Meridian

Telephone and Voicemail Instructions

- Feature Instructions (Meridian)
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### FEATURE INSTRUCTIONS

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| **Call Forward** | Allows you to forward your calls to the phone of your choice at your location | • Press CALL FORWARD button  
• Dial 5 digit extension where you want calls forwarded  
• Press CALL FORWARD button  
To cancel: Press CALL FORWARD button |
| **Group Intercom** | Allows you to dial a 2-digit number to reach another party in the same Intercom group | • Press I/C key  
• Dial 2-digit number  
• Note: Intercom lines do not forward if busy or not answered. |
| **Group All Call** | Allows you to page or speak over the handset to group members            | • Life Handset and press the Intercom key  
• Press the # sign twice  
• Press Intercom key again and speak into the handset  
• Press Intercom key a third time to close the paging |
| **Call Pickup**   | Allows you to answer any phone in your call pick-up area                 | • Answer any ringing phone in your call pick-up area by lifting handset….Press PICK-UP CALL button… Answer Call |
| **Last Number Redial** | Allows you to quickly redial a number you have just dialed           | • Boston: Press # button twice. Last number you dialed is automatically redialed.  
• All other locations: Press DN key twice. |
| **Transfer/Conference** | Allows you to transfer any internal or outside call only within the system  
(Conference 3 – allows 2 other parties to be conferenced including user)  | • During a call press the TRANS/CONF key….Dial the party you wish to add. Announce conference/transfer  
• Press TRANS/CONF again to include all parties |

Instructions for Transferring a call directly into a voicemail box:  
While on a call, press Transfer, dial 45001 (express messaging), dial 5-digit extension, press Transfer again to complete connection. Release or hang-up.
VOICEMAIL – (Initializing Your Mailbox)

- Dialing from a Hospital Extension:
  - Dial the voicemail access number, 4-5000
  - Enter your mailbox number (your 5 digit extension) + #.
  - Enter your password (your 5 digit extension) + #.

- Dialing from Outside Hospital:
  - Dial the voicemail access number, 617-724-5000
  - Enter your mailbox number (your 5 digit extension) + #.
  - Enter your password (your 5 digit extension) + #.

Changing Your Password:
- While logged into mailbox press 84
- Enter new password (must be 6 or more digits) and press #.
- Re-enter new password and press #.
- Enter old password and Press #.
  Note: Default password for a new mailbox is your 5 digit extension
  For security reasons you must change the password within 5 days

Recording Your Personal Verification (NAME):
- While logged in Meridian Mail press 89.
- Press 5 to record… wait for tone… then record name
- Press # to end the recording.

Record Greetings:
- While logged in Meridian Mail press 82
- Press 1 for your External Greeting
- Press 2 for your Internal Greeting
- Press 3 for your Temporary Greeting
  - Press 5 to record – wait for tone before you start to speak
  - Press # to end recording

** Suggested Greeting

Hello, this is (your name) at (your company and department). I’m in (or out) of the office today, however I am not available to answer your call at the moment. Please leave a message including your name and telephone number at the tone and I will return your call as soon as possible. Thank you.
To send an express message:
1. Dial 4-5001
2. Dial mailbox number and press #
3. Press 5 to record
4. Record message and hang up

**Main Menu:**
1 – Skip Backward
2 - Play
3 – Skip Forward
4 – Previous Message
5 - Record
6 – Next Message
7 – Message Commands
8 – Mailbox Commands
9 – Call Sender
0 – Attendant/Thru-Dial
* - Help
# - Stop/Exit

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