MERIDIAN

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Meridian M2250 Attendant Console
On line with customer service

In business, the first point of contact with customers is often your telephone attendant. The ability of the attendant to efficiently and effectively guide callers through the organization can often mean the difference between a lasting customer and a lost sale.

The Meridian M2250 is a powerful, fully digital attendant console that delivers efficient, high speed, call processing. It transforms the attendant position into an efficient call answering/message center with advanced capabilities to help manage and streamline attendant services.

Advanced feature capabilities

Meridian M2250's advanced feature capabilities give attendants the flexibility they need to handle calls most effectively and features can be easily configured to support your company's unique requirements.

Incoming Call Indicator Keys and Loop Keys allow the attendant to either handle calls in sequence or prioritize answering for specific types of calls.

If telephones are not answered, callers can automatically be returned to the console, ending long holding times, cutoffs and abandoned calls.

Programmable feature keys support up to 20 features, such as Busy Verify, Call Park, Auto Dial, Paging and more.

An "Options Menu" permits attendants to customize several console features, such as contrast adjustment, volume settings and choice of 15 languages.

The Call Party Name Display feature provides the name and extension number of each caller within your system. Attendants know if the call is internal or external, and can respond accordingly.

Multiple site businesses can take advantage of Meridian 1's Integrated Services Digital Network (ISDN) capability, which extends the Call Party Name Display throughout the Meridian 1 network.

With the Attendant Administration feature, the attendant can modify certain features assigned to the telephones in the office. A plastic overlay

is used to guide attendants through the operation, making it quick, easy and cost-effective to modify features as business needs change.

With the Meridian M2250, message-taking can be centralized at the console, freeing secretaries for other duties. Employees can be notified by an indicator on their telephones that messages are waiting, and lost or delayed messages are all but eliminated.

Easy-to-use

The Meridian M2250 has been designed to be easy to use, and allows attendants to function at maximum efficiency without fatigue.

It features large, easy-to-read indicators and a built-in 4-line by 40-character liquid crystal display. The display presents the essential information required for prompt call processing and professional call answering and screening.

Both the display and the angle of the keyboard are adjustable allowing attendants to choose the most comfortable viewing and operating angle.

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Modular Options

The DSS-9000 Direct Station Select unit clearly indicates the busy/idle status of each telephone. Using DSS-9000, the attendant can maximize speed by extending calls with just one or two keystrokes. The 100-button unit may be programmed to display the status of up to 150 consecutive Directory Numbers (DNs) in the Standard mode. Larger size businesses can use the DSS-9000 in the Enhanced mode to display all DNs, in groups of 100, throughout the DN range.

The Busy Lamp Field/Console Graphics Module (BLF/CGM) takes busy/idle status indication a step further. The module may be programmed to display a wide range of vital information on the availability of each employee, for example the reason for an employee's absence (business trip, vacation, illness), the expected return date, and an alternate extension to call for immediate assistance.

Design Summary

- ▶ Up to 20 Trunk Group Keys with LCD indicators
- ▶ Up to 20 Incoming Call Identification Keys with LCD indicators
- ▶ 6 Loop Keys with LCD indicators
- ▶ 8 Function Keys provide full attendant console functionality
- ▶ 10 Programmable Keys support up to 20 additional features, some of which include:
  - – Auto Dial
  - – Busy Verification
  - – Call Park
  - – Charge Account Code
  - – Display Source/Destination
  - – Do-Not-Disturb
  - – Message Indication/Cancel
  - – Paging
  - – Routing Control
  - – Speed Call
  - – Stored Number Redial

Supervisor Capabilities

- ▶ Monitor attendant calls in progress
- ▶ Override attendant position busy

Display

- ▶ Built-in 4-line by 40-character display
- ▶ Optional 2-line display mode enlarges characters for optimal viewing
- ▶ Non-glare, backlit LCD
- ▶ Contrast adjustment
- ▶ Tilt adjustment
- ▶ Scrollable to 128 characters (source and destination information)
- ▶ The display provides valuable call information:
  - – Time/Date
  - – Call source and destination including alphanumeric
  - – Call Party Name Display
  - – Number of calls waiting

Console Options Menu

- ▶ Display screen contrast control
- ▶ Time and date format
- ▶ Key click control
- ▶ Buzz volume/pitch control
- ▶ Fifteen language selections
- ▶ Call waiting format

Optional handset or headset operation

- ▶ Right or Left Side
- ▶ Carbon or Electret

Dimensions

- ▶ Length: 9.6 in. (245 mm)
- ▶ Width: 16.75 in. (425 mm)
- ▶ Height (front): 1 in. (24.40 mm)
- ▶ Height (back): 2.5 in. (65 mm)
- ▶ Height (with display panel up): 4.5 in. (115 mm)

Weight

- ▶ 7 lb (3.15 kg)

Color

- ▶ Chameleon Ash

Power

- ▶ Loop powered by the Meridian 1
- ▶ Meets or exceeds applicable CSA, UL and EIA specifications.

DSS-9000 Direct Station Select Unit

- ▶ 100-button combined busy/idle station status and direct station select
- ▶ Three function keys:
  - – Release
  - – Release Destination

  - – Shift/Lamp Test
- ▶ RS232 connection to Attendant Console – 24V AC transformer required

Busy Lamp Field/Console Graphics Module

- ▶ Busy/Idle station status
- ▶ Supplementary employee status information display
- ▶ Lithium battery included – stores supplementary information and start DN

For more information, please contact your local Nortel Networks representative.

http://www.nortelnetworks.com

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