.

4. A group list of up to 70 telephone numbers with two digit codes.

Note: The group list can be shared by other sets on the UNL Centrex and may only be programmed and changed by the controlling business set in the group.
Group Intercom
(Optional Feature)

Business sets in your department can be arranged in Intercom Groups. You can call another person in your department by dialing a code.

To Call Someone in your Intercom Group
1. Press [I/C Group]
2. Dial the code of the person you want to talk to.
3. Pick up the receiver.

To Answer an Intercom Call
- You hear ringing and the I/C Group indicator flashes.
  1. Press [I/C Group]
  2. Pick up the receiver.

Placing Calls

With handset out of the cradle
(Off-Hook dialing)

Using your Primary Directory number:
1. Lift the handset, listen for dial tone.
2. Your PDN is automatically selected and the LCD diamond is solid.
3. Dial the required number.

Using another Directory Number (DN) on your set:
1. Press any idle DN button.
2. Lift the handset, the DN button is solid.
3. Dial the required number.

With handset in the cradle
(On-Hook dialing)
You may dial a number while the handset is in the cradle.

1. Press your PDN or idle DN button.
2. Dial tone is heard through the speaker.
3. Dial the required number.
4. A ringing tone is heard through the speaker.
5. When you hear the ringing tone or when the called party answers, lift the headset to begin your conversation.

Note: Telephones within the UNL Centex may be restricted from dialing some telephone numbers. There are three basic types of lines: 1) On-campus calls only, 2) Local calls only, and 3) Full access. Long distance calls allowed. There are other types of restrictions. Contact the HELP DESK if you are unsure of your telephone's capabilities.
Answering Calls and Terminating Calls

Calls from on and off campus will be presented to your PDN or other Directory Numbers (DN) that appear on your set.

Answering calls on your PDN

☐ Ringing occurs and the LCD diamond flashes slowly next to your PDN.

1 Lift the handset, your PDN is automatically selected.

Answering calls on a DN

☐ Ringing occurs and the LCD diamond flashes slowly next to the DN button.

1 Press the DN button.

2 Lift the handset.

Terminating Calls

When you have finished your conversation, or cannot get through to the person called

1A Replace the handset

OR

1B Press Rls

Note: To terminate from one call to answer another call on your business set, you must press the release button (Rls) before answering the second call. Jumping from one line to another will not automatically disconnect your first call; rather it will place your first call on hold even though that party has hung up.

Note: Your telephone line has distinctive ringing on incoming calls.

— One long ring for an on-system Centrex call.
— Two short rings for an off-system call.

Direct Intercom
(Optional Feature)

You may talk to a designated person with a Business set by using the Direct Intercom feature. They will hear you through the speaker on their phone.

To Make an Intercom Call

1 Press Intercom

2 Pick up the receiver.

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

To Answer an Intercom if you are not using your Phone

☐ You hear ringing and the intercom indicator flashes.

1 Press Intercom or wait to hear the callers voice through the speaker.

☐ If you want to respond.

2 Pick up the receiver.

To answer an Intercom call if you are already using your phone.

☐ You hear a long buzz and the intercom indicator flashes.

1 Press Intercom

☐ Your first call is placed on hold and you hear the second callers voice.

☐ To return to your original call,

2 Press the line key the call is on.
Date and Time Display
(Optional Feature)

You can find out the current time and date by pressing a key on your telephone.

To Find Out the Time and Date
1. Press Time/Date
2. The display shows the current time and date.

Note: The time and date are shown for 12 seconds. If you press any key during that time, the display will clear.

You can find out the current time and date at any time except when dialing a number.

Volume Controls

The loudness of any sound coming through the speaker may be increased or decreased by using the Volume Control.

Setting the Ringing Volume
1. Have someone call a line on your set.
2. While the line is ringing,
3. Press either VOL UP or VOL DOWN button.
4. When the desired volume is reached,
5. Press: VOL UP and VOL DOWN buttons simultaneously to lock in the volume level.
6. The loudness remains constant until you lock in a new level.

Setting the Speaker Volume
1. While listening to a call on the speaker,
2. Press either VOL UP or VOL DOWN button.
3. When the desired volume is reached,
4. Press: VOL UP and VOL DOWN buttons simultaneously to lock in the volume level.
5. If you do not lock in the volume level, when you hang-up the volume will revert to the previous locked in level.

Note: Volume Control will not work to increase the loudness of the sound which come through the receiver of the handset. For example, if someone you are talking to is whispering, you cannot use the Volume Control to increase the loudness of their voice.

Note: If your phone has the handsfree speakerphone option, refer to the handsfree speakerphone section for additional information on volume controls.
Visual Indicators

Your Meridian Business Set has eight LCD diamond indicators, one located to the left of the first eight buttons. These LCD diamonds are used to identify the status of a call or feature.

For LCD diamonds beside line keys, if the LCD diamond is:

STEADY A call is in progress on that line.
FLASHING SLOWLY A call is ringing on that line.
FLASHING QUICKLY A call is on hold on that line.

For LCD diamonds beside feature keys, if the LCD diamond is:

STEADY The feature is activated.
FLASHING SLOWLY The set is ready for input.

Call Waiting
(Optional Feature)

If you are on the phone and a second call comes in, this feature will notify you that another call is waiting. You may answer the call privately without disconnecting the first call.

To Answer Call Waiting
- You hear a tone through the speaker (repeated once after 10 seconds) that notifies you a call is waiting.
- The call waiting indicator flashes.
- Press [Call Wait]
- You are connected to the second call and the first call is automatically placed on hold.

To Return to the First Call
- Press the original line key.
- You are connected to the first call and the second call is automatically placed on hold.
- You can alternate between the two calls by alternately pressing the line key and the call wait key.

To End Either Call
- Press [Hang] while connected to that call.
Call Park
Optional Feature)

This feature permits you to park a call against your line. Once parked, you can move to any other centrex phone and retrieve that call.

To Park a Call

☐ While you are talking with someone,
1 Press Call Park

☐ You hear two beeps followed by silence.
2 Hang up.

☐ The call is now parked. You can still make other calls.

To Retrieve a Parked Call

1 Access a line and get dial tone.
2 Dial: # 7 8
3 Dial the number the call was parked against. (2-xxxx)

☐ You are now connected to the caller.

Note: If you leave a call parked for longer than 60 seconds, it will ring the station that parked the call.

Hold/Automatic Hold
Listen on Hold

The hold button allows you to place a call on hold, and, if you have other DN’s, place or receive another call.

To Place a Call on Hold

☐ Ask your party if they are able to hold.
1 Press [HOLD]

☐ The LCD Diamond next to the line flashes slowly.
2 Hang up.

To Place a Call on Hold to Answer another Line

☐ A single burst of tone is heard through the speaker.
1 Press the DN next to the slowly flashing LCD diamond.

☐ This automatically puts your original call on hold. There is no need to press the HOLD Button.

To Retrieve the Call

1 Lift the handset.
2 Press the line key next to the quickly flashing LCD diamond.

Listen on Hold

☐ This enables you to listen to the called or calling party with your handset in the cradle. This is especially useful if you have been placed on hold.
1 Press [HOLD]
2 Hang up the handset.
3 Press your PDN or DN Button next to the quickly flashing LCD diamond.

☐ To return your call, pick up the handset.

Note: You can place a call on hold and initiate a second call on a idle DN by pressing the idle DN button. This automatically places your first call on hold. You can do this only if a second DN appears on your Meridian Business Set.
LCD Information Display
(Optional Feature)

The alphanumeric display shows you valuable information about calls you make or receive.

Incoming Calls from On-Campus
The display will provide you with the 5 digit on-campus telephone number that is calling.

Incoming Calls from Off-Campus
The display will show “OUTSIDE CALL” if the caller is an off-campus party.

Reason Display
The reason display will tell you if a call is transferred or forwarded to your line. This information is helpful in knowing how to answer that call.

Other Information
This display also shows:
- the digits you dialed
- the number of the call you pick up

Calling Name Display
The Calling Name feature is available to all lines on the University Centrex System. If a caller has the calling name display feature, the display will show an incoming caller’s first name, or last name or both, as well as the caller’s telephone number.

Call Forward Don’t Answer
Call Forward Busy
(Optional Feature)

These features forward your calls to another number when you are on your line and/or away from your work area.

Call Forward Don’t Answer
☐ This feature is pre-programmed by the UNL Telecommunications Center.
☐ If you have this feature, your phone will ring 3 times and then forward to a predetermined number.

Note: If the number your phone forwards to is busy, the call will continue to ring on your line until the other phone is idle or the caller abandons.

Call Forward Busy
☐ This feature is pre-programmed by the UNL Telecommunications Center.
☐ If you have this feature, when you are busy on a call and someone else calls your line, that call will forward to a predetermined number.

Note: If the number your phone forwards to is busy, the caller will receive a busy signal.
Automatic Dialing Keys
(Optional Feature)

You can store one frequently used number and dial it by pressing one key.

To Store a Number
1. Press [Auto Dial]
   - The Auto Dial indicator flashes.
2. Dial the complete number to be stored.
   (Remember the "9" for off-campus)
3. Press [Auto Dial]
   - The number is stored.

To Automatically Dial a Number
1. Access any line.
2. Press [Auto Dial]
   - The number is automatically dialed.

Note: Extra key labels are provided with your business set so that you may label your Auto Dial key with someone’s name.

Auto Dial may be used anytime you need to dial someone’s number (i.e. Call Transfer).

Handsfree Speakerphone
(Optional Feature)

A speakerphone permits you to carry on a conversation with the handset in the cradle.

To make a Handsfree call
1. Press [Handsfree]
   - The Handsfree indicator goes on and dial tone is heard through the speaker.
2. The indicator next to your PDN also goes on.
2. Dial the telephone number.
3. Wait for the person to answer.
3. Speak toward the microphone on your phone.

To answer a call Handsfree
1. Your phone rings.
1. Press [Handsfree]
   - The Handsfree indicator goes on and dial tone is heard through the speaker.
2. The indicator next to your PDN also goes on.
2. Speak toward the microphone on your phone.

To speak privately with someone at your desk, so the caller can’t hear you
1. Press [Mute]
   - The mute indicator goes on.
   - Your caller cannot hear your conversation with the person at your desk. You can speak to your caller by pressing [Mute] again.

Note: While using Handsfree, speak clearly (facing the microphone) and raise your voice if you move away from your set. If background noises become too loud (for example, you are typing loudly at your desk), your set will cut off the person speaking to you and ready itself for you to speak. For this reason, it is recommended that you use the [Mute] key to stop background noises from interfering with your conversations.

Note: You may also use the volume control to adjust the volume of the sounds coming over your handset.
Call Forwarding Universal

All calls made to your line can be automatically forwarded to any number.

To forward your calls

☐ Without lifting up the receiver,

1. Press [Call Fwd]

☐ The Call Fwd indicator flashes.

2. Dial the number that you want your calls forwarded to.
   5 digit on-campus telephone number
   or
   9 + telephone number

3. Press [Call Fwd]

☐ The Call Fwd indicator goes on.

To cancel Call Forwarding

☐ The Call Fwd indicator is on

☐ Without lifting the receiver,

1. Press [Call Fwd]

☐ The Call Fwd indicator goes out.

Note: You can still make calls. Calls to your line(s) will be forwarded automatically. When CALL FORWARD is activated, only the telephone you forward your calls to can call you directly or transfer calls to your line.

Note: if you always forward your calls to the same number, don't dial the number; just press [Call Fwd] twice. Your calls will be forwarded to the last number you programmed.

Speed Call — Short

An individual short list of up to 10 telephone numbers with one digit codes. The short list is standard on your business set.

Programming a Speed Call Number

☐ Without picking up the receiver,

1. Press [Speed Call]

☐ The Speed Call indicator flashes.

2. Dial the one digit code (0-9) associated with the number being stored.

3. Dial the complete number to be stored. (Remember the “9” for off-campus)

4. Press [Speed Call]

☐ Repeat steps 1 to 4 to store up to 10 numbers.

Using the Speed Call List

☐ Access any line,

1. Press [Speed Call]

2. Dial the code associated with the number you want to call.

☐ The number is automatically dialed.
Speed Call

This feature allows the programming of telephone numbers so that they can be dialed automatically simply by entering a code.

Four types of Speed Calls are available:

1. An individual short list of up to 10 telephone numbers with one digit codes.
2. An individual long list of up to 30 telephone numbers with two digit codes.
3. An individual long list of up to 70 telephone numbers with two digit codes.

Note: The individual short and long list are unique to your set and are programmed and changed by you on your set.

4. A group list of up to 70 telephone numbers with two digit codes.

Note: The group list can be shared by other sets on the UNL Centrex and may only be programmed and changed by the controlling business set in the group.

Call Pickup

Telephones in your department may be arranged in Call Pickup groups. This feature allows you to answer any call made to a phone in your Call Pickup group.

To Answer a Ringing Telephone

☐ You are covering the phones and hear ringing of a phone in your Cal Pickup group.
1. Press any line key.
☐ The line indicator goes on.
2. Press [Pickup]
☐ You are connected to the call.

Note: If you are on an existing call and wish to answer another ringing telephone utilizing Call Pick Up, you must put your original call on hold, select another DN (if one appears on your set) and press the Pick Up Button. If you only have one telephone number appearing on your set, you must terminate your existing call to use the Pick Up feature.

If more than one call is incoming to the group, calls are picked up in the order in which they entered the group.

When answering a call for a phone in your call pick up group, you may not be able to tell which line you are answering. In order to avoid answering with the wrong name, it may be helpful to answer with the name of your department.
Call Transfer/3-Way Calling

This feature is used to transfer a call to another party without the help of the attendant or receptionist. You may also consult privately with the person to whom you are transferring the call.

To Transfer a Call

☐ You are talking with someone and wish to transfer them to another party.


2. Dial the number of the person to whom you wish to transfer the call.

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

3. Press [Transfer] again; all three people are connected.

3-Way Calling

To establish a three party call, do not press [Rls] and Hang up. After you press [Transfer] the second time, the three calls are connected together.

Ring Again

If you make an on-system call to someone and their phone is busy, Ring Again will notify you when the line becomes free and then dial automatically for you.

To Initiate Ring Again

☐ You have called a busy extension and wish to be connected as soon as it becomes free.

1. Press [Ring Again]

☐ The Ring Again indicator goes on and the line indicator goes out.

☐ You make or answer calls while you wait.

To Respond to the Ring Again

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

2. Access any line.

3. Press [Ring Again]

☐ The number is automatically dialed.

To Cancel Ring Again

☐ Before you hear the tone,

1. Press [Ring Again] or ignore the tone.

☐ The Ring Again indicator goes out.

Note: Only one Ring Again request can be activated at a time.

If you press ring again and hear a busy signal, the other person has lifted their handset to place or receive a call. Press [Ring Again] and return your handset to the cradle. Ring again is still activated.

You must respond to Ring Again within 18 seconds after being notified that the number is available. If you do not place the call within 18 seconds, the indicator next to ring again turns off and the call is cancelled.

Note: If the line is busy or if the person doesn't answer, press [Rls] and then the line key to return to the person you were talking to.

14
Message Waiting

The message waiting indicator tells you if a message is waiting in your voice mailbox.

To Respond to the Message Waiting Lamp
1 Dial # 8 6 to access the Voice Mail System.
☐ Refer to your voice mail users guide for additional instructions.

Conferencing

The Conference feature may be used to set up phone conversations between yourself and up to 6 other people.

To Set up a Conference Call
1 Lift handset; your PDN is selected.
2 Dial: * 7 6; you will receive special feature dial tone.
3 Dial the number of the first conferee.
☐ A conferee answers and wishes to be added to the conference call.
4 Press [Transfer]; wait for tone.
5 Dial: * 7 6

To Add Another Conferee to the Call
1 Press [Transfer]; wait for dial tone.
2 Dial the number of the next conferee.
☐ A conferee answers and wishes to be added.
3 Press [Transfer]; wait for tone.
2 Dial: * 7 6
☐ For each additional person to be added to the conversation repeat steps 1 to 3.

If the Conferee Does Not Wish to be Added
1 Press [Transfer]; wait for tone.
2 Dial: # 7 6 to release the conferee.

Note: Larger conference sizes are available, call the Telecommunications Center.
Consultation Hold

This feature allows you to consult on another call while placing your first caller on hold. This can be done with only one line.

To Consult While on a Call

☐ Ask your party if they are able to hold.

1. Press [Transfer]

2. Dial the number of the party to whom you wish to consult.

☐ You are now connected to this person and you may consult privately.

To Return to your Original Call

1. Press [Rls]

2. Press the line button next to the flashing LDC diamond.

☐ You are now reconnected to your first call.

Note: You may alternate between the two calls as many times as you desire by alternately pressing the flashing line button and the transfer button.

To establish a three party call, press the transfer button after consulting privately with the third party.

Last Number Redial

This feature lets you access the last number you dialed by entering a feature code.

To Redial the Last Number

2. Dial # 9

☐ The system will automatically redial the LAST number you dialed.

Note: Each time another number is dialed, the new number will override the previously stored number.

This feature only applies to your prime directory number.
Consultation Hold

This feature allows you to consult on another call while placing your first caller on hold. This can be done with only one line.

To Consult While on a Call

☐ Ask your party if they are able to hold.
☐ Press [Transfer]
☐ Dial the number of the party to whom you wish to consult.
☐ You are now connected to this person and you may consult privately.

To Return to your Original Call

☐ Press [Rls]
☐ Press the line button next to the flashing LDC diamond.
☐ You are now reconnected to your first call.

Note: You may alternate between the two calls as many times as you desire by alternately pressing the flashing line button and the transfer button.

To establish a three party call, press the transfer button after consulting privately with the third party.

Last Number Redial

This feature lets you access the last number you dialed by entering a feature code.

To Redial the Last Number

2 Dial # 9
☐ The system will automatically redial the LAST number you dialed.

Note: Each time another number is dialed, the new number will override the previously stored number.

This feature only applies to your prime directory number.
Message Waiting

The message waiting indicator tells you if a message is waiting in your voice mailbox.

To Respond to the Message Waiting Lamp
1. Dial # 8 6 to access the Voice Mail System.
2. Refer to your voice mail user's guide for additional instructions.

Conferencing

The Conference feature may be used to set up phone conversations between yourself and up to 6 other people.

To Set up a Conference Call
1. Lift handset; your PDN is selected.
2. Dial: * 7 6; you will receive special feature dial tone.
3. Dial the number of the first conferee.
4. A conferee answers and wishes to be added to the conference call.
5. Press [Transfer]; wait for tone.
6. Dial: * 7 6

To Add Another Conferee to the Call
1. Press [Transfer]; wait for dial tone.
2. Dial the number of the next conferee.
3. A conferee answers and wishes to be added.
4. Press [Transfer]; wait for tone.
5. Dial: * 7 6
6. For each additional person to be added to the conversation, repeat steps 1 to 3.

If the Conferee Does Not Wish to Be Added
1. Press [Transfer]; wait for tone.
2. Dial: # 7 6 to release the conferee.

Note: Larger conference sizes are available; call the Telecommunications Center.
Call Transfer/3-Way Calling

This feature is used to transfer a call to another party without the help of the attendant or receptionist. You may also consult privately with the person to whom you are transferring the call.

To Transfer a Call

☐ You are talking with someone and wish to transfer them to another party.

2. Dial the number of the person to whom you wish to transfer the call.
3. When the person answers, you can talk privately. The person on the original call cannot hear you.
4. Press [Transfer] again; all three people are connected.

3-Way Calling

To establish a three-party call, do not press [Rls] and Hang up. After you press [Transfer] the second time, the three calls are connected together.

Note: If the line is busy or if the person doesn't answer, press [Rls] and then the line key to return to the person you were talking to.

Ring Again

If you make an on-system call to someone and their phone is busy, Ring Again will notify you when the line becomes free and then dial automatically for you.

To Initiate Ring Again

☐ You have called a busy extension and wish to be connected as soon as it becomes free.
1. Press [Ring Again]
☐ The Ring Again indicator goes on and the line indicator goes out.
☐ You make or answer calls while you wait.

To Respond to the Ring Again

☐ When the line is free, you'll hear a tone and the Ring Again indicator flashes.
2. Access any line.
3. Press [Ring Again]
☐ The number is automatically dialed.

To Cancel Ring Again

☐ Before you hear the tone,
1. Press [Ring Again] or ignore the tone.
☐ The Ring Again indicator goes out.

Note: Only one Ring Again request can be activated at a time.

If you press ring again and hear a busy signal, the other person has lifted their handset to place or receive a call. Press [Ring Again] and return your handset to the cradle. Ring again is still activated.

You must respond to Ring Again within 18 seconds after being notified that the number is available. If you do not place the call within 18 seconds, the indicator next to ring again turns off and the call is cancelled.
Speed Call

This feature allows the programming of telephone numbers so that they can be dialed automatically simply by entering a code.

Four types of Speed Calls are available:

1. An individual short list of up to 10 telephone numbers with one digit codes.
2. An individual long list of up to 30 telephone numbers with two digit codes.
3. An individual long list of up to 70 telephone numbers with two digit codes.

**Note:** The individual short and long list are unique to your set and are programmed and changed by you on your set.

4. A group list of up to 70 telephone numbers with two digit codes.

**Note:** The group list can be shared by other sets on the UNL Centrex and may only be programmed and changed by the controlling business set in the group.

Call Pickup

Telephones in your department may be arranged in Call Pickup groups. This feature allows you to answer any call made to a phone in your Call Pickup group.

To Answer a Ringing Telephone

- [ ] You are covering the phones and hear ringing of a phone in your Call Pickup group.

1. Press any line key.
2. The line indicator goes on.
3. Press [Pickup]

- [ ] You are connected to the call.

**Note:** If you are on an existing call and wish to answer another ringing telephone utilizing Call Pick Up, you must put your original call on hold, select another DN (if one appears on your set) and press the Pick Up Button. If you only have one telephone number appearing on your set, you must terminate your existing call to use the Pick Up feature.

If more than one call is incoming to the group, calls are picked up in the order in which they entered the group.

When answering a call for a phone in your call pick up group, you may not be able to tell which line you are answering. In order to avoid answering with the wrong name, it may be helpful to answer with the name of your department.
Call Forwarding Universal

All calls made to your line can be automatically forwarded to any number.

To forward your calls
- Without lifting up the receiver,
- Press [Call Fwd]
- The Call Fwd indicator flashes.
- Dial the number that you want your calls forwarded to.
  - 5 digit on-campus telephone number
  - or
  - 9 + telephone number
- Press [Call Fwd]
- The Call Fwd indicator goes on.

To cancel Call Forwarding
- The Call Fwd indicator is on
- Without lifting the receiver,
- Press [Call Fwd]
- The Call Fwd indicator goes out.

Note: You can still make calls. Calls to your line(s) will be forwarded automatically. When CALL FORWARD is activated, only the telephone you forward your calls to can call you directly or transfer calls to your line.

Note: if you always forward your calls to the same number, don’t dial the number, just press [Call Fwd] twice. Your calls will be forwarded to the last number you programmed.

Speed Call — Short

An individual short list of up to 10 telephone numbers with one digit codes. The short list is standard on your business set.

Programming a Speed Call Number
- Without picking up the receiver,
- Press [Speed Call]
- The Speed Call indicator flashes.
- Dial the one digit code (0-9) associated with the number being stored.
- Dial the complete number to be stored. (Remember the “9” for off-campus)
- Press [Speed Call]
- Repeat steps 1 to 4 to store up to 10 numbers.

Using the Speed Call List
- Access any line,
- Press [Speed Call]
- Dial the code associated with the number you want to call.
- The number is automatically dialed.
Automatic Dialing Keys
(Optional Feature)

You can store one frequently used number and dial it by pressing one key.

To Store a Number
1. Press [Auto Dial]
   □ The Auto Dial indicator flashes.
2. Dial the complete number to be stored.
   (Remember the “9” for off-campus)
3. Press [Auto Dial]
   □ The number is stored.

To Automatically Dial a Number
1. Access any line.
2. Press [Auto Dial]
□ The number is automatically dialed.

Note: Extra key labels are provided with your business set so that you may label your Auto Dial key with someone's name.

Auto Dial may be used anytime you need to dial someone's number (i.e. Call Transfer).

Handsfree Speakerphone
(Optional Feature)

A speakerphone permits you to carry on a conversation with the handset in the cradle.

To make a Handsfree call
1. Press [Handsfree]
□ The Handsfree indicator goes on and dial tone is heard through the speaker.
□ The indicator next to your PDN also goes on.
2. Dial the telephone number.
□ Wait for the person to answer.
3. Speak toward the microphone on your phone.

To answer a call Handsfree
□ Your phone rings.
1. Press [Handsfree]
□ The Handsfree indicator goes on and dial tone is heard through the speaker.
□ The indicator next to your PDN also goes on.
2. Speak toward the microphone on your phone.

To speak privately with someone at your desk, so the caller can't hear you
1. Press [Mute]
□ The mute indicator goes on.
□ Your caller cannot hear your conversation with the person at your desk. You can speak to your caller by pressing [Mute] again.

Note: While using Handsfree, speak clearly (facing the microphone) and raise your voice if you move away from your set. If background noises become too loud (for example, you are typing loudly at your desk), your set will cut off the person speaking to you and ready itself for you to speak. For this reason, it is recommended that you use the [Mute] key to stop background noises from interfering with your conversations.

Note: You may also use the volume control to adjust the volume of the sounds coming over your handset.
LCD Information Display
(Optional Feature)

The alphanumeric display shows you valuable information about calls you make or receive.

**Incoming Calls from On-Campus**
The display will provide you with the 5 digit on-campus telephone number that is calling.

**Incoming Calls from Off-Campus**
The display will show "OUTSIDE CALL" if the caller is an off-campus party.

**Reason Display**
The reason display will tell you if a call is transferred or forwarded to your line. This information is helpful in knowing how to answer that call.

**Other Information**
This display also shows:
- the digits you dialed
- the number of the call you pick up

**Calling Name Display**
The Calling Name feature is available to all lines on the University Centrex System. If a caller has the calling name display feature, the display will show an incoming caller's first name, or last name or both, as well as the caller's telephone number.

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Call Forward Don't Answer
Call Forward Busy
(Optional Feature)

These features forward your calls to another number when you are on your line and/or away from your work area.

**Call Forward Don't Answer**
- This feature is pre-programmed by the UNL Telecommunications Center.
- If you have this feature, your phone will ring 3 times and then forward to a predetermined number.

**Note:** If the number your phone forwards to is busy, the call will continue to ring on your line until the other phone is idle or the caller abandons.

**Call Forward Busy**
- This feature is pre-programmed by the UNL Telecommunications Center.
- If you have this feature, when you are busy on a call and someone else calls your line, that call will forward to a predetermined number.

**Note:** If the number your phone forwards to is busy, the caller will receive a busy signal.
Call Park
Optional Feature

This feature permits you to park a call against your line. Once parked, you can move to any other centrex phone and retrieve that call.

To Park a Call
☐ While you are talking with someone,
   1 Press Call Park
☐ You hear two beeps followed by silence.
   2 Hang up.
☐ The call is now parked. You can still make other calls.

To Retrieve a Parked Call
1 Access a line and get dial tone.
2 Dial: # 7 8
3 Dial the number the call was parked against. (2-xxxx)
☐ You are now connected to the caller.

Note: If you leave a call parked for longer than 60 seconds, it will ring the station that parked the call.

Hold/Automatic Hold
Listen on Hold

The hold button allows you to place a call on hold, and, if you have other DN's, place or receive another call.

To Place a Call on Hold
☐ Ask your party if they are able to hold.
   1 Press [HOLD]
☐ The LCD Diamond next to the line flashes slowly.
   2 Hang up.

To Place a Call on Hold to Answer another Line
☐ A single burst of tone is heard through the speaker.
   1 Press the DN next to the slowly flashing LCD diamond.
☐ This automatically puts your original call on hold.
There is no need to press the HOLD Button.

To Retrieve the Call
1 Lift the handset.
2 Press the line key next to the quickly flashing LCD diamond.

Listen on Hold
☐ This enables you to listen to the called or calling party with your handset in the cradle. This is especially useful if you have been placed on hold.
   1 Press [HOLD]
   2 Hang up the handset.
   3 Press your PDN or DN Button next to the quickly flashing LCD diamond.
☐ To return your call, pick up the handset.

Note: You can place a call on hold and initiate a second call on a idle DN by pressing the idle DN button. This automatically places your first call on hold. You can do this only if a second DN appears on your Meridian Business Set.
Visual Indicators

Your Meridian Business Set has eight LCD diamond indicators, one located to the left of the first eight buttons. These LCD diamonds are used to identify the status of a call or feature.

For LCD diamonds beside line keys, if the LCD diamond is:

STEADY A call is in progress on that line.
FLASHING SLOWLY A call is ringing on that line.
FLASHING QUICKLY A call is on hold on that line.

For LCD diamonds beside feature keys, if the LCD diamond is:

STEADY The feature is activated.
FLASHING SLOWLY The set is ready for input.

Call Waiting
(Optional Feature)

If you are on the phone and a second call comes in, this feature will notify you that another call is waiting. You may answer the call privately without disconnecting the first call.

To Answer Call Waiting
☐ You hear a tone through the speaker (repeated once after 10 seconds) that notifies you a call is waiting.
☐ The call waiting indicator flashes.
1 Press [Call Wait]
☐ You are connected to the second call and the first call is automatically placed on hold.

To Return to the First Call
1 Press the original line key.
☐ You are connected to the first call and the second call is automatically placed on hold.
☐ You can alternate between the two calls by alternately pressing the line key and the call wait key.

To End Either Call
1 Press [Hang] while connected to that call.
Date and Time Display
(Optional Feature)

You can find out the current time and date by pressing a key on your telephone.

To Find Out the Time and Date
1. Press Time/Date
   □ The display shows the current time and date.

Note: The time and date are shown for 12 seconds. If you press any key during that time, the display will clear.

You can find out the current time and date at any time except when dialing a number.

Volume Controls

The loudness of any sound coming through the speaker may be increased or decreased by using the Volume Control.

Setting the Ringing Volume
1. Have someone call a line on your set.
   □ While the line is ringing,
2. Press either VOL UP or VOL DOWN button.
   □ When the desired volume is reached,
3. Press: VOL UP and VOL DOWN buttons simultaneously to lock in the volume level.
   □ The loudness remains constant until you lock in a new level.

Setting the Speaker Volume
□ While listening to a call on the speaker,
1. Press either VOL UP or VOL DOWN button.
   □ When the desired volume is reached,
3. Press: VOL UP and VOL DOWN buttons simultaneously to lock in the volume level.
   □ If you do not lock in the volume level, when you hang-up the volume will revert to the previous locked in level.

Note: Volume Control will not work to increase the loudness of the sounds which come through the receiver of the handset. For example, if someone you are talking to is whispering, you cannot use the Volume Control to increase the loudness of their voice.

Note: If your phone has the handsfree speakerphone option, refer to the handsfree speakerphone section for additional information on volume controls.
Answering Calls and Terminating Calls

Calls from on and off campus will be presented to your PDN or other Directory Numbers (DN) that appear on your set.

Answering calls on your PDN

☐ Ringing occurs and the LCD diamond flashes slowly next to your PDN.

1 Lift the handset, your PDN is automatically selected.

Answering calls on a DN

☐ Ringing occurs and the LCD diamond flashes slowly next to the DN button.

1 Press the DN button.

2 Lift the handset.

Terminating Calls

When you have finished your conversation, or cannot get through to the person called

1A Replace the handset

OR

1B Press [Rls]

Note: To terminate from one call to answer another call on your business set, you must press the release button ([Rls]) before answering the second call. Jumping from one line to another will not automatically disconnect your first call; rather it will place your first call on hold even though that party has hung up.

Note: Your telephone line has distinctive ringing on incoming calls.

— One long ring for an on-system Centrex call.
— Two short rings for an off-system call.

Direct Intercom
(Optional Feature)

You may talk to a designated person with a Business set by using the Direct Intercom feature. They will hear you through the speaker on their phone.

To Make an Intercom Call

1 Press [Intercom]

2 Pick up the receiver.

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

To Answer an Intercom if you are not using your Phone

☐ You hear ringing and the intercom indicator flashes.

1 Press [Intercom] or wait to hear the caller's voice through the speaker.

☐ If you want to respond.

2 Pick up the receiver.

To answer an Intercom call if you are already using your phone.

☐ You hear a long buzz and the intercom indicator flashes.

1 Press [Intercom]

☐ Your first call is placed on hold and you hear the second caller's voice.

☐ To return to your original call,

2 Press the line key the call is on.
Group Intercom  
(Optional Feature)

Business sets in your department can be arranged in Intercom Groups. You can call another person in your department by dialing a code.

To Call Someone in your Intercom Group
1. Press [I/C Group]
2. Dial the code of the person you want to talk to.
3. Pick up the receiver.

To Answer an Intercom Call
☐ You hear ringing and the I/C Group indicator flashes.
1. Press [I/C Group]
2. Pick up the receiver.

Placing Calls

With handset out of the cradle  
(Off-Hook dialing)

Using your Primary Directory number:
1. Lift the handset; listen for dial tone.
☐ Your PDN is automatically selected and the LCD diamond is solid.
2. Dial the required number.

Using another Directory Number (DN) on your set:
1. Press any idle DN button.
2. Lift the handset; the DN button is solid.
3. Dial the required number.

With handset in the cradle  
(On-Hook dialing)
You may dial a number while the handset is in the cradle.

1. Press your PDN or idle DN button.
☐ Dial tone is heard through the speaker.
2. Dial the required number.
☐ A ringing tone is heard through the speaker.
3. When you hear the ringing tone or when the called party answers, lift the handset to begin your conversation.

Note: Telephones within the UNL Centrex may be restricted from dialing some telephone numbers. There are three basic types of lines: 1) On-campus calls only, 2) Local calls only, and 3) Full access. Long distance calls allowed. There are other types of restrictions. Contact the HELP DESK if you are unsure of your telephone's capabilities.

Note: You can belong to more than one Intercom Group. Your Phone will have a separate I/C Group for each group.
Dialing Instructions

UNL Main Telephone Number ........................................ 472-7211

Important: Listen for dial tone before dialing any numbers.

Type of Call:  Dial:

University Operator  0
On-Campus Dialing  5 digit number (2-xxxx)
State Offices (471)  5 digit number (1-xxxx)
County/City Offices (441)  8 digit number (9-441-xxxx)

Local Calls  9 + 7 digit number

Long Distance Calls  9 + 1 + Area Code + 7 Digit Number

International Calls  9 + 1 + 011 + country code + city code + 5-7 digit local number

Toll Free Calls  9 + 1 + 800 + 7 digit number

Directory Assistance - Local  9 + 411
Directory Assistance - Long Distance  9 + 1 + Area Code + 555-1212
Directory Assistance - UNL Campus  0
Directory Assistance - Student numbers 2-6800

Note: Refer to the UNL Centrex Telephone Directory for a list of Area, Country and City codes.

Long Distance Operator Handled Call:

To obtain a Telephone Company Operator's assistance for Credit Card, Collect, Third Number, or Prepaid Calls: Dial "0" for the UNL operator. Explain the requirement for a telephone company operator's assistance. The UNL operator will connect you.

Remote Access to the UNL Long Distance Network:

The UNL Centrex provides remote access to the UNL Network from Lincoln and the Continental United States. This access allows you to make Official University Calls from your home and while traveling. For an authorization code and instructions on using this system, contact the Telecommunications Center.

Speed Call

This feature allows the programming of telephone numbers so that they can be dialed automatically simply by entering a code.

Four types of Speed Calls are available:

1. An individual short list of up to 10 telephone numbers with one digit codes.

2. An individual long list of up to 30 telephone numbers with two digit codes.

Note: The individual short and long list are unique to your set and are programmed and changed by you on your set.

4. A group list of up to 70 telephone numbers with two digit codes.

Note: The group list can be shared by other sets on the UNL Centrex and may only be programmed and changed by the controlling business set in the group.
Speed Call - Long
(Optional Feature)

An individual or group
long list of up to 70
telephone numbers with two
digit codes

Programming a Speed Call Number
☐ Without picking up the receiver,
1 Press [Speed Call]
☐ The Speed Call indicator flashes.
2 Dial the two digit code (00-69) associated
   with the number being stored.
3 Dial the complete number to be stored.
   (Remember the "9" for off-campus)
1 Press [Speed Call] the number is stored.
☐ Repeat steps 1 to 4 to store up to 70
   numbers.

Using the Speed Call List
☐ Access any line.
1 Press [Speed Call]
2 Dial the code associated with the number
   you want to call.
☐ The number is automatically dialed.

General Telephone
Instructions

To make the most effective use of your telephone service, and to
create the best possible impression:

☐ Give people who might be calling you from outside our Centrex
   system your complete 7-digit number (472-xxxx),
☐ Give people calling you from a University, State or County/City
   Centrex phone your 5-digit number (2-xxxx),
☐ Plan your conversation. Jot down the things you want to talk about;
   you'll save calling time and you won't forget something you wanted
to say.
☐ Answer promptly - by the end of the first ring if possible.
☐ Identify yourself on both incoming and outgoing calls.
☐ If possible, answer your calls directly without having them screened
   or routed through a secretary.
☐ Use Voice Mail to answer your phone when you are away.
☐ Notify your receptionist when you leave your immediate work area.
☐ Check your telephone directory or frequently called list for the
   correct telephone number.
☐ Hang up completely (about 4 seconds) before attempting to place
   a new call to give the switching equipment a chance to disconnect.

Long Distance Service:

The UNL Long Distance Network is provided for Official University
Business Only! No personal calls are allowed. Such calls, when
charged to the University, constitute theft and illegal avoidance of state
and federal taxes. Further, personal calls are clearly contrary to the
proper use of these facilities.

Report Changes in Personnel, Address and/or Telephone Numbers
Promptly:

Complete and return the blue UNL Centrex Directory & Mailing List
Update card found in the back of the Centrex Directory.
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Introduction

Your Meridian Business Set is designed to provide simple and convenient access to a wide range of business features. When used in conjunction with the UNL Centrex, it is capable of a number of sophisticated operations such as dialing numbers automatically, setting up conference calls, and even notifying you when a number you have dialed is no longer busy.

Your Meridian Business Set and Centrex line has been assigned a set of standard features. Other optional features may or may not have been assigned to your set depending on your telephone needs. If you find that you need additional features, they can be easily added.

Your telephone service has been designed to be practical, functional and convenient to use. Your set has large color-coded feature and directory buttons, adjustable volume controls, and distinctive visual indicators.

With the Meridian Business Set, privacy is automatic. Even if other users with Business Sets share some of your Directory numbers (DN), they may not enter your calls unless you permit them to do so.

This users guide uses some terms you may not be familiar with. This chart should help you.

<table>
<thead>
<tr>
<th>Term</th>
<th>Other Equivalent Term(s)</th>
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<tbody>
<tr>
<td>Dedicated Line Key</td>
<td>PDN</td>
</tr>
<tr>
<td>Line Key</td>
<td>DN</td>
</tr>
<tr>
<td>Receiver</td>
<td>Handset</td>
</tr>
<tr>
<td>Hang up</td>
<td>Press [RLs], replace handset</td>
</tr>
<tr>
<td>UNL Centrex</td>
<td>UNL's Telephone Switching system</td>
</tr>
</tbody>
</table>

If you experience any problems with your telephone set or the features on your line, call the telecommunications HELP DESK at 2-3434.

Warning: Your Meridian Set should not be unplugged and moved from one location to another without notifying the Telecommunications Center. The set is dependent upon the programming at your telephone jack and may not work when plugged into another location. Plugging into another location may result in damage to your telephone and/or the University's switching equipment. Do not unplug and move your telephone.