
The Basics



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. You can also use the speaker to listen to the other party on Handsfree calls.
3. Release key cancels active calls.
4. Hold key keeps a caller on the line
5. Feature/line keys let you make an 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 M5316 can be used by pressing the appropriate key.
7. Feature/line indicators. The < indicator appears beside active lines or features located to the left of indicator display while the > indicator appears beside those located to the right. A steady < or > means that the feature or line is active. A slow flashing < or > means the line is ringing. A fast flashing < or > means the line is on hold or a feature is being programmed.
8. Dial pad give you easy push-button dialing and programming.
9. Volume Key adjusts the speaker, ringer, or handset volume. It is also used to scroll through setup functions shown on the display and to edit Predial digits.
10. Display shows useful information about your calls or features.
11. Alerter flashes when the telephone rings.
12. Microphone allows you to speak to a caller without using the handset

Answering Calls

To signal an incoming call, your telephone rings, the alerter light flashes, 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 Prime DN (PDN), press the line or intercom key beside the flashing indicator.
2. Lift the handset to speak or press the "Handsfree" button to answer the call.

To answer a call when the handset is off-hook and the line is not on:

1. The incoming call is signaled by a lone alerter beep and a flashing indicator beside the line key. To answer the call, press the line key.

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 or press the "Handsfree" button to talk to the called party.

Placing a call on hold

Using the hold key:

1. Press the "Hold" button. 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 the "Rls" button

Setting the alerter volume

1. Press the "<<<| |>>>" up or down while the telephone is ringing. The display shows the adjusted alerter (ringing) volume level, which remains in effect until the next adjustment..

Setting the handset volume

1. Press the "<<<| |>>>" up or down while using the handset on a call. The display shows the adjusted handset volume level, which remains in effect until the next adjustment.

Setting the Handsfree speaker volume

1. Press the "Handsfree" button.
2. Press the "<<<| |>>>" up or down to adjust the volume. The display shows the adjusted Handsfree speaker volume level, which remains in effect until the next adjustment

Setting the On-hook monitoring volume

1. Press any available line key.
2. Press the "<<<| |>>>" button up or down to adjust the volume. The display shows the adjusted monitoring speaker volume level, which remains in effect until the next adjustment.

Muting the handset

The "Mute" button can be used to prevent the other party from hearing you over the handset. This is useful when you wish to speak privately with someone at your desk

To mute your handset:

1. Press the "Mute" button.

Tones you hear when using the M5316

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.

Call waiting tone: Two short beeps set at regular intervals which indicate a second incoming call.

Handsfree Calling

The handsfree feature allows you to use the built-in microphone and speaker on your M5316 to carry on a telephone conversation. While using handsfree speak clearly and face the M5316--raise your voice a little if you move away from the telephone. You can also use the Mute feature to turn off your microphone. Mute is useful when background noises interfere with your conversation. or when you want to speak privately with someone at your desk.

To answer a call using handsfree:

1. Press the "Hands free" button instead of picking up the receiver.
2. If you wish to speak privately with the other person, pick up the handset. Handsfree turns off automatically.
3. Press the "Rls" button to end your call.

To use handsfree during your call:

1. Press the "handsfree" button and replace the handset in the cradle.
2. To speak privately once again, pick up the handset.
3. Press the "Rls" button to end your call

To mute your microphone while on a handsfree call:

1. Press the "Mute" button.
2. to turn your microphone on again, press the "mute" button once more.

Display features

The M5316 has an adjustable two-line display which shows you helpful information about the features you can activate or the call you make and receive. When making an outgoing call, for instance, the numbers you dial are shown on the display.

If your organization has installed the Calling Name Display feature, your display shows an incoming caller's name and telephone number:

Joe Smith 12345

If your organization has also installed the Reason display feature, your display shows additional information. For example, when you have forwarded an incoming call to another telephone in your system your display shows the following information:

Helen Jones 12345

Forward Jim Hunter 54321

The top line display shows the name and number of the person receiving the forwarded call. The bottom line shows your name and number as well the name of the feature which has been activated.

The messages and names which are shown on your display are selected by your organization and may differ from those shown above. Check with your System Administrator or Customer Service Representative to find out the messages and names you can expect to see.

Setting up local features

The M5316 has a variety of local features which you can set up to make the set easier to use and to customize the set to meet your specific needs. The "Program" key allows you to enter Programming mode to set up the following features:

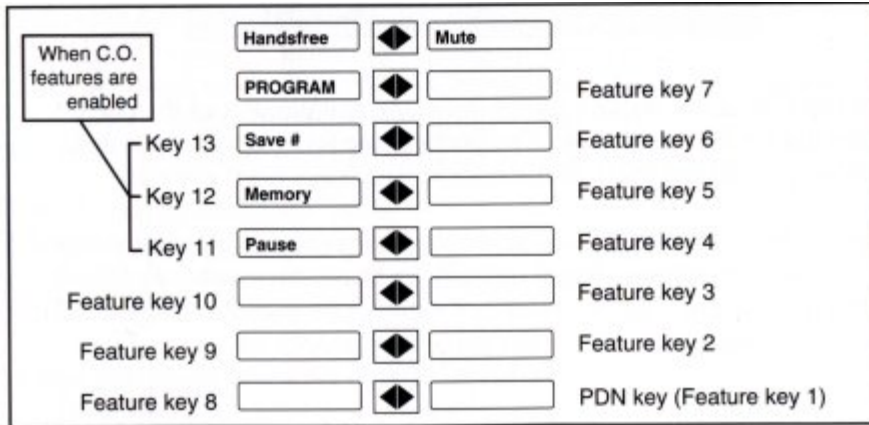
- Alerter Volume
- Time and Date Set
- Time and Date Format
- Call Timer
- Display Language
- Central Office (C.O.) Features function:
 - Predial
 - Memory Number

Save, Memory, and Pause

The following three additional feature keys are available, if not disabled by the C.O. Features function:

- Save Number
- Memory Number
- Pause

Note that the M5316 is initially set up to have the Save Number, Memory Number, and Pause keys available to you and they appear at the feature key locations shown below:



These keys are always available to you unless C.O. Features are enabled. (C.O. Features must be enabled when the Save Number, Memory Number, and Pause keys are provisioned for switch features by your service provider.) To find out whether the C.O. Features should be disabled or enabled, contact your System Administrator or Customer Service Representative.

The Save Number, Memory Number, and Predial functions are not available when the set is used in the Auto Call Distribution (ACD) environment. These three local features only work with the Prime Directory Number (PDN) of the set.

Note that an incoming call interrupts the activation or programming of all local functions. Local features are also not available during an active call, with a call on hold, or when a C.O. feature is active (the Time/Date C.O. feature is active for 12 seconds).

Alerter Volume

To adjust the alerter volume:

1. Press the "program" button.
2. Press the "<<<| |>>>" button until 'Alerter Volume?' is shown on the display.
3. Press the "Hold" button.
4. Press the "<<<| |>>>" button to adjust the volume level. The bars on the display indicate the adjusted level.
5. Press the "Hold" button to save the new alerter volume level.
6. Press the "Program" button or "RIs" button to exit programming mode.

Time and Date

To set the time and date on your M5316

1. Press the "Program" button.
2. Press the "<<<| |>>>" button until **Time and Date Set?** is shown on the display.
3. Press the "Hold" button.
4. Enter the date using the format shown on the display.
5. Enter the current time based upon the 24 hour clock.
6. Press the "Hold" button to save the new time and date settings.
7. Press the "Program" or "RIs" button to exit programming mode.

To select the time and date display format:

1. Press the "Program" button.
2. Press the "<<<|>>>" button until **Time and Date Format?** is shown on the display.
3. Press the "Hold" button.
4. Press the "<<<|>>>" button until the desired format is shown on the display.
5. Press the "Hold" button to save the new format setting.
6. Press the "Program" or "RIs" button to exit programming mode.

Call Timer

The Call Timer uses the display to show the time elapsed since the start of a normal call (the timer appears on the display 5 seconds after the call starts and remains on the display 5 seconds after you end the call). Follow the instructions below to enable the Call Timer.

To enable the Call Timer:

1. Press the "Program" button.
2. Press the "<<<|>>>" button until **Call Timer?** is shown on the display.
3. Press the "Hold" button.
4. Press the "<<<|>>>" button to enable or disable the Call Timer.
5. Press the "Hold" button to save the new setting.
6. Press the "Program" or "RIs" button to exit programming mode.

Display Language

To select the language used to show information on the display:

1. Press the "Program" button.
2. Press the "<<<|>>>" until **Language?** is shown on the display.
3. Press the "Hold" button.
4. Press the "<<<|>>>" until the desired language is shown on the display.
5. Press the "Hold" button to save the new setting.
6. Press the "Program" or "RIs" button to exit programming mode.

C.O. Features

The M5316 allows you to replace the Save Number, Memory Number, and Pause local feature keys with additional Central Office (C.O.) switch features. When instructed to do so by your System Administrator or Customer Service Representative, use the following instructions to enable or disable Central Office (C.O.) switch features.

To enable/disable C.O. Features in place of the Save, Memory, and Pause keys:

1. Press the "Program" button.
2. Press the "<<<|>>>" button until **C.O. Features?** is shown on the display.
3. Press the "Hold" button.
4. Press the "<<<|>>>" button until the desired setting is shown.
5. Press the "Hold" button to save the new setting.
6. Press the "Program" or "RIs" to exit programming mode.

Predial

The Predial feature allows you to dial your number first, inspect it as it is shown on the display, and then pickup the handset to make your call. Predial is only available when the M5216 is used in a non-ACD application.

To enable/disable the Predial feature:

1. Press the "Program" button.
2. Press the "<<<| |>>>" until **Predial?** is shown on the display.
3. Press the "Hold" button.
4. Press the "<<<| |>>>" button to enable or disable the Predial feature.
5. Press the "Hold" button to save the new setting.
6. Press the "Program" or "RIs" button to exit programming mode.

To make a call when Predial has been enabled:

1. Dial the telephone number--the number is shown on the display. Note that you can edit the Predial number by using the "<<<| |>>>" key and the dial pad digits.
2. Pickup the handset. The M5216 selects the PDN line and makes the call.

Save Number

The Save number feature allows you to save the telephone number you are calling so that you can redial the number quickly the next time you call. Save number is only available when the M5216 is used in a non-ACD application.

To save the number for the current call:

1. Before you end the current call, press the "Save #" button. When the number has been saved, the Save Number indicator turns ON for two seconds.

To make a call using the number you saved:

1. Press the "Save #" button
2. Pickup the handset. The previously saved number is dialed automatically. Note that the number remains unchanged until you save another number.

Memory Number

The Memory Number feature allows you to program up to three telephone numbers which can be recalled and dialed quickly and easily. Memory Number is only available when the M5216 is used in a non-ACD application. Note that the **Memory?** option does not appear on the Program menu when C.O. features are enabled.

To program a number into memory:

1. Press the "Program" button.
2. Press the "<<<| |>>>" button until **Memory?** is shown on the display
3. Press the "Hold" button.
4. Press the "<<<| |>>>" until the desired memory location is shown on the display (M1, M2, or M3). (If a number has already been stored, it is also shown on the display.)
5. Enter the number you wish to store. If you want to keep the number shown on the display, if any, skip to step 6.
6. Press the "Hold" button to save the new setting.

7. Press the "Program" or "RIs" button to exit programming mode.

To make a call using Memory Number:

1. Press the "Memory" until the stored number you wish to call is shown on the display (M1, M2, or M3).
2. Pickup the handset.

Pause

In order to make certain types of calls, you are sometimes required to pause a moment during dialing (for instance, pausing just after dialing 9 to make a call to telephone outside your system or pausing after dialing an international code for a long-distance call). When storing this type of telephone number using Memory Number or Speed Call, the required pause can be inserted into the sequence of digits (or dial string) by using the Pause key.

To insert a pause into the dial string:

1. Press the "Pause" button at the appropriate place when entering the number. For example, to enter a pause when storing a telephone number requiring an outside line, the sample dial string shown below can be entered: 9 "Pause" button 555-1212.

Quick ways to make calls

The remaining sections of the guide describe switch features which can be installed on your M5316. Note that some of the switch features contained here may not be available to you. Also note that your service provider may have provisioned your set with switch features which are not described here.

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 the "#" button.
3. Press the Automatic Dial key again.

To make a call using an Automatic Dial key:

1. Lift the handset. (You can also press the desired line key or the "Handsfree" button to start the call).
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 or press the "Handsfree" button 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 the "I/C" button.
2. Lift your handset or press the "Handsfree" button 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 the "I/C Group" button
2. Dial the intercom number assigned to the person you want to call.
3. Lift your handset or press the "Handsfree" button when the other party answers.

To answer an Intercom Group call:

1. Press the "I/C Group" button when the indicator is flashing.
2. Lift your handset or press the "Handsfree" button.

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 the "#" button twice.
3. Lift then handset when the other party answers.

Speed Call

You can dial telephone numbers quickly and easily using on 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 the "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. Note that if there is a number already assigned to this code, the new number you input erases the old.
4. Press the "Spd Call" button 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 the "Spd Call" button
2. Enter the one or two digit code for the number you want to erase.
3. Press the "#" button.
4. Press the "Spd Call" again.

To make a call using Speed Call:

1. Lift the handset. (You can also press the desired line key or the "Handsfree" button to start the call).
2. Press the "Spd Call" button.
3. Dial the code for the telephone number you want to call.

Call forward

Away from your telephone, but expecting an important call? Do you want someone to 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 the "Call Fwd" button.
2. Enter 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 the "Call Fwd" button again. The indicator beside the Call Forward key goes ON.

To cancel Call Forward:

1. Press the "Call Fwd" button. 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 two short tones to the handset or speaker at regular intervals and by lighting the Call Waiting indicator.

To answer your second call:

1. Press the "Call Wait" key which shows 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. The other party is put on hold automatically and the "Call Wait" indicator winks. 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 M5316.

To pickup a call ringing at another telephone in your pickup group:

1. Lift the handset. (You can also press the desired line key or the "Handsfree" button to start the call).
2. Press the "Pickup" button.

Message Waiting

Message Waiting for the M5316 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 retrieve your messages:

1. Lift your handset or press the "Handsfree" button.
2. Press the "Msg Wait" button to dial the Message Center automatically or dial the Message Center number yourself.
3. Retrieve your messages one by one until all messages have been heard. The Message Waiting indicator turns OFF when you have listened to all of your messages.

Leave Message

Leave Message works with the Message Waiting feature by letting you send a call request to another telephone in your system. Your call request allows the other party to return your call quickly and easily.

To leave a call request:

1. Make a call.
2. If there is no answer or the line is busy, press the "Leave Msg" button. 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 the "Override" button when you hear a busy signal
2. To temporarily disconnect the third party and speak privately with the person you called, press the "Override" button again.
3. To allow the original parties to carry on with their conversation, hang up your telephone.

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 you receive a busy signal when calling someone, Ring Again can signal you when their telephone 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 the "Ring Again" button.
3. Press the "Rls" button to release the call. When the telephone you called becomes free, you hear a Confirmation tone from the speaker and Ring Again indicator flashes.
4. Lift the handset or press the "Handsfree" button.
5. Press the "Ring Again" button to automatically redial the number. If you do not press the "Ring Again" button within a pre-defined time limit (between 8-32 seconds), the Ring Again request is cancelled automatically.
6. If you have only one line and are already on a call when the Ring Again indicator flashes, you must complete the call before the pre-defined time limit and press the "Ring Again" to redial the previously busy number.

If you have two lines and are already on another call when the Ring Again indicator flashes, press the "Hold" key to put the current call on hold. Press the free line key and then press the "Ring Again" button to redial the number.

To cancel a Ring Again request:

1. Press the "Ring Again" before you hear the Ring Again Confirmation tone.

Conference

You can set up a telephone call between you and up to five 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 the "Conf 3" button.
2. Dial the number of the new person you want to add to your call.
3. Press the "Conf 3" button 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 the "Conf 3" call to add the new caller.

To end the conference call:

1. Hang up or press the "Rls" button.

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 the "Call Park" button. 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 the "Call Park" button. 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 the "Priv Rls" button. Your co-worker can now select the line and join the call.

To make your call private again:

1. Press the "Priv Rls" button. 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 the "Transfer" button or the "Conf 3" button.
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 the "Rls" button to return to the original caller.
3. Press the "Transfer" button or "Conf 3" button 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 the "Conf 3" button. 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 the person does not answer, press the "Rls" button to return to the original caller.
3. Press the "Conf 3" button to establish a conference. You can now speak with both parties.
4. Press the "Rls" to disconnect yourself from the call and complete the transfer.

Make Busy

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

To make your telephone appear busy:

1. Press the "Make Busy" button. The indicator beside the Make Busy key goes ON.

To cancel Make Busy:

1. Press the "Make Busy" button 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 the "Privacy" button. Other people who share your line are now prevented from bridging into your call.

To remove the privacy status from your call.

1. Press the "Privacy" button again. Privacy is also automatically removed from your line when you end your call.