

Introducing your Meridian M3905 Telephone

Programmable Line/Feature Keys
(Self-labeled)

In-Calls

Message Waiting Light / Incoming Call Indicator

LCD Display

Programmable Line/Feature Keys
(Self-labeled)

Goodbye

Hold

Supervisor Observe

LED

Volume Control Bar

LEDs

Headset

Mute

*Supervisor

Quit

*Emergency

*Not Ready

Navigation Keys

*Make Busy

Copy

In-Calls

Fixed Feature Keys

Programmable Feature Keys (Self-labeled)

Programming your Meridian M3905 Telephone

Options List

Access the Options List

Options / Select

Language

/ Select Done

Change feature key label

/ Select AutoDial S Done

Screen contrast

Lower **or** Higher Done

Volume adjustment

/ Select Lower **or** Higher Done

Ring type

/ Play Select Done

Call timer enable

On **or** Off Done

Date/time format

/ Done

Key click enable

On **or** Off Done

Headset type

/ Select Done

Display diagnostics

/

Remarks

S Enter or edit the key label (maximum of 10 characters).

Legend

Select Press the key corresponding to the listed action.

/ Press the Up or Down Navigation key.

Dial the number (see "Remarks" above).

Press the Quit key.

For additional information on the operation of your telephone, please consult the *Meridian Digital Telephones M3905 Call Center Telephone User Guide*.

NORTEL
NETWORKS

Meridian Digital Telephones

M3905 Call Center Quick Reference Card



***Note:** These keys can be re-configured to meet the user's needs. You may purchase the optional Key Cap Package from your Nortel Networks distributor.

Telephone Features

| Auto Dial | | | |
|------------------------|---------------|----------|----------|
| store | AutoDial | A | AutoDial |
| use | | AutoDial | |
| Last Number Redial | | | |
| | | | |
| Hold | | | |
| place a call on hold | | | |
| return to a held call | | | |
| Transfer | | | |
| Trans | B | ▶Trans | |
| Conference | | | |
| Conf | C | ▶Conf | |
| Ring Again | | | |
| activate | More... | RingAgn | |
| when notified | | ▶RingAg | |
| cancel | ▶RingAg | | |
| Malicious Call Trace | | | |
| with Call Trace key | CallTrace | | |
| without Call Trace key | Conf or Trans | D | |
| Call Forward | | | |
| activate | Forward | E | ▶Forwar |
| cancel | ▶Forward | | |
| reinstate | Forward | ▶Forwar | |

Call Center Agent Features

| Activity Code | | | |
|---|------------|---|--|
| | | F | |
| ACD calls | | | |
| In-Calls indicator flashes | G | | |
| end an ACD call | or or or | | |
| Emergency | | | |
| | | | |
| Not Ready | | | |
| to perform post-call tasks | | | |
| to receive ACD calls again | | | |
| Non-ACD calls | | | |
| to answer when ringing | | | |
| to make a non-ACD call | | H | |
| Communicate with your supervisor | | | |
| LED indicator flashes | | | |
| on a call when LED indicator flashes | | | |
| call your supervisor | | | |
| return to ACD call | | | |
| Conference with supervisor and ACD call | | | |
| Transfer call to supervisor | | | |

| Walkaway and Return | | | |
|-------------------------------|---|----|---|
| on active ACD or non-ACD Call | | I | |
| in Not Ready mode | | | I |
| Return from Walkaway | J | or | |

Call Center Supervisor Features

| Answer Agent (when indicator flashes) | | | |
|---|------------|-------------------------|--|
| | | | |
| Answer Emergency (when indicator flashes) | | | |
| | | | |
| Call Agent | | | |
| | | K | |
| Interflow (when call queue exceeds threshold) | | | |
| activate | Interflow | | |
| deactivate | Interflow | | |
| Night Service | | | |
| enter Night Service | Night | 6 ("N" for Night) | |
| transition to Night Service | Night | 8 ("T" for Transition) | |
| exit Night Service | Night | 3 ("D" for Day) | |
| Observe | | | |
| Observe agent | | K | |
| talk to observed agent | | | |
| leave Observe mode | | | |
| Display agent status | | | |
| | DisplayAgt | | |
| Display queue | | | |
| | DisplayQue | or | |

Agent and Supervisor Features

| Agent login | | | |
|--|---|-------|-------|
| | J | | L or |
| Login with Agent ID and Multiple Queue Assignment (select 1) | | | |
| default login | | M or | |
| no Supervisor ID or Priority | | N or | |
| Supervisor ID, no Priority | | O or | |
| no Supervisor ID with Priority | | P or | |
| Supervisor ID with Priority | | Q or | |
| Correct errors during the login procedure | | | |
| to correct previous entry | R | | |
| Agent Logout | | | |
| | | I | |

| Remarks | |
|----------|---|
| A | Dial the number you wish to store on the Auto Dial key. |
| B | Dial the number to which you wish to Transfer the call. |
| C | Dial the number of the party that you wish to add to your call. |
| D | Dial the Malicious Call Trace Flexible Feature Code (FFC). |
| E | Dial the number to which you wish to Forward your calls. |

| Remarks (Continued) | |
|---|---|
| F | Dial the code that corresponds to your current activity. |
| G | If Call Forcing is configured, the call is answered automatically. |
| H | Dial the number of the party that you wish to call. |
| I | Disconnect your headset. |
| J | Connect your headset, or press the Headset key to turn off the LED if you are using the optional headset. |
| K | Dial the Agent's Position ID. |
| L | Dial your Agent ID (if required). |
| M | Dial Agent ID if your queue requires a Supervisor ID or Dial Agent ID if no Supervisor ID is required. |
| N | Dial Agent ID ACD DN 1 (see Note 1). |
| O | Dial Agent ID Supervisor ID ACD DN 1 (see Note 1). |
| P | Dial Agent ID ACD DN 1 Priority for ACD DN 1 (see Note 2). |
| Q | Dial Agent ID Supervisor ID ACD DN 1 Priority for ACD DN 1 (see Note 2). |
| R | Dial , if you make a mistake while logging in, to delete the Supervisor ID, ACD DN, or Priority that you just entered |
| Note 1: You may enter a list of up to five ACD DN's. Separate each ACD DN with a . End the list with an extra . | |
| Note 2: You may enter a list of up to five ACD DN's with a Priority for each DN. Separate each ACD DN and each Priority with a . (To use the default Priority enter after each ACD DN). End the list with an extra . | |

| Legend | |
|-----------|--|
| Auto Dial | Press the key corresponding to the listed feature. |
| | Dial the number (see "Remarks" above). |
| | Press a non-ACD (not In-Calls) extension key. |
| | Press the Hold key. |
| or | Press the feature key or extension key located beside the flashing or solid indicator. |
| | Press the Activity Code key. |
| | Press the In-Calls key. |
| | Press the Goodbye key. |
| | Press the Not Ready key. |
| | Press the Emergency Key. |
| | Press the Call Supervisor/Answer Supervisor key. |
| | Press the Answer Agent key. |
| | Press the Answer Emergency key. |
| | Press the Call Agent key. |
| 6 | Dial 6. |
| | Press the Observe Agent key. |
| | Press the Display Queue key. |
| | Press the Make Busy key. |