

## ACD QUICK REFERENCE GUIDE

<b>LOG ON</b>	<p>Press to set Log On or Log Off status.</p> <ul style="list-style-type: none"> <li>▪ When off, lamp is dark. Display indicates <b>VACANT</b>.</li> <li>▪ Depress <b>LOG ON</b> key; log on key flashes</li> <li>▪ Dial Agent ID code, depress the ‘#’ key. Digits dialed are displayed</li> <li>▪ The <b>LOG ON</b>, <b>WORK</b> and <b>BREAK</b> key lamps light steadily</li> </ul>
<b>WORK</b>	<p>Depress the <b>WORK</b> button for ready mode (to begin taking calls).</p>
<b>BREAK</b>	<p>The <b>BREAK</b> key is pressed to input the agent’s break number. Use this function each time you leave your console for break periods. To initiate break period:</p> <ul style="list-style-type: none"> <li>▪ Depress the <b>BREAK</b> key; lamp lights steadily</li> <li>▪ Enter the corresponding break code followed by the ‘#’ key. The break type will be displayed on the agent’s console</li> <li>▪ Break codes: <ul style="list-style-type: none"> <li>1 1<sup>st</sup> break of the day</li> <li>2 Lunch</li> <li>3 2<sup>nd</sup> break of the day</li> <li>4 Restroom break</li> <li>5 Meeting</li> <li>6 Discussion (this code is initiated by the supervisor)</li> </ul> </li> <li>▪ To end break period, depress the <b>BREAK</b> key. Break mode is cancelled and the LCD display indicates time spent on break in minutes and seconds. Status is returned to Work Mode.</li> </ul>
<b>TALLY</b>	<p>By pressing this key an Agent enters the tally count mode. The Agent can register up to 22 digits by pressing the dial pad digit and the ‘#’ for each different event.</p>
<b>TOUCH</b>	<p>Touch buttons can be programmed for any frequently called number. To program:</p> <ul style="list-style-type: none"> <li>▪ Press <b>FEATURE</b></li> <li>▪ Press the <b>TOUCH</b> button to be programmed</li> <li>▪ Dial number</li> <li>▪ Press <b>FEATURE</b></li> <li>▪ To dial the number, just press the programmed <b>TOUCH</b> button</li> </ul>
<b>C / W</b>	<p>The call waiting light is lit when there are calls in queue.</p>
<b>ACD</b>	<p>ACD (automatic call distribution). ACD calls terminate at this line. The lamp is lit when an ACD call is waiting to be answered or when the agent is on an established call. In the event the lamp is lit red, the agent must depress the key to receive the call.</p>
<b>PBX</b>	<p>The PBX line is the personal extension number. Agents may receive and place calls on this line. To place a call, depress the PBX line and dial the telephone number.</p>

<b>CFA</b>	<p>To set:</p> <ul style="list-style-type: none"> <li>▪ Press the PBX line, lift the handset or press Speaker key, receive dial tone</li> <li>▪ Press <b>CFA</b> key. Will receive stuttered dial tone</li> <li>▪ Dial the desired number. Receive service set tone</li> <li>▪ LCD displays FWD SET and extension number</li> <li>▪ Replace the handset or press Speaker key</li> </ul> <p>To cancel:</p> <ul style="list-style-type: none"> <li>▪ Press the PBX line, lift the handset or press Speaker key, receive dial tone</li> <li>▪ Press the <b>CFA</b> key</li> <li>▪ LCD display FWD CNCL</li> </ul>
<b>BYO</b>	The <b>BYO</b> function is associated with the back up in the event of ACD system outage. If red, it is off. The dark light means it is on and can take calls.
<b>AUTO</b>	Manual answer. Depress <b>AUTO</b> key; display indicates MANUAL ANSWER. Lamp is dark. To answer incoming ACD calls, depress ACD CALL key.
<b>HEADSET</b>	Press to activate headset operation.
<b>RELEASE</b>	Used to terminate an established call only when a headset is used.

## **SERIES I FEATURES:**

### **UP/DOWN ARROWS:**

- Used to adjust LCD contrast (while idle), speaker/receiver volume (during conversation), and ringer volume (during ringing)

### **REDIAL:**

- Displays the last three numbers dialed.
- Press REDIAL until the desired number displays
- Press \* to call the number

### **SPEAKER/MIC:**

- Press both buttons for hands-free conversation

**Feature + 2** Adjusts handset receiver volume—can alternate between Small/Large

**Feature + 3** Selects ringer tone (4 choices)

**Feature + 4** Adjust transmission/receiving volume--can alternate between Small/Large