

Centrex Dialing Features

To Activate or Deactivate telephone features, press the appropriate Feature Button on your phone set or dial the Access Code indicated below

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|-----------------------------|------------------|--|
| <u>HOLD (PERMANENT)</u> | <u>Activate</u> | <u>LINK, *472</u> |
| | <u>Reconnect</u> | <u>pickup handset</u> |
| <u>CALL PARK</u> | <u>Activate</u> | <u>LINK, *473 replace handset</u> |
| | <u>Retrieve</u> | <u>from any extension, #473 + extension number</u> |
| <u>RING AGAIN</u> | <u>Activate</u> | <u>LINK, *474 replace handset</u> |
| | <u>Cancel</u> | <u>LINK, *474 replace handset</u> |
| <u>CALL BACK QUEUING</u> | <u>Activate</u> | <u>LINK, *474 replace handset</u> |
| | <u>Cancel</u> | <u>LINK, *474 replace handset</u> |
| <u>CALL FORWARD</u> | <u>Activate</u> | <u>*476 + extension number, replace handset</u> |
| | <u>Cancel</u> | <u>#476, replace handset</u> |
| <u>CALL PICK UP</u> | | <u>*477 to answer a ringing phone</u> |
| <u>CALL WAITING</u> | <u>Respond</u> | <u>LINK, call is placed on hold, other call is connected</u> <u>PRESS LINK to alternate between calls</u> |
| <u>SPEED CALLING</u> | <u>Program</u> | <u>Short List: *481 + 1-digit code + number + #</u> |
| | <u>Use</u> | <u>Long List: *482 + 2-digit code + number + #</u> |
| | <u>Program</u> | <u>Short List: * + 1-digit code</u> |
| | <u>Use</u> | <u>Long List: * + 2-digit code</u> |
| <u>LAST NUMBER REDIAL</u> | | <u>*483</u> |
| <u>THREE WAY CONFERENCE</u> | | <u>Place first call, LINK, dial third party</u> <u>LINK, connect all three parties</u> |

[Business Set Feature \(M5216/M5316 set\)](#)

Package includes but not limited to the following features:

Auto Answer Back
Auto Dial
Busy Override
Call Back Queuing

Held Calls
Individual (POTS) Business Line
Intercom
Listen On Hold

Call Forward

Call Forward Reason Display
Call Forward/Auto Dial Display

Call Park

Call Pickup

Call Waiting

Display Called Number
Display Calling Number
End-To-End Signaling
Feature Code Access
Group Intercom

Make Set Busy

Malicious Call Hold

Message Wait Indicator

Multiple Appearance Directory Number

On Hook Dialing

Query Time Key

Ring Again

Short Hunt

Speed Calling

Three-way Calling

Transfer

Auto Answer Back

Auto answer back feature is when implemented on a business set, allow any incoming call to the primary directory number (PDN) of the set to be automatically answered after four seconds of ringing.

Auto Dial

Auto dial allows the business set user to call a frequently dialed number by pressing the assigned feature key.

Automatic Line

Business set automatic line (AUL) is a directory number (DN) feature that may be assigned to individual DN on a business set station, including the primary DN.

Busy Override

Busy set override allows a business set to gain access to a busy station by pressing the busy override key.

Call Back Queuing

Call back queuing allows a business set user to request a call back when encountering an all trucks condition on the customers outgoing trucks.

Call Forward

Call forward allows a business set user to forward calls to another Meridian Digital Centrex (MDC) user. Optional call forward conditions are call forward-all, call forward busy, call forward-no answer, call forward intra-group.

Call Forward Reason Display

Call forward reason display allows business set user to identify the type of forwarded condition when they receive forwarded call. Requires display option on customer equipment.

Call Forward/Auto Dial Display

Call forward/auto dial displays the number currently programmed for the call forward or the automatic dial features. Requires display option on customer equipment.

Call Park

Call park enables a business set user to park a call against their directory number. The parked call can be retrieved from any station by dialing the retrieve code and the directory number against which the call is parked.

Call Pickup

Call pickup feature allows a station to answer call incoming to another station within a predetermined call pickup group.

Call Waiting

Call waiting provides a tone to the MDC user to alert them of another incoming call request. The called MDC station may acknowledge the new caller by placing the existing call on hold or by abandoning the existing call and receiving the new caller.

Display Called Number

Display called number provides visual feedback of the number dialed on outgoing calls or feature activation. Requires display option on customer equipment.

Display Calling Number

Display calling number provides business set user with visual feedback concerning incoming calls. Displays called number only applies to intra-group calls. Requires display option on customer equipment.

End-To-End Signaling

End-to-end signaling provides the capability to out pulse dual-tone multi-frequency digits while active on a call.

Feature Code Access

Feature code access provides an alternate method of accessing MDC features other than through the use of feature keys.

Feature Display

Feature display provides the business set user with visual feedback for feature activation, including features such as three-way calling, call transfer, call waiting, call park, ring again, call pickup, busy override and speed call. Requires display option on customer equipment.

Group Intercom

Group intercom allows an MDC user to call a member of a pre-designated group by using abbreviated dialing.

Held Calls

Held calls allows a business set user to hold an established call on the business set. The MDC user may originate or receive another call on an idle directory number.

Individual (POTS) Business Line

Individual (POTS) business line allows the business set subscriber the appearance of the POTS line as one of the DN keys on the set.

Intercom

Intercom feature allows a customer to directly terminate on a pre-designated set by depressing the intercom key on the business set.

Listen On Hold

Listen on hold allows a business set user to monitor a call through the speaker in customer premises equipment. When the called party answers, the MDC business set user must remove the handset from the cradle.

Make Set Busy

Make set busy allows a business set user to place their primary directory number in a busy condition to outside calls.

Malicious Call Hold

Malicious call hold (MCH) feature allows a business set subscriber to hold a connection within the switching unit on a malicious call, enabling the call to be traced back to the originating party.

Message Wait Indicator

Message wait Indicator feature provides a message waiting lamp on the business set indicating a message is waiting to be retrieved. This applies to only the primary directory number not other directory numbers available from that set.

Multiple Appearance Directory Number

Multiple appearance directory number allows a directory number to be assigned to more than one business set for multiple call arrangement. With Single Call Arrangement (SCA) any business set user with the directory appearance may make or receive calls on the directory number. SCA allows only one business set user to be active on the directory number at one time. With Multiple Call Arrangements (MCA) more than one business set user can be active on the directory number at one time, limited by the number of appearances in the group.

On Hook Dialing

On hook dialing allows the MDC business user to originate calls without lifting the handset.

Query Time Key

Query time key displays the current time and date by activating the time key. Requires display option on customer premises equipment.

Ring Again

Ring again allows the MDC business set user to monitor a busy set of directory number appearances on the business set. The short hunt is limited to the number of directory appearances on the business set.

Short Hunt

Short hunt allows incoming calls to a business set user to hunt over a set of directory number appearance on the business set. The short hunt is limited to the number of directory appearances on the business set.

Speed Calling

Speed calling allows a MDC business set user to access frequently dialed numbers by utilizing an abbreviated code.

Three-Way Calling

Three-way calling enables an MDC business set user to establish a three-way call.

Transfer

Transfer enables an MDC business set user to transfer a call to another MDC user.

Single Set Feature (M8009/M9216/M9316 set)

Package includes but not limited to the following features:

Automatic Call Back (Ring Again)

Blind Transfer Queuing

Call Back Queuing

Call Forward - All Calls

Call Waiting

Consultation Hold

End-To-End Signaling

Last Number Redial

Message Wait Indicator (Stutter Dial Tone)

Off-Hook Queuing

Permanent Hold/Call Hold

Speed Call - Individual Long

Speed Call - Individual Short

Station to Station Dialing

Three Way Conference

Transfer

Automatic Call Back (Ring Again)

Automatic call back (ring again) feature allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

Blind Transfer Queuing

Blind transfer queuing allows an MDC station to transfer an established call to another MDC group member without waiting for the transferred station to answer.

Call Back Queuing

Call back queuing feature is a station user encountering an all-truck busy condition has the option of being notified when a truck becomes idle, and then being automatically connected to the number.

Call Forward - All Calls

Call forward - all calls allows an MDC customer to have incoming calls to a station automatically forwarded to a predetermined telephone number.

Call Waiting

Call waiting feature informs an MDC station line that is on an established call that a third party is trying to reach them.

Consultation Hold

Consultation hold allows an MDC station to place an active call on temporary hold.

End-To-End Signaling

End-to-end signaling allows an MDC station user, while in the talking state, to send DTMF tones to the other end.

Last Number Redial

Last number redial feature enables a customer to redial the last number called by depressing a single key rather than the entire number.

Message Wait Indicator (Stutter Dial Tone)

Message wait indicator (stutter dial tone) feature permits a station user to be notified of a waiting message. Stuttered dial tone is used for stations without Message Waiting (MAT) lamps.

Off-Hook Queuing

Off-hook queuing feature, a call that cannot be completed because an idle outgoing truck is not available among the inexpensive route set, may wait off-hook for an idle truck. When an outgoing truck becomes available, the call progresses in the normal manner.

Permanent Hold/Call Hold

Permanent hold/call hold allows an MDC station user to place a call on hold for any length of time.

Speed Call - Individual Long

Speed call - individual long allows the MDC station user to place calls to list of frequently called numbers by dialing two digits than the completed directory number. Limited to 30, 50 or 70 frequently call numbers.

Speed Call - Individual Short

Speed call - individual short allows the MDC station user to place calls to list of frequently called numbers by dialing fewer digits than the complete directory number. Limited to eight frequently called numbers.

Station to Station Dialing

Station to station dialing call may be dialed to complete between any two station lines of digital MDC group.

Three Way Conference

Three way conference allows an MDC station line to establish a three way conference with two other parties.

Transfer

Transfer enables an MDC user to transfer a call to another MDC user.