



Nortel Meridian 1

- Tips and Other Shortcuts

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Concordia Telecommunications

Mission: Concordia Telecommunications (Telecom) was established in July of 1999 and is a division of the IT Department. A separate telecom office was created for the purpose of providing telephone service to students living on our campus and to better serve Concordia's faculty and staff. Our goal is to bring our campus community closer together through the use of reliable communications systems.

We hope that these pages will provide you some useful tips and shortcuts. Please pick from the following topics in the left column. If there is a subject you would like to learn about which is not currently available, please call Kyle Greenhow at ext. 4321.

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Call Forwarding

Explanation

- When “Forward” is being used, Meridian 1 will not ring your phone. The call will go directly to the extension entered. The most common use for “Forward” is forwarding to voicemail. If you will not be at your desk for any significant lengths of time, you can forward your phone to voicemail (4448). All incoming calls will go directly into your voicemail box. Using this consistently will tell people when you are out of the office, as it will not ring the usual 3 times. You can also forward to another person’s phone. If that person does not answer, it will go to your voicemail, unless the phone forwarded to is not setup to go straight to voicemail.

Procedure:

- Press the “Forward” key.
- Enter a 4 Digit Extension.
- Press the “Forward” key again.
- To Cancel, press the “Forward” key.

Exception:

- If you use “Forward” to forward your calls to another persons phone, you could create a loop. (Continued)

More on Call Forwarding.





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Exception Cont...

The phone that you forward to must be programmed to go to voicemail when unanswered. Because calls can only jump once, if the second phone jumps to another extension when unanswered the call will not go to voicemail, and will continue to ring until answered or the caller hangs up. To verify if forwarding to another phone is alright please call Kyle at ext. 4321.

- It should also be noted that “Forward” is internal only. You can not forward to an external telephone number.
- If you forward your phone to an extension, for example 2222, the only time your phone will ring is if the person at 2222 calls you.

Other Related Information:

- “Forward” will remember the last number forwarded to. If you press “Forward” once, the display will show the last number you forwarded to. If this is the same number you wish to forward to again, you can simply press “Forward” a second time and your phone will now be forwarded to that previous number.



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Explanation:

- “Transfer” can be used to transfer a caller to a internal or external phone number. You have the option of allowing the second party to answer, in order to introduce the caller. The primary caller is put on mute the second you press the “Transfer” button. To transfer a caller to an internal phone, simply dial the 4 digit extension. To transfer a caller to an external phone, dial 9 and the number.

Procedure:

- While the line is open, press “Transfer” once.
- Dial a phone number.
- Press “Transfer” a second time.

Exception:

- If you decide to cancel the transfer for any reason, you can simply press the key on which the caller is waiting. This key will have a flashing arrow next to it.

Other Related Information:

- You may also transfer to an off campus phone number. This may be helpful to connect a key person to a traveling Staff member carrying a cell phone. (Caution: Be careful because as CUW will pay charges as applicable.)
- Transferring to a voicemail box is very useful.

[Click Here for this procedure.](#)



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Transferring to Voice Mail

Procedure:

- While the line is open, press “Transfer” once.
- Dial 4449, for express messaging.
- When prompted for “...mailbox,” type the extension.
- Press #.
- Press “Transfer” a second time.



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Conference

Explanation:

- When you press the “Conference” key, any other callers are put on mute. You have the option to talk privately with the new caller before pressing “Conference” that second time and bringing everyone together. You may have up to 6 parties on the line, 3 internal and 3 external. You may have more than 3 internal. If you bring more than 3 external, the sound quality drops significantly.

Procedure:

- While the line is open, press the “Conference” key.
- Dial the phone number.
- Press “Conference” a second time.
- Repeat for additional callers.

Exception:

- If you want to cancel the “Conference” for any reason before it is completed, press the key where the other callers are waiting. This key will have a flashing arrow next to it.



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Call Pickup

Explanation:

- The multiple phones in each office are linked together by a key called, “Call Pickup.” To be able to pick up someone else’s phone, each of you must be in the same group. For instance, everyone in IT has a “Call Pickup” group number of 34. If I want to use “Call Pickup” to answer Mark Newhouse’s phone, both Mark and myself must be in group 34. To find out who is in your group, contact Kyle at ext. 4321.

Procedure:

- Pick up your handset, press “Call Pickup”

Exception:

- If the call rings too many times it will forward to voicemail. If you want to answer it, you must do it before the end of the 3rd ring.



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Volume Settings

Explanation:

- There are five different volume levels that can be changed on your telephone. 1 is for the volume of the ring. 2 is for the buzz you hear when you have a second call. 3 is for the speaker volume. 4 is for the handset volume. And 5 is for the hands free volume.

Procedure:

- Press "Program"
- Press 00
- Press the number, 1, 2, 3, 4, or 5 depending on the type.
- Use the scroll key to change the volume.
- When finished press "Program"

Other Related Information:

- You can also change these volumes while you are using the phone. For instance, if my phone starts ringing, while it is ringing, I can press the scroll key to adjust the volume up or down. If the person on my handset is too soft, I can use the scroll keys to up the volume. These settings are temporary and go back to normal after the call is completed.

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Speed Call

Explanation:

- Speed Call can assist you with quickly dialing a maximum of 20 of your most frequently dialed numbers. I find this helpful especially helpful when dialing Milwaukee numbers. Even though they are local, they still need the 1-414.

Procedure:

[Click Here to Create a Speed Call List.](#)

[Click Here to Make a Call With a Speed Call List](#)

Exception:

- You can not use PIN numbers in a “Speed Call” list.



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Creating A Speed Call List

Procedure:

- Create a spread sheet with 00 to 19, and input the names and phone numbers you will need.
- For each number 00 through 19, enter in each phone number, by first pressing “Speed Call” once.
- Press the number of the entry. (00-19)
- Type the number. (Use 9 if off campus.)
- Press “Speed Call” again.
- Repeat for each entry.

Exception:

- PIN numbers can not be used in a “Speed Call” list.

LIST #	NAME	NUMBER
00	Joe	914145551234
01	Tom	912628531234
02	Dave	914145551235
03	Mark	919206643721

Make a call with your Speed Call List.





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Making a Call With Speed Call

Procedure:

- Either pick up your handset or open a line on speaker phone.
- Press "Speed Call"
- Press the two digit code for the number you are calling.

Other Related Information:

- It is helpful to print off your spread sheet or list of codes, names and numbers. You should cut this down to a small size and either hang or lay next to your phone.



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Explanation:

- For security reasons, telephones are restricted after the hours listed below. Each department has been assigned one PIN number. If you need to find out your PIN number for after hours use or for International calling, contact your Department Head or Kyle at ext. 4321.

Procedure:

- To place a call outside of the hours of 7:30am – 5:30pm: Dial 9 and the number and at the tones, dial your 6 digit PIN.
- To place an international call any hour of the day: Dial *(star), 0(zero), PIN, 9, 011, and the rest of the number.

Other Related Information:

- Only ECC and Long Distance calls need to have a PIN after hours.