

M3905 Call Center

Meridian Digital Telephone

Quick Reference Guide



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M3905 Call Center Meridian Digital Telephone

Your Call Center Meridian Digital Telephone provides easy access to a wide range of business features.

Your telephone system administrator assigns features to your feature keys and provides you with passwords and other codes as required.

In this document *Call Center* and *Automatic Call Distribution (ACD)* are interchangeable terms.

Call Center Agent/Supervisor Features

This section describes features and procedures for both the Call Center agent and the supervisor.

Call Center headset interface

A Headset Key is used to switch between the headset and the handset mode of operation. The LED lights steady to indicate you are in headset mode. The headset LED is dark (unlit) if you are in handset mode. Go to the Headset type in the Options list to adjust the gain (refer to “Your M3905 Call Center Telephone Options menu” on page 25).

Note 1: If you have the handset option installed, you lift the handset and press a DN or In-Calls key to receive calls. To make outgoing calls with your handset, lift the handset and press a DN key to receive dial tone.

Note 2: For recommended headsets refer to the Meridian Digital Telephone M3905 Call Center Users Guide. There are amplified and unamplified headsets that are compatible with your M3900 Series Telephones.

Test the headset with the telephone before using. In a noisy environment an amplified headset is an option. Use the Options Headset type and choose the Type 1, Type 2, or Amplified. When the amplified headset is used, there are two choices of volume control: the rocker control on the telephone and the switch on the headset. The settings which provide for the best communication with the least amount of distortion are when the amplifier has a higher setting than the telephone volume control.

Agent login



1. Press the **In-Calls** Key.
2. **Dial** your Agent ID (if required).
3. Press the **In-Calls** Key or the **Not Ready** Key to enter the ACD queue.

Note 3: On the Meridian SL-100, press Make Busy Key until the indicator turns on before you press the In-Calls Key.

Login with Agent ID and Multiple Queue Assignment (MQA)

MQA allows you to enter your four digit Agent ID, select a Supervisor (if your queue requires one), and enter up to five different ACD DN's with priorities.

To login:



1. Press the **In-Calls** Key.
2. Select one of the following scenarios: A, B, C, or D.

To login without Supervisor ID and without Priority:



Selection A

Dial your Agent ID ACD DN 1
 ACD DN 2 ACD DN 3
 ACD DN 4 ACD DN 5 .

To login with Supervisor ID and without Priority:



Selection B

Dial your Agent ID
 Supervisor ID ACD DN 1
 ACD DN 2 ACD DN 3
 ACD DN 4 ACD DN 5 .

To login without Supervisor ID and with Priority:



Selection C

Dial your Agent ID # ACD DN 1 #
 Priority 1 # ACD DN 2 #
 Priority 2 # ACD DN 3 #
 Priority 3 # ACD DN 4 #
 Priority 4 # ACD DN 5 #
 Priority 5 # # .

To login with Supervisor ID and with Priority:



Selection D

Dial your Agent ID #
 Supervisor ID # ACD DN 1 #
 Priority 1 # ACD DN 2 #
 Priority 2 # ACD DN 3 #
 Priority 3 # ACD DN 4 #
 Priority 4 # ACD DN 5 #
 Priority 5 # # .



3. Press the **In-Calls** Key or press the **Not Ready** Key to enter the ACD queue.

Note: The MQA feature is not available on the Meridian SL-100.

If you normally use the same telephone, you do not repeat the complete login process at the beginning of each shift.

The default login places you in the same ACD queues and the same supervisor that the set had in the previous login.

Default login:



1. Press the **In-Calls** Key.
2. **Dial** your Agent ID # # # (if your queue requires a Supervisor ID).



or



or

Dial your Agent ID # # (if no Supervisor ID required).

To select default Priority or Supervisor ID:



Dial the Octothorpe instead of a Priority entry or a Supervisor ID entry. The system uses the Priority or Supervisor ID configured for your set.

Note: A Supervisor who logs in to take ACD calls, cannot enter a Supervisor ID (even if the agents generally enter one).

Correct errors during the login procedure



Dial **[0]** **[#]** to correct the previous entry. The Supervisor ID, ACD DNs, and Priorities can be re-entered (see the example below).

Example

To re-enter ACD DN 1 without using Priority (press **[#]** **[0]** **[#]** to correct ACD DN 1):



Dial your Agent ID **[#]** Supervisor ID **[#]**
ACD DN 1 **[#]** **[0]** **[#]** ACD DN 1 **[#]**
ACD DN 2 **[#]** ACD DN 3 **[#]**
ACD DN 4 **[#]** ACD DN 5 **[#]** **[#]**.

Note: This feature is not available on the Meridian SL-100.

Agent Logout



Press the **Make Busy** Key and disconnect the headset. The LED indicator lights steadily.

Note: If you press the Make Busy Key while on an ACD call you will be logged out automatically when the call is finished.

Agent features

This section explains the features that are available to ACD agent positions.

Use Activity Code

This feature allows the ACD user to enter a code to record the type of activity the agent is performing. On Meridian 1 you use the Activity Code.

On the Meridian SL-100, use the Line of Business (LOB) Key and case numbers to record the type of ACD call the agent is handling.

Both systems track items such as the number of specific types of calls and the holding times for these calls.

To capture the type of ACD call on the Meridian SL-100:

LOB



1. While on an active ACD call, press the **LOB Key**.
2. **Dial** the LOB code which reflects the type of call you are handling. The digits are shown on the display as you enter them. If you make a mistake while entering the digits, press the LOB Key again and re-enter the correct digits.

Repeat steps one and two for other applicable codes, you can enter a up to three LOB codes per call.

You answer an ACD call and the Activity Code LCD or LED indicator flashes:



Activity



1. Press the **Activity** Key.
2. **Dial** the Activity Code that corresponds to the present caller's activity.



3. Press the **Activity** Key again. If doing multiple tasks, you can enter another activity code.

Answer ACD calls

The In-Calls Key is the lower right-hand key on the ACD terminal set. The In-Calls Key is the main ACD extension (Primary DN). The In-Calls Key allows the ACD agent to answer the next queued call on the primary DN. This key presents only ACD calls. To disconnect from an ACD call, the agent presses the Goodbye Key or the In-Calls Key a second time. The Agent cannot make outgoing calls on the ACD In-Calls Key a second time.

To make outgoing calls and to accept non-ACD calls, the ACD user can have one or more non-ACD DNs.

Your phone rings and the In-Calls indicator flashes:



Press the **In-Calls** Key. The caller is connected and the indicator lights steadily.

To end an ACD call:



Press the **Goodbye** Key.

or

or



Press the **In-Calls** Key.

or

or



Press an **individual (non-ACD)** Line key. This will remove you from the queue.

or

or



Press the **Not Ready** Key. This will remove you from the queue but keep you logged in as an agent position.

or

Wait for the caller to terminate the call.

Call Forcing

The Call Forcing option automatically connects incoming ACD calls. An agent does not have to press the In-Calls Key. When Call Forcing is on, the agent has a time interval between each incoming call that is defined by the system administrator. After the time interval is up, the agent hears a tone through the headset and Call Forcing automatically connects the incoming call to the agent.



You hear a short tone. The **In-Calls** indicator lights steadily and the ACD call automatically goes to the agent position.

Note: Pressing the **In-Calls** Key with Call Forcing Auto Answer on, disconnects an active ACD call.

Use the Emergency Key

When you have an emergency situation:



Press the **Emergency** Key. The indicator flashes while your supervisor is called. When your supervisor picks up the call, the LED indicator lights steadily and you have a three-way conference.

Note: The display shows information about the call. Write down this information before you press the **Emergency** Key for future reference.

Use Not Ready

The agent uses the Not Ready Key, when performing post-call work.

When you need time to catch up on post-call processing work:



Press the **Not Ready** Key. This takes you out of the queue.

When you're ready to take ACD calls again:



Press the **Not Ready** Key.

or
Press the **In-Calls** Key.

Note 1: On the Meridian SL-100, you must press the Not Ready Key to begin receiving ACD calls.

Note 2: If you Press the In-Calls Key during an ACD call, the call is disconnected.

Answer or make non-ACD calls

The individual DN allows the user (agent) to make outgoing calls and to receive non-ACD incoming calls. If the agent does not have an active call when the Individual line flashes, the agent can press the individual DN line and answer the call.

To make a non-ACD call:



1. Press an **individual** extension key.
2. **Dial** the number you wish to call.

To answer a non-ACD call, when the telephone rings:



Press the **DN** Key next to the flashing indicator. You are connected to your non-ACD caller.

Contact your supervisor

To answer your supervisor when your phone rings and the Supervisor indicator flashes:



Press the **Supervisor** Key.

If you're on a call and hear a buzz and the Supervisor indicator flashes:



1. Press the **Hold** Key.
2. Press the **Supervisor** Key.

To call your supervisor:



Press the **Supervisor** Key. This automatically puts the call in progress on Hold.

To return to the ACD call:



Press the **In-Calls** Key.

To Conference a call with your Supervisor, during a call in progress:



1. Press the **Supervisor** Key. The caller is on hold and you can talk privately with your supervisor.
2. Press the **Supervisor** Key again after your supervisor answers. You now have a three-way conversation with the supervisor and the caller.

Note: On the Meridian SL-100, press the Emergency Key to establish a three way call.

To Transfer to a supervisor, during a call in progress:



1. Press the **Supervisor** Key.
2. Press the **Supervisor** Key again when the supervisor answers.
3. Press the **Goodbye** Key to disconnect from the call. The caller remains connected with your supervisor.

Use Walkaway and Return from Walkaway

Use this feature when you need to leave your desk during an ACD call, during a non-ACD call, or while in the Not Ready state.

To use the Walkaway feature:



1. Press the **Hold** Key. The LCD indicator beside the In-Calls extension flashes.
2. Disconnect the headset before you leave.

Note 1: Some headsets have a quick disconnect feature. You can do a quick disconnect instead of disconnecting the headset.

Note 2: On the Meridian SL-100, you do not have to disconnect the headset.

To Walkaway while in Not Ready mode (Not Ready LED or LCD indicator is on, and Not Ready is shown on the display):



1. Press the **Not Ready** Key.



2. Press the **Hold** Key.
3. Disconnect the **headset**.

Note: On the Meridian SL-100, you need to enter a walkaway code.

To return from Walkaway:

1. Connect the **headset**.
2. Press the **key** next to the flashing indicator.

Note 1: If a caller disconnects before you return from Walkaway, the Not Ready indicator flashes. When you return from Walkaway, you are in Not Ready mode.

Note 2: Even if you are using the headset, you must disconnect the **headset** to activate walkaway mode. There is not a quick disconnect for the headset.

Note 3: On the Meridian SL-100, when the agent presses the Not Ready Key, an active call is terminated, unless the non-immediate Cut-off option is enabled. A call on hold prevent you from activating the Not Ready Key.

Call Center Supervisor features

You can assign any feature listed in the “Agent features” section to the supervisor's telephone (except Supervisor), as well as the features described in this section.

Agent keys

Agent keys allow you to call, observe, or monitor the status of each Agent position. Each Agent Key is linked to a particular agent position and can be used along with the Call Agent or Observe Agent Keys.

The following table shows what the Agent Key LED indicators mean.

Indicator	Agent Status
Off	No agent logged in at this position.
On	Busy on an ACD call.
Slow Flashing	Waiting for an ACD call.
Fast Flashing	Busy on a non-ACD call.

Answer Agent

When your phone rings and the Answer Agent indicator flashes:



Press the **Answer Agent** Key. Your position goes into Not Ready state and you are connected to the agent.

To disconnect an agent call:



Press the **Goodbye** Key.

Answer Emergency

When your phone buzzes and the Answer Emergency indicator flashes:



1. Press the **Hold** Key if you intend to return to the call in progress.



2. Press the **Answer Emergency** Key. Your position goes into Not Ready state and the Answer Emergency indicator lights steadily. You are connected to the call.

To disconnect from the emergency call:



Press the **Goodbye** Key.

Call Agent

To call an agent:



1. Press **Call Agent** Key, your position goes into the Not Ready state.



Press the **Agent** Key assigned to the agent or **dial** the agent's position ID.

Note: To talk to another agent repeat steps one and two or press the Agent Key for the next agent.

To leave Call Agent state:



Press the **Goodbye** Key.

Use the Supervisor Observe and Supervisor Headset Jack

The Supervisor Observe Key is located in the upper left corner of the M3905 ACD telephone. It has an associated LED.

A supervisor can listen in on an active call at an ACD terminal by connecting their headset into the jack near the Supervisor Observe Key on an agent's telephone. The LED goes dark to denote that the supervisor can hear the conversation while the microphone for their headset is muted. By pressing the Supervisor Observe Key once, the LED is steady-on, the supervisor's headset is fully functional, and the supervisor can participate in the conversation. A second press of the Supervisor Key puts the headset on mute.

Interflow

When the call backlog or the waiting time in the queue exceeds a set threshold, Interflow forwards calls to a predefined target queue.

The supervisor activates Interflow when the waiting time for the queue exceeds its threshold.

To activate Interflow:

Interflow



Press the **Interflow** Key. The indicator flashes and excess calls are routed to the destination.

To stop Interflow:

Interflow



Press the **Interflow** Key again.

Night Service

To enter Night Service:

Night



+

Press the **Night** Key and dial **6** (6=N for Night).

The indicator lights steadily. All calls in the queue and new calls receive Night Service.

To transition to Night Service:

Press the **Night** Key and **dial** **8** (8=T for Transition).

The indicator flashes. Calls in the queue remain in the queue and new calls receive Night Service.

Note: On the Meridian SL-100, press the Night Service Key. Do not dial six or eight.

Exit Night Service:

Press the **Night** Key and **dial** **3** (3=D for Day).

The indicator flashes. New calls enter the queue.

Note: On the Meridian SL-100, press the Night Service Key. You do not dial three.

Observe**To observe an agent:**

1. Press the **Observe Agent** Key. Your position goes into Not Ready state.
2. Press the **Agent** Key or **dial** the agent's position ID. You can listen to the agent and caller's conversation. Repeat this step to observe another agent.

Note: To observe another agent, repeat steps one and two or press the Agent Key for the next agent.

While observing an agent.

To talk to an agent you are observing:

1. Press the **Call Agent** Key. You now have a conference with the agent and the caller.

To leave the **Observe** state:



Press the **Goodbye** Key.

Note: You cannot observe an agent if the agent's call is on hold or if no calls are in progress.

Your telephone features

This section briefly describes some non-ACD features commonly used for call processing. For more details on these or other non-ACD features, refer to the M3905 Call Center User Guide.

Some features require special system packages. Check with your system administrator for feature availability.

Auto Dial

Auto Dial lets you dedicate a feature key to a specific number.

Use **Auto Dial**:

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1. With the headset plugged in, select the individual **DN** Line.
2. Press the associated **Automatic Dial** Key. This automatically dials the number.

Purchasing



Program an **Auto Dial** number:

AutoDial



1. Press the appropriate **Auto Dial** Key.
2. **Dial** the telephone number you want for the Auto Dial Key.
3. Press the **Auto Dial** Key a second time.



AutoDial



Note: Use the Change label option to personalize the AutoDial label.

Redial last number called

Last Number Redial allows you to automatically redial the last number you dialed.

To use last Number Redial:



Press the **non-ACD DN** Key twice. The last number dialed is automatically redial.

Note: On the Meridian SL-100, press the Octothorpe Key twice.

Activate Ring Again

If you receive a busy tone or no answer when you try to reach someone in your private network, Ring Again gives you audible tone notification when that person is available or has used their telephone. The Ring Again feature allows you to automatically redial the number.

To activate Ring Again:



1. **Dial** an individual DN and receive a busy tone or no answer.
2. Press the **Ring Again** Key.
3. Press the **Goodbye** Key.

To call Ring Again party when you receive notification:



Press the **Ring Again** Key.

To cancel Ring Again before notification:



Press the **Ring Again** Key a second time before hearing the audible tone notification.

Note: On the Meridian SL-100, the Ring Again feature is only available for busy tone.

Place a call on Hold

To place a call on Hold:



Press the **Hold** Key. The LCD indicator flashes beside the line on hold.

or

If **Automatic Hold** is enabled the active call is automatically put on Hold when you answer the second call.

To retrieve a call on hold:



Press the **DN** Key beside the flashing LCD indicator.

Transfer a call

To transfer a call to another number:



1. Press the **Transfer** Key. The other party is on hold and you hear dial tone. The LCD indicator light flashes steadily.
2. **Dial** the DN where you are transferring the call.
3. Press the **Transfer** Key again, either when you hear the ring, or after you talk privately to the person where your transferring the call.

The **LCD indicator** goes from steady on to off.

If the person you called is not available:



Press the **DN** Key next to the flashing LCD indicator. You reconnect to the original call.

The **LCD indicator** goes from flashing to a steady on indicator.

Note: On the Meridian SL-100, when you press the Transfer Key again, all three parties are joined. To release from the call, press the Goodbye Key.

Forward a call

On an ACD set the Call Forward can only be used on your Individual DN. It cannot be used in conjunction with your ACD DN. Call Forward allows you to transfer your Individual DN calls to ring at another DN. If the telephone is in the process of ringing you cannot forward that call.

To forward all your Individual DN calls:

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Forward 



Forward 

1. Press your Individual **DN**.
2. Press the **Forward** Key.
3. **Dial** the number that you want to forward your calls to.
4. Press the **Forward** Key again.

If you want to change a previous call forward number:

Forward 



Forward 

1. Press the **Forward** Key.
2. **Dial** the new forward number.
3. Press the **Forward** Key a second time.

To cancel Call Forward:

2498 

Forward 

1. Press your **Individual DN** Key.
2. Press the **Forward** Key.

To reinstate Call Forward to the same number:

Forward 

Forward 

1. Press the **Forward** Key.
2. Press the **Forward** Key again. The indicator turns on.

Note: If your call center is using a Symposium Call Center Server or MQA, your individual DN calls are automatically forwarded to you if you login at a different agent position.

Trace a Malicious call

Malicious Call Trace provides a way for you to trace nuisance calls within your system.

While you are on a call:

Call Trace 

Press the **Call Trace** Key.

Note: On the Meridian SL-100, press the Malicious Call Hold (MCH) Key.

If you do not have a trace button:

Trans or Conf
 or 

1. Press the **Transfer or Conference** Key.

Note: On the Meridian SL-100, press only the Transfer Key.



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2. **Dial** the Trace FFC (Meridian 1 system) or the FAC (Meridian SL-100 system).

3. Press the **DN** Key beside the flashing LCD indicator to return to the call.

Use Conference call

You can set up a conference call for up to three (or six) people, including yourself. Contact your telephone system administrator to find out the maximum number of persons you can join in a conference call on your system.

To set up a conference call:

Conf



1. While on a call, press the **Conference** Key. The other party is on hold and you hear dial tone.



2. **Dial** the number of the person you want to add to the conference call. You can talk privately to the person you are adding at this time.

Conf



3. Press the **Conference** Key a second time to conference all parties together.

Note: If necessary, repeat the procedure to include up to six people in the conference.

If the person you added to the conference is unavailable:



1. Press the **Goodbye** Key.
2. Press the **DN** Key with the flashing icon to return to your original call.

ACD information displays

Understand the Meridian 1 Calls Waiting status indicator for ACD

The Calls Waiting indicator gives the agent a visual status of the number of calls in the ACD queue. The following table lists the four states of the Calls Waiting indicator

Indicator	Queue Status	Meaning
Off	Light	There are few or no calls waiting.
On	Normal	An acceptable number of calls are waiting.
Slow Flashing	Busy	Calls are backing up in the queue. Calls overflowing to this queue will not be accepted.
Fast Flashing	Overloaded	Too many calls are in the queue. New calls are being overflowed to another queue.

Understand the ACD display information for the Meridian SL-100

On the Meridian SL-100, the Display Agent Summary Key allows the supervisor to view the availability of the agents in the Call Center group. You can use this feature to display this information on your display screen.

To display the queue threshold for your Meridian SL-100 ACD group:

Press the **Display Queue** Key. Your display shows the following information:

T1	T2	T3	CallQ
			3

The labels T1, T2, and T3 represent the threshold wait time for the call at the front of the queue or the number of calls in the queue. The number below CALLQ indicates the number of calls in the queue (in some systems CALLQ is replaced by WAIT, which indicates the actual waiting time, in seconds, for the first call in the queue).

In some systems, a summary of the queue threshold is shown on the display each time a call is presented to your position:

5551234		
T2	CALLQ	026

The information includes the threshold level, the threshold type (CALLQ or WAIT) and the current value of the threshold.

In some systems, this information is also displayed when the Not Ready feature is in use. The information is updated regularly and is visible until the Not Ready Key is turned off.

Display agent status

The Display Agents feature gives you a summary of the current status of all agent positions for which you have Agent Keys. Information displayed includes: number of agents busy on ACD Calls, number of agent's waiting for ACD calls, number of agents busy on non-ACD calls, and number of agent positions not manned.

DisplayAgst 

Press the **Display Agent** Key.

The display shows summary of the current status of all agent positions which have a key assigned on the supervisor's phone.

Note 1: Agent positions in the Not Ready state will be counted as busy on either ACD calls or non-ACD calls, as specified by your system administrator.

Note 2: The Display Agent Summary Information is displayed for 12 seconds or until another feature Key is pressed.

Display queue

The Display Queue feature allows you to access the status of calls in an ACD Queue. Information displayed includes: number of calls waiting in the queue, number of agents positions occupied for that queue, and the call waiting time (seconds) for the oldest call in the queue. To display information on your ACD queues.



Press the **Display Queue** Key.

You can view information on display for your ACD queue. In an MQA environment, the display will scroll through the different queues at 2 second intervals. The queues are presented in the order in which they were entered at login.

Note 1: The Display Queue Key may be configured on your M3905 ACD telephone as a fixed key or as a Programmable Line/Feature Key (self-labeled).

Note 2: On the Meridian SL-100, press the Display Queue Key or the Queue Status Key. Do not press the In-Calls Key.

Note 3: The Display Queue gives you the same information as the Calls Waiting Status indicator (refer to “Understand the Meridian 1 Calls Waiting status indicator for ACD” on page 21).

Display call information

The Display call information allows you to be on an active call and display a second caller's name without interfering with the current call in progress.

To view the name of a second caller while on a call in progress:

Display 

2498 

1. Press the **Display** Key.
2. Press the flashing **DN** Key. The call waiting information appears on the display.

Note 1: To display the second caller's name does not interfere with the current call in progress.

Note 2: You can use the Display Key with other feature keys to display information associated with the feature keys.

Note 3: On the Meridian SL-100, press the Inspect Key to view information on a second caller while on an active call.

Your M3905 Call Center Telephone Options menu

This section describes the M3905 Call Center Telephone Options. The display provides information on how to program the listed menu items. Some of the features are available only if turned on by the system administrator. Others are designed specifically for the M3905 Call Center Telephone.

Options list:

Language selection: A selection of languages you can choose for operating your telephone.

Change feature key label: This feature provides a way of changing Programmable Line/Feature Key labels (self-labeled) to one that fits your business needs. Example, change one of the AutoDial Programmable Line/Feature Keys from AutoDial to Purchasing.

Display contrast: This Option is used to adjust the screen display brightness.

Volume adjustment: Used to adjust the volume on several submenu items, such as ringer, headset, handset.

Ring type: This Option gives you the option of selecting the type of audible notification you want for incoming calls, such as warble, buzzer, beeps.

Call timer: This feature can be turned on when you want to time each call.

Date/time format: Select one of the eight formats, four time/date formats for 12 hour clocks and four time/date formats for 24 hour clocks for your telephone display.

Key click: This feature when turned on gives a click sound when you press a key pad key.

Headset type: Choose one of the three Headset menu items: Type 1, Type 2 or Amplified. Use the Headset type option to adjust the gain that works best with the headset type you are using.

Display diagnostics: An option used by technicians to check the telephone display diagnostics.

MCA data parameters: Used to set data parameters for use with the Meridian Communication Adapter.

To access your adjustable features in the Options menu

You access the adjustable features menu when you press the **Options** Key. Use the **Navigation** Keys to scroll right, left, up, and down through the telephone options.

 **Options**

1. Press the **Options** Key.



Select



Done



Example:
Follow these steps to adjust the Ringer Volume on your telephone.

 Options



Volume adjustment



Ringer volume

Select



Lower Higher



2. Use the up and down **Navigation** Keys to scroll through the options (list above) you want to change, activate, or deactivate.
3. Press the **Select** Key to choose the option you want to change, activate or deactivate.
4. Press the **Done** Key when finished to save changes and exit.

Note: You can exit any program at any time without saving changes by pressing the Quit Key.

1. Press the **Options** Key.
2. Use the up and down **Navigation** Keys to scroll through and highlight Volume adjustment.
3. Use the **Navigation** Keys to scroll through the sub-menu and highlight the specific item you wish to adjust; in this example, Ringer volume.
4. Press the **Select** Key. When you press select, the telephone rings.
5. The **Lower**, **Higher** and **Done** Keys appear and you hear the telephone ringer. Press the **Lower** Key to lower the volume, or the **Higher** Key to raise the volume.

Done



6. Press the **Done** Key when finished to save changes and exit.

Note 1: You can exit at any time without saving changes by pressing the Quit Key.

Note 2: The Option menu items are all adjusted in a similar manner. The keys needed to adjust, activate, or deactivate appear at the bottom of the display area.

Hardware Options for the M3905

Optional items are available for use with your M3905 Meridian Digital telephone. Please contact your system administrator for further details.

Additional Key Caps

There is a Key Cap Kit you can order that has additional M3905 Call Center telephone keys. You can configure four of the bottom six keys to fit your specialized business needs. These keys include: Answer Agent, Activity Key, Answer Emergency, Observe Agent and Display Calls Waiting.

Accessory Connection Module (ACM)

The Accessory Connection Module provides the interface for adding the Analog Terminal Adapter, External Alarmer Interface, and Meridian Communication Adapter.

Headset

The amplified or unamplified headset are compatible with the M3905 Call Center Telephone. For specific headset recommendations see the *M3905 Call Center Meridian Digital Telephone User Guide* for specific recommendations.

Handset

The Handset does not accompany the M3905 Call Center Telephone. The Handset kit is a hardware option for the M3905 Call Center Telephone.

Analog Terminal Adapter (ATA)

The ATA allows you to connect an analog device such as a modem or FAX machine to your telephone.

External Alerter and Recorder Interface

The External Alerter Interface lets you connect a remote ringer, indicator light or recording device to your telephone. The External Alerter is available from your supplier. The M3905 Call Center Telephone uses the External Alerter and Recording Interface accessory cartridge.

Key-based Expansion Module

The Key-based Expansion Module provides additional feature keys. You can add up to two Key-based Expansion modules to your telephone, for a total of 62 feature keys.

Meridian Communications Adapter (MCA)

The MCA lets you connect your telephone to a personal computer or terminal. You can then use your telephone to exchange data between your computer and other computers.

Note: The Meridian SL-100 system does not support the Meridian Communication Adapter (MCA).

Title to and ownership of Meridian SL-1 software shall at all times remain with Nortel Networks. Meridian SL-1 software shall not be sold outright and the use thereof by the customer shall be subject to the parties entering into software agreements as specified by Nortel Networks.

Information contained in this document is subject to change. Nortel Networks reserves the right, without notice, to make changes in equipment design or program components as progress in engineering, manufacturing or technology may warrant.

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