

M3905 Call Center Meridian Digital Telephone

User Guide



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Introduction to your M3905 Call Center 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.

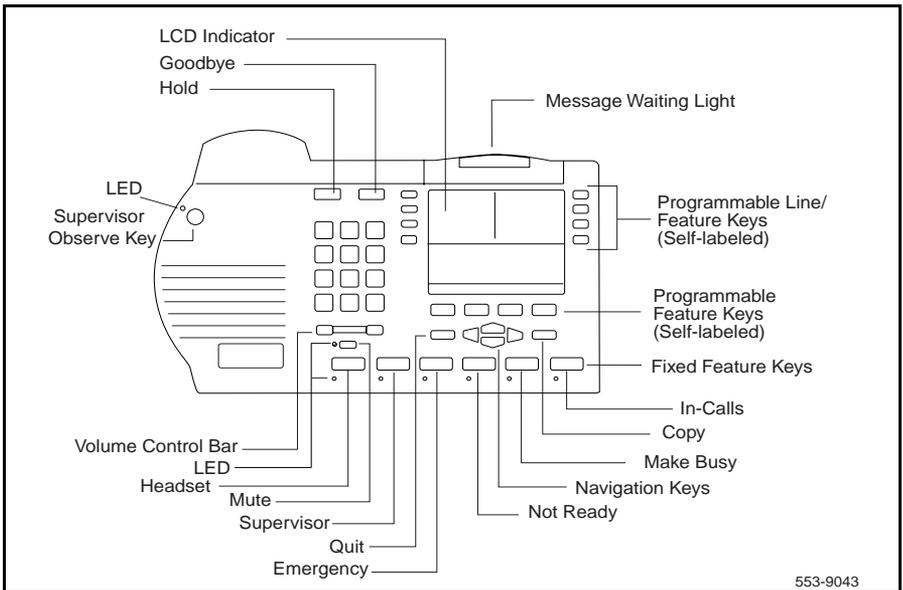
The Meridian 1 system automatically controls incoming call routing to answering positions, and can provide music or recorded announcements to waiting callers.

One of the codes provided by your system administrator is the Special Prefix Code (SPRE) which you need in order to use some features. For other features, the SPRE is optional.

In this document, *Call Center telephone* and *Automatic Call Distribution telephone (ACD)* are interchangeable terms for the M3905 Call Center telephone.

Additional hardware options are available to expand the capabilities of the M3905 Call Center Telephone. See "Accessories for the M3905" on page 73.

M3905 Call Center telephone



M3905 Call Center features

The M3905 Call Center features:

- eight Programmable Line/Feature Keys (Self-labeled), giving the user access to eight Line/Feature Keys
- four (three layer) Programmable Feature Keys (Self-labeled), giving the user access to twelve Programmable Feature Keys
- six Fixed feature keys (configured to fit the users business needs)
 - Headset (with LED indicator)*
 - In-Calls*
 - Call Supervisor*
 - Emergency*
 - Not Ready*
 - Make Set Busy*
 - Call Agent
 - Observe Agent
 - Answer Emergency
 - Answer Agent
 - Activity Code
 - Display Queue

Note: The Headset and In-Calls Keys are required. Your system administrator can reconfigure the remaining four keys to any of the features listed above. Key caps need to be replaced to match the reconfigured feature.

*The features with an asterisk are the default keys.

Optional accessories:

- Handset
- Headset
- Accessory Connection Module (ACM)
- Key-based Expansion Module
- M3905 Custom Key Cap Kit
- External Alerter and Recorder Interface (MEARI)
- Analog Terminal Adapter (ATA)
- Meridian Communications Adapter (MCA)

Note: The M3905 ACD does not support handsfree calling.

Available ACD Features on the M3905 ACD telephone

Common Agent/Supervisor Features

- Headset
- Non ACD Call Keys
- Hold
- Options
- Display Key
- Display Queue
- Calls Waiting Indicator

Agent Features

- Emergency
- Agent Login/Logout
- Not Ready
- Call Supervisor
- Make Set Busy
- Call Waiting time
- Activity Code

Supervisor Features

- Answer Agent
- Agent Key(s)
- Display agents
- Supervisor (Headset talk/listen)
- Night Service
- Call Agent
- Observe Agent
- Answer Emergency

Terms you should know

Attendant — The attendant is a telephone operator in your organization.

Call party information—When your telephone rings, the display shows Caller Line Identification (CLID) information. The system must have CLID enabled. The display module shows the phone number and name of the inbound call.

Date/time display feature —The Date/time display feature shows the month and date when the telephone is in an idle state.

Directory Number (DN) — The Directory Number is a number that consists of one to seven digits for a telephone, also known as an extension number.

Feature display—The display area shows status information about the feature in use. It also displays the name and status of the active session.

Feature Access Codes (FAC)—The Feature Access Codes are codes you dial in order to use a telephone feature instead of pressing a fixed feature or soft feature key. Feature Access Codes are available for the Meridian SL-100 system only. For your convenience, the FACs for your system can be printed on a page located at the back of this guide.

Fixed key—The Fixed Keys are keys on your telephone, that are labeled at the factory.

Flash the Switchhook —To flash the Switchhook, you quickly depress and release the switchhook.

Flexible Feature Codes (FFC) —The Flexible Feature Codes are codes you dial in order to use a telephone feature instead of pressing a fixed feature or soft feature key. Flexible Feature Codes are available for the Meridian 1 system only. For your convenience, the FFCs for your system can be printed on a page located at the back of this guide.

Indicator status —The status indicator can be an LCD or LED that indicates the status of a feature by the flash, wink, steady on, or off of the LCD or LED indicator.

Information line —The Information line of the display relates call information or application information.

Information display—The Information screen displays call activity, lists, prompts, and status of calls.

Interrupted dial tone—Interrupted dial tone is a broken or pulsed dial tone, heard when you access some of the features on your telephone.

Meridian 1 — The Meridian 1 is your office communications system.

Meridian SL-100 — The Meridian SL-100 system is your business communication system.

More... — The More Key allows access to the multiple layers of the Programmable Feature Keys. These keys are the four keys located below the lower display area.

Off-hook — Off-hook is a term used to indicate that the telephone is active and ready to make a call. On the M3905 you can go off-hook when you press your Individual DN Key only. The M3905 does not go off-hook when you press the In-Calls Key or press your Primary DN (Call Center DN).

Paging tone—A Paging tone is two beeps followed by a dial tone. You hear the special Paging tone when you are using the Radio Paging feature.

Primary Directory Number (PDN)— The Primary Directory Number is the main extension number on your telephone. It is referred to by the Primary Directory Number Key. On the M3905 the Primary Directory Number and your ACD Directory Number are the same. The In-Calls Key connects directly to the Primary DN Key. The Primary DN Key is the key located at the lower right hand side of the upper portion of the display area.

Private Line — A Private Line can be assigned to your telephone. With this line you can reach an outside number without dialing a code to access an outside line. Internal extensions cannot be dialed from a private line.

Ringback/ring tone— The Ringback/ring tone is the sound you hear when a call you have made is ringing at its destination.

Shared Directory Numbers — A shared directory number is a DN (extension) that is shared by two or more persons.

Special dial tone— The special dial tone refers to three consecutive tones followed by dial tone that you hear when accessing some of your telephone features.

Switchhook — The switchhook is the button the handset presses down, disconnecting your call when you replace the handset. When you lift the handset on the M3905 you must press an Individual Line (DN) Key to receive dial tone.

Your Telephone's Controls

This section describes the features on the M3905 ACD Meridian Digital telephone.

Programmable Line/Feature Keys (Self-labeled)

In addition to secondary extension number(s), you can have features assigned to the function keys on your telephone. An LCD indicator shows the status of the feature assigned to each key. See "Agent features" on page 18. Also see "Call Center Supervisor features" on page 25.

Line Key

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A steady LCD indicator appearing beside a **Line** (DN) Key means that the feature or line is active. A flashing LCD indicator means the line is on hold or the feature is being programmed.

Auto Dial Key



Marketing

An **Auto Dial** Key lets you dedicate a Line/Feature Key to a specific number.

Display Key



Display

The Display Key allows you to display information associated with the Line/Feature Keys. The display information on a second caller does not interfere with the current call in progress.

Note 1: The display key could be configured on your M3905 ACD telephone as a fixed key. You can use the Display Key with other feature keys to display information associated with the feature keys. To display information on the second caller does not interfere with the current call in progress.

Note 2: On the Meridian SL-100, press the Inspect Key to view information on a second caller while on an active call.

Options Key



Options

The **Option** Key is a dedicated Programmable Line/Feature Key. The Options Key is located at the top left side of the upper display area. Press the **Options** Key to access the Options Menu.

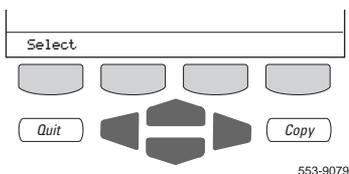


Press the **Options** Key to make adjustments to your telephone's volume and display contrast, as well as other feature settings.



Use the **Navigation** Keys to scroll right, left, up, and down through the telephone options.

Programmable Feature Keys (Self-labeled)



The four keys located in the middle of the telephone below the display screen are your Programmable Feature Keys. These keys support additional telephone features.

Call Processing Keys

Goodbye Key



The **Goodbye** Key is pressed to terminate an active call.

Hold Key



Place an active call on **Hold** by pressing the **Hold** Key. Return to the caller by pressing the extension key next to the flashing indicator.

Mute Key



When engaged in a call, you can press the **Mute** Key. The party(ies) to whom you are speaking cannot hear you. When you wish to return to the two-way conversation, you must press the **Mute** Key again. On the M3905 ACD, the **Mute** Key applies to handset and headset microphones. The LED flashes quickly when the Mute option is in use.

Volume Control Bar



The **Volume Control Bar** is used to adjust the volume of the handset, headset, speaker, ringer and buzzer. While on a call or while the telephone is ringing, adjust the volume on your set using the **Volume Control Bar**. Raise the volume by pressing the right side or lower the volume by pressing the left side. You can also adjust the volume of ringing, headset or buzz by selecting Volume adjustment in the Options Menu.

Message Waiting lamp

The Message Waiting lamp lights when you have a message waiting. You can have a Message Key assigned to one of the Programmable Line/Feature Keys (Self-labeled). The Message Key allows you to go directly to your mailbox. Press your Individual Line Key, then press the Message Auto Dial Key.

Fixed Keys

The fixed feature keys on your M3905 ACD Meridian Digital Telephone are labeled at the factory. The fixed feature keys include: Headset, Call Supervisor, Emergency, Not Ready, Make Busy, and In-Calls. These keys can be reconfigured to Activity Code, Answer Emergency, Answer Agent, Observe Agent, Display Waiting Calls or Call Agent to fit your business needs. The two keys that cannot be changed are Headset and In-Calls.

In-Calls Key



The **In-Calls** Key provides easy access to your Primary or ACD Directory Number of the agent position. Press the **In-Calls** Key to answer incoming ACD calls.

Individual Directory Number

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Use the Individual (secondary) Directory Number(s) to make and receive non-ACD calls.

Headset Key



Press the **Headset** Key to automatically switch back and forth between headset and handset. The headset indicator is lit when active.

Headsets vary in electrical, physical and audio characteristics. Performance perception is subjective so it is recommended that the headset user try using the headset with each of the three settings on internal and external calls. This helps determine which works best. As with all Meridian Digital Telephones, amplified and unamplified headsets are supported.

Note 1: Use the Amplified Headset setting if you are using the amplified headset.

Note 2: If you have the handset option installed, press the Headset Key to switch between headset and handset. The handset is an optional hardware item. If you order the handset option kit, it is recommended that your system administrator install the equipment.

Call Supervisor/Agent



The **Supervisor** Key is a direct line on the agent telephone to the supervisor.

Emergency



Press the **Emergency** Key to join the supervisor into a call when judged to be an emergency situation.

Not Ready



Press the **Not Ready** Key to put the agent position in a Not Ready state. The Not Ready state takes the agent out of the ACD queue without logging the agent out. The Not Ready state allows the agent to perform and record post call processing duties connected to ACD calls.

Make Busy



Press the **Make Busy** Key to log out of the ACD queue and agent position.

Activity Code



Press the **Activity Code** Key and enter the appropriate code to record the activity the agent is performing.

Answer Emergency



The **Answer Emergency** Key on the Supervisor ACD telephone corresponds to the agent emergency call key.

Answer Agent



The **Answer Agent** Key on the Supervisor ACD telephone corresponds directly to the agent's call supervisor key, this allows a direct connection to the supervisor from an agent position.

Observe Agent



The **Observe Agent** Key (on the Supervisor ACD telephone) allows the supervisor to monitor the activity on the agents telephone.

Display Queue



The **Display Queue** Key on the Supervisor and Agent ACD telephone displays to the agent or the supervisor information on the number and waiting times of the calls in the ACD queue.

Call Agent



The **Call Agent** Key on the Supervisor set connects the supervisor to an agent position.

Supervisor Observe



Supervisor Observe Key (LED) allows a walk-around supervisor to plug the headset into the headset jack at the side of the agent's telephone and monitor or join the conversation between the agent and the Call Center caller.

Application Keys

Quit Key



The **Quit** Key ends an active application without affecting the state of any call on the telephone.

Copy Key



The **Copy** Key on the M3905 is for future applications.

Navigation Keys



The **Navigation** Keys allow you to move up, down, right, and left through features, menus, and application functions on the display.

More...Key

More...



The **More** Key allows you to access the next layer of the Programmable Feature Keys.

Primary Directory Number

The lower right key of your programmable keys is the ACD Primary Directory Number (DN) Key. The In-Calls Key is the same as your ACD Primary Directory Number (DN) Key. On an ACD set there can be a prime ACD Directory Number as well as an individual Directory Number.

Individual Directory Number

The Individual Directory Number is the second Directory Number for the telephone. You can make outgoing calls on this number and receive incoming calls. The Individual line can be configured to have all the standard functions of a regular telephone line.

Note: You have only one Primary Directory Number assigned to your telephone. You can have additional Directory Number (DN) Keys assigned to your telephone.

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.

Note: In this document *Call Center telephone* and the *Automatic Call Distribution (ACD)* telephone are interchangeable terms for the M3900 Call Center Telephone.

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 62).

Note 1: If you have the handset option installed, 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 an Individual DN key to receive dial tone.

Note 2: Refer to your distributor for the latest product bulletin from Nortel Networks recommending headset types for use with the M3905 Call Center Telephone.

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 user should adjust the telephone volume before adjusting the headset volume. To provide the best communication with the least amount of distortion, the amplifier should have a higher setting than the telephone volume control.

Agent login



or



1. Press the **In-Calls** Key.
2. **Dial** your Agent ID (if required).
3. Press the **In-Calls** Key.

or

Press the **Not Ready** Key to enter the ACD queue.

Note: On the Meridian SL-100, press Make Busy Key until the indicator turns on, then 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.

Selection A

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

To login without Supervisor ID and without Priority:



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 # # .



or



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.

Default login

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:



or



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

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 DN's, 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 continuously.

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 the Meridian 1 you use the Activity Code.

Note: 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 the Meridian 1 and the Meridian SL-100 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, press the LOB Key again and re-enter the correct digits.

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

To capture the type of ACD call on the Meridian 1:



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 different activity codes.



Activity

Answer Call Center 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.

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

Note 1: If you have ACD call forcing turned on, you hear an audible tone and the call is automatically sent to your ACD (In-Calls) Key. You do not pickup the call, it is sent to your line.

Note 2: If you have the handset option and you pickup the handset, you must also press a DN key, otherwise the handset is not operable. You can terminate a call by replacing the handset in the cradle.

Your phone rings and the In-Calls indicator flashes:



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

To end an ACD call:



Press the **Goodbye** Key.

or

or



Press the **In-Calls** Key.

or

or



Replace the **Handset** to terminate a call.

or

or



Press an **Individual Line** Key (non-ACD). 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 continuously 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 continuously and you have a three-way conference.

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

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 are ready to take ACD calls again:



Press the **Not Ready** Key.

or



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:

2498



1. Press an **Individual DN** Key.
2. **Dial** the number you wish to call.

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

2498



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 are 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. If you are on a call, 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 a second time to have a three-way conversation with the supervisor and the caller.

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:



or



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 handset, you must disconnect the **headset** to activate walkaway mode. There is not a quick disconnect for the handset.

Note 3: On the Meridian SL-100, you do not have to disconnect the headset for walkaway.

Note 4: On the Meridian SL-100 a call on hold prevents you from activating the Not Ready Key. When the agent presses the Not Ready Key, an active call is terminated, unless your system administrator has Non-immediate Cut-off Option enabled for your telephone.

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 connect, 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.

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 continuously. You are connected to the call.

To disconnect from the emergency call:



Press the **Goodbye** Key.

Call Agent

To call an agent:



Agent.1



or



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 the headset into the jack near the Supervisor Observe Key on an agent's telephone. The LED remains dark to denote that the supervisor can hear the conversation while the microphone for the supervisor's headset is muted.

To use the Supervisor Observe feature:

Supervisor plugs the headset into the agent telephone.

To use the Supervisor Observe feature for a two way conversation:



While the headset is plugged in, press the **Supervisor Observe** Key, the LED lights continuously and the supervisor can participate in the conversation.

To mute the Supervisor headset:



Press the **Supervisor Observe** Key a second time and the to put the supervisor headset on mute. The LED turns off.

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 continuously. All calls in the queue and new calls receive Night Service.

To transition to Night Service:

Night



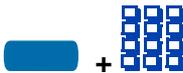
Press the **Night** Key and dial 8 (8=T for Transition).

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:

Night



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:

Obv 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 step two.

Agent.1



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

To talk to an agent you are observing:

CallAgt



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 non-ACD call features

This section describes some non-ACD features commonly used for call processing. Your telephone system administrator assigns features to your programmable feature keys. Whenever this guide describes a procedure that requires special codes, ask your telephone system administrator to provide these to you.

To access a feature, press a Feature Key or enter a Flexible Feature Code (FFC). The system administrator supplies you with Flexible Feature Codes or Feature Access Codes.

Note: In order to use a feature described in this section, your system software must support the feature and the feature must be assigned to your telephone. Check with your system administrator for more details.

Make a call

This section describes features you can use when making a call. There are several ways to make a call from your M3905 Call Center Digital Telephone.

Note: If your M3905 ACD telephone is equipped with a handset, you must lift the handset and press a DN or ACD DN to get a response in the handset.

To make a call:

2498



1. Press the **Individual DN** Key (non-ACD Key).
2. **Dial** the number.

Note: Note: If you are not in Not Ready or Make Busy mode while you are on a call on your Individual DN line, the call is put on hold enabling you to answer the ACD In-Calls line. However, if you are on an ACD call and a call comes in on your Individual DN line, you cannot put your ACD call on hold to answer your Individual DN line call.

Auto Dial

Auto Dial lets you dedicate a feature key to a specific telephone number. When the Auto Dial Key is pressed, the number is dialed automatically.

To use Auto Dial:

2498



Purchasing



1. Select an **Individual DN** Line.
2. Press the associated **Auto Dial** Key. This automatically dials the number.

To display the Auto Dial number:

Display 

AutoDial 

1. Press the **Display** Key.

Note: On the Meridian SL-100, press the Auto Dial Key to display the number.

2. Press the configured **Auto Dial** Key. The number appears on the display.

To store an Auto Dial number:

AutoDial 



AutoDial 

1. Do not select dial tone. Press the appropriate **Auto Dial** Key.
2. **Dial** the telephone number (including access code) you want to store on the Auto Dial Key.
3. Press the **Auto Dial** Key a second time. The number is stored on the key you selected.

Note: Use the Change label option (Option Key) to personalize the Auto Dial label.

Redial last number called

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

Last Number Redial:

2498 



Press the **Individual DN** Key twice. The last number dialed is automatically **redialed**.

Note 1: On the Meridian SL-100, press the Octothorpe Key twice.

Note 2: Your system administrator must configure this feature for your telephone.

Transfer a call

Use the Transfer feature to redirect a call on your Individual DN (non-ACD) to a third party.

To use the Transfer feature to direct a call to a third party:

Trans



Trans



To go back to the original call, if the transfer is incomplete:

2498



1. Press the **Transfer** Key. The other party is on hold and you receive dial tone. The LCD indicator light flashes continuously.
2. **Dial** the DN number where you are transferring the call.
3. When you hear the ring or a person answers, press the **Transfer** Key to complete the call transfer.

The LCD indicator goes from steady on to off.

If the person to whom you transferred the call is not available: Press the Goodbye Key and press the **Individual Line** (DN) Key next to the flashing LCD indicator to reconnect to the original call.

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

Note: On the Meridian SL-100, press the Transfer Key, dial the number and press the Goodbye Key. If you press the transfer Key the second time, you get a three way conference.

Use Timed Reminder Recall

Timed Reminder Recall gives you a reminder tone when a call you transferred is not answered.

To use Timed Reminder Recall:

Trans



Trans



1. Press the **Transfer** Key. It puts the call on hold and you hear dial tone.
2. **Dial** the number to which you want to transfer the call.
3. Press the **Transfer** Key again before the extension answers. This starts the recall timer.

Note: If the person you transferred the call to answers, the recall timer stops.

If the transferred call is not answered, your telephone rings:

2498



Trans



1. Press a **DN** Key. You connect back to the original caller.
2. Press the **Transfer** Key and repeat the transfer (to a different DN), if desired.

Note: Press the **Goodbye** Key to complete the transfer. Check with your system administrator about the length of your recall timer.

Set up a Conference call

You can set up a conference call for up to six people, this includes yourself. Contact your system administrator to find out the maximum number of people you can join in a conference on your system. On the M3905 Call Center Telephone, this feature is available on your Individual DN Key.

To set up a conference call:

Conf



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



If the person you added to the conference is unavailable:



2498



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.
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.

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

Use Call Join

To connect a call on Hold (on a different line) to your current call:

Conf



2270

Conf



1. Press the **Conference** Key.
2. Press the key that has the new call, (e.g., **Call Wait**).
3. Press the **Conference** Key.

The person on Hold joins your conversation.

Activate Ring Again

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

To use Ring Again:



RingA9n



Goodbye



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 a Ring Again party when you receive notification:

2498



RingA9n



When the number you want to reach is available, or the person has re-used the telephone, you hear the Ring Again tone.

1. Press the **Individual DN** Key, you receive dial tone.
2. Press the **Ring Again** Key.

To cancel Ring Again before notification

RingA9n



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.

Use Speed Call

Speed Call allows you to dial frequently called telephone numbers by entering a one, two, or three digit code (i.e. 0-999). See your system administrator to determine the capacity of your Speed Call list. A telephone designated as a Speed Call Controller can program or edit the Speed Call list.

To store or change a Speed Call number:

SpCt1r



SpCt1r



1. Press the **Speed Call** Key. The triangular icon flashes, indicating programming mode.
2. The phone prompts you to **dial** a one, two, or three digit code and telephone number.

Note: Dial the access code (if required), internal, external, or long-distance telephone number.

3. Press the **Speed Call** Key again to save the code and number.

The flashing icon turns off.

To delete a Speed Call number:

SpCt1r



Delete



1. Press the **Speed Call** Key.
2. **Dial** the Speed Call code that you want to delete.
3. Press the **Delete** Key.

To make a Speed Call:

2498



SpCt1r



1. Press the **Individual DN** Key.
2. Press the **Speed Call** Key.



3. **Dial** the Speed Call code.

Make a System Speed Call

System Speed Call allows you to dial Speed Call codes and override all restrictions while on the call. The System Speed Call feature is set up by your system administrator on the system. It is a speed dial number that is common to many users, therefore it is set up on the system, not your desktop telephone.

To make a System Speed Call:

2498



SSCuser



1. Press the **Individual DN** Key.
2. Press the **System Speed Call User** Key.
3. **Dial** the Speed Call code of the number you want to dial.

The number is automatically dialed.

Make an Intercom call

The Intercom feature connects a group of people together through an Intercom Key. You can use the Intercom feature to call a member of your intercom group by pressing a code assigned to each member of the group. The intercom group must be set up by your system administrator.

To make an Intercom call:

2498

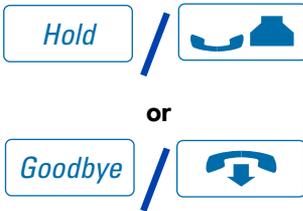


InterCom



1. Press the **Individual DN** Key.
2. Press the **Intercom** Key.
3. **Dial** the one or two digit code for the intercom group member you wish to call.

To answer an Intercom call while on a line other than your Intercom group line:



or

InterCom



Answer a call

When you receive an incoming call on your Individual DN Key, your telephone rings and the LCD indicator flashes.

To answer a call:

2498



Press the **Individual DN** Key to answer a non-ACD call. The icon beside the Individual DN Key flashes.

Note: If you have the handset option and you pickup the handset, you must also press a DN key, otherwise the handset is not operable. However, you can terminate a call by replacing the handset in the cradle.

Place a call on Hold

Use the Hold feature when you are on the line with one party and a second call comes in on a second line. You can answer the second call and retain the original call by putting it on Hold.

To place a call on Hold:



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

Note 1: If **Automatic Hold** is enabled, the active call is automatically put on Hold when you answer the second call.

Note 2: On the Meridian SL-100, Automatic Hold is the default feature.

Note 3: The caller hears music, if music is configured on your system.

To retrieve a call on hold:

2498



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

Use Call Park

Call Park allows a call to be held temporarily, then retrieved from any other DN. You can park an incoming call, then page the called party. When you use Call Park you do not tie up a line. Your office may have a System Park DN where most calls get automatically parked.

If configured network wide, Call Park can be used across networks.

To Park a call on the System Park Extension or your own DN:

Park



While on an active call, press the **Park** Key.

Note 1: If there is a System Park DN, the call automatically parks on the System Park DN. Otherwise, it parks on your Individual DN.

Note 2: On the Meridian SL-100, press the Park Key and you receive a confirmation tone that the feature is on and holding the call. Press the Park again or the Goodbye Key to complete the Call Park process.

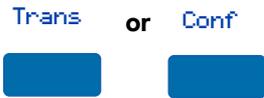
To Park a call on a DN other than the System Park Extension or your own DN:



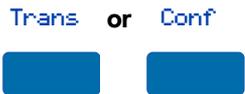
1. Press the **Park** Key.
2. **Dial** the DN where you want the call parked.
3. Press the **Park** Key.

Note: On Meridian SL-100, press Directed Call Park (DCPK) Key. Dial the DN where you want to Park the call. Press DCPK again.

To Park a call using the SPRE code or FFC/FAC:



SPRE code + or Call Park FFC/FAC



1. Press the **Transfer** Key **or** press the **Conference** Key.
2. **Dial** the SPRE code or dial (enter) the Call Park FFC (Meridian 1), or the FAC (Meridian SL-100).

If you do not want the System Park Extension or your own DN, **Dial** a DN where you want to Park the call.

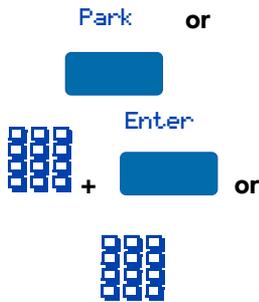
3. Press the **Transfer** Key **or** press the **Conference** Key.

Note: On the Meridian SL-100, press the Transfer Key. Do not press the Conference Key.

To retrieve a parked call



1. Press a **DN** Key.



2. **Dial** the SPRE code or dial (enter) the Call Park FFC (Meridian 1), or the FAC (Meridian SL-100) followed by the **Enter** Key.

3. **Dial** the DN where you parked the call.

Note: If a parked call is not retrieved within a specified period of time, it rings back to your telephone or to the attendant. Check with your system administrator to determine your specified period of time.

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



While on a call, you hear the call waiting tone.

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

Note 1: The display information on the incoming call, 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 MSL-100, press the Inspect Key to view information on a second caller while on an active call.

Use Call Waiting

Call Waiting lets you put your current call on Hold, while you answer the next call. Example: The attendant routes an outside call to you when you are already on a call. Call Waiting allows you to recognize an incoming call and respond to it.

To answer an incoming call while on another call:



Call Wait



1. Press the **Hold** Key when you hear a tone and the call waiting status icon appears.
2. Press the **Call Wait** Key to answer the call.

To return to your first telephone call:



Goodbye



2498



1. Press the **Hold** Key if you want to put the second call on hold.
or
Press the **Goodbye** Key to end the second call.
2. Press the **DN** key associated with the first call to continue that conversation.

If you do not have a Call Waiting key:



2498



1. Press the **Goodbye** to end your current call, if you do not have a Call Wait Key and you hear the Call Waiting tone.
2. Press the **DN** Key beside the flashing status icon to answer the incoming call.

While you are away from your desk

Call Forward

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 your personal directory calls or change the forward number:

2498



1. Press your **Individual DN**.

Forward



2. Press the **Forward** Key.



3. **Dial** the number where you want to forward your calls.

Forward



4. Press the **Forward** Key.

To cancel Call Forward:

2498



1. Press your **Individual DN** Key

Forward



2. Press the **Forward** Key.

To reinstate Call Forward to the same number:

Forward



Press the **Forward** Key twice. The indicator turns on.

Forward



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

Forward an internal call

On an ACD set, the Internal Call Forward works with your Individual DN only. Internal **Call Forward** allows calls from internal DN's to ring at another DN. Calls that originate from outside your telephone system still ring at your telephone. If the telephone starts to ring, you must wait until the telephone is idle before you can forward the calls.

To forward your internal calls:



IntCallFwd



IntCallFwd

1. Press the **Internal Call Forward** Key.
2. **Dial** the DN where you want to forward your calls.
3. Press the **Internal Call Forward** Key.

To cancel Internal Call Forward:



IntCallFwd

Press the **Internal Call Forward** Key.

Use Remote Call Forward

On an ACD set, the Remote Call Forward feature works only with your Individual DN. Remote Call Forward allows you (from any telephone other than your own) to forward your calls to any telephone.

Note: On the Meridian SL-100, dial the Remote Access Directory Number. You are prompted to enter the DN of your telephone and dial the Call Forwarding Remote Activation Code. This allows you to activate, deactivate, or change call forwarding to a new destination.

To activate Remote Call Forward:

2498



1. Press your **Individual DN** key.
2. If you call from a telephone outside the system, first **dial** your direct system access number and wait for the dial tone.
3. **Dial** the FFC for Remote Call Forward Activate.



4. **Dial** your Electronic Lock password.



5. **Dial** your DN.

To forward calls to a previous call forward telephone number, go to step 7.



6. **Dial** the number where you want to forward your calls. If you forward calls to an invalid number, you hear a fast busy.



7. Press the **Octothorpe** Key.

To cancel Remote Call Forward:

2498



1. Press your **Individual DN** Key.



2. If you call from a telephone outside the system, **dial** the Direct system access number and wait for the dial tone.



3. **Dial** the FFC for Remote Call Forward Deactivate.



4. **Dial** your Electronic Lock password.



5. **Dial** your **DN**.



6. Press the **Octothorpe** Key.

Secure your telephone

You can lock your telephone with a password so that no one can make calls from your agent position. The lock consists of a password which you may change.

To lock your telephone:

2498



1. Press your **DN** Key.



2. **Dial** the electronic Lock FFC.
3. **Dial** your electronic lock password.
4. If you perform this operation from a different telephone, **dial** your DN.
5. Press the **Goodbye** Key.

To unlock your telephone:

2498



1. Press your **Individual DN** Key.
2. **Dial** the Electronic Unlock FFC.
3. **Dial** your electronic lock password.
4. If you are on a telephone other than your own, **dial** your DN.
5. Press the **Goodbye** Key.

To change your electronic lock password:

2498



1. Press your **Individual DN** Key.
2. **Dial** the electronic lock password Change FFC.
3. **Dial** the current password for your telephone.



4. **Dial** the new password.

5. **Dial** the new password again.

Note 1: This feature is not available on the Meridian SL-100.

Note 2: You cannot change your password from a remote set.

While on an active call

Activate Call Charge

With the Call Charge feature, you can create a charge account record and/or charge a call to an incoming number.

Note 1: On the Meridian SL-100 you enter the billing number. If an account code is required, the user receives a tone after the telephone number is dialed. Enter the account code at this prompt. If a user wishes to voluntarily enter an account code, then flash the switchhook and enter the feature activation code for account code.

Note 2: The Meridian SL-100 is a central office based PBX, and this feature is not available.

Charge a call or Charge a Forced call

Call Charge allows you to charge a call to a specific account. Forced Charge allows you to charge long-distance calls from a telephone restricted to local calls.

Note: On the Meridian SL-100, the Account code allows a user to enter a billing number. If the account code is required, the user is prompted to enter a code by a tone after the telephone number is dialed. If a user wishes to voluntarily enter an account code, then flash the switchhook and enter the feature code, which is provided by your system administrator.

To charge a local or long-distance call to an account before you dial:

Charge



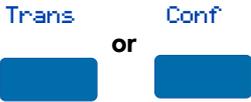
or



1. Press the **Charge Key** or **dial** an FFC.



To charge a call in progress:



2498



To charge a call to an account when you transfer a call:

Trans



Charge



or



Trans

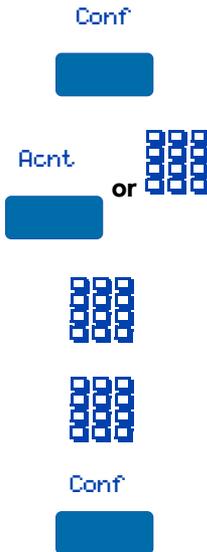


2. **Dial** the charge account number.
3. When you receive dial tone, **dial** the number.
1. Press the **Transfer** Key **or** the **Conference** Key.
2. Press the **Charge** Key **or dial** the FFC.
3. **Dial** the charge account number.
4. Press the **Line** (DN) Key to return to your call.
1. Press the **Transfer** Key. The call is on Hold.
2. Press the **Charge** Key **or dial** the FFC.
3. **Dial** the charge account number.
4. After you receive dial tone, **dial** the number to where the call is to be transferred.
5. Press the **Transfer** Key when you hear the telephone ring.

Note: You can talk privately to the person at the transfer number before you press the

Transfer Key.

To charge a call to an account when you add someone to a conference call:



1. Press the **Conference** Key. The call is on Hold.
2. Press the **Account** Key or dial the FFC.
3. **Dial** the charge account number.
4. **Dial** the number of the person you want to add to the conference.
5. Press the **Conference** Key.

Record a Calling Party Number

Calling Party Number allows you to record a caller's number or charge account number for account purposes while on an established call.

To record a caller's number



1. Press your **Individual DN** Key.
2. Press the **Charge** Key.
3. Press the **Call Party** Key.
Enter number appears on the display.
4. **Dial** the charge number.

Enter

5. Press the **Enter** Key.**Note:** If Calling Party Number is invalid, the screen displays: Charge is not allowed.**To charge a call to a charge account:**

2498



Charge

1. Select a free **DN** Line.2. Press the **Charge** Key.

Account

3. Press the **Account** Key and **dial** the charge account number.

Enter

4. Press the **Enter** Key.

Exit

Cancel



or

5. Press the **Quit or Cancel** Key at any time to exit/cancel from the feature.**Trace a Malicious call**

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

To trace a call:

Call Trace

Press the **Call Trace** Key.**Note:** On the MSL-100, press the Malicious Call Hold (MCH) Key.**If you do not have a trace button:**

Trans

Conf



or

1. Press the **Transfer or Conference** Key.**Note:** On the MSL-100, press only the Transfer Key.



2498



2. **Dial** the Trace FFC (Meridian 1) or the FAC (MSL-100 system).
3. Press the **DN** Key beside the flashing LCD indicator to return to the call.

Call features

Call features are accessible on Fixed Keys, Programmable Line/Feature Keys and Programmable Feature Keys.

Use Group Call

Group Call automatically calls members of a predefined group, one at a time, until they all answer. Ask your system administrator for details on how to create a conference call group.

To call group members:



2498

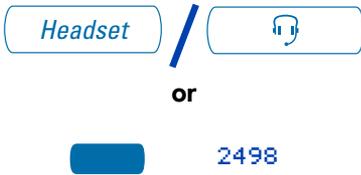
GrpCall



1. Press the **Individual DN** Key.
2. Press the **Group Call** Key. The feature automatically calls all group members. The icon flashes until all members answer.

The individual phone numbers appear on the display as each member of the group answers. When the last person answers, the **Group Call** indicator lights continuously.

After all the people in the group have answered, only the person who made the group call can put the call on Hold.

To answer a Group Call:

Press the **Headset** Key.

or

Press the **Individual DN** Key:

- If you are on a call and you hear three 10-second tones, this is notification of a group call on your DN.
- If you are on a call on another telephone in your group, you hear a long tone through the headset/handset to notify you of the group call.

Note: You do not get a notification of a group call if you are already on a conference or group call.

To end a Group Call:

Press the **Goodbye** Key.

When the person who made the group call disconnects, the call terminates for all members of the group. However, the members of the Group Call can disconnect from the call and not affect other members on the call.

Use Privacy Release

Privacy Release allows one or more people who share your DN to join your call.

To use Privacy Release in an established state:

Press the **Private Release** Key while you are on a call. One person can now join the call, if they press the **DN** key.

Repeat Step 1 above to join additional appearances of the DN.

Activate Override

You can override a busy signal and interrupt another call.

To override a busy/engaged signal:



OvrRide



1. You **Dial** a telephone number and hear a busy signal.
2. Press the **Override** Key.

The people on the call in progress hear an audible tone for approximately one second; the feature then connects the three of you together. A short tone repeats.

To end the connection:



Press the **Goodbye** Key.

Activate Override, Enhanced

Enhanced Override allows you to override an active call after you have attempted a Forced Camp-on. Use Enhanced Override when you make either a simple call or a consultation call (i.e., place a call on hold and call another party).

To use Enhanced Override:



OvrRide

Conf



1. You **Dial** a telephone number and hear a busy signal.
2. Press the **Override** Key.
3. Press the **Conference** Key.

Note: The people on the call in progress hear an audible tone for approximately one second; the feature connects the three of you together. A short tone repeats.

To end the connection:



Press the **Goodbye** Key.

Use the Buzz signal

Two telephones can link together to allow one person to signal the other. The person signaled hears a “buzz”. Use this feature to indicate a call, a visitor, or a request.

To Buzz the telephone linked to yours:



Buzz

1. Press the **Buzz** Key.

The telephone linked to yours buzzes as long as you hold down the key.



Buzz

2. Release the **Buzz** Key when finished.

Make an announcement over the Call Page

Call Page allows you to make an announcement over the page system. To make a page call, dial the page trunk access code.

Note: When attendant consoles use the Page Key, it overrides the telephones. The telephones disconnect and must re-access the page trunk.

Connect to Call Page feature:

2498



1. Press an **Individual DN** key.

2. **Dial** the page trunk access code.

The connection to the page system is complete.

Disconnect the call page feature:



Press the **Goodbye** Key.

Use Forced Camp-on

Forced Camp-on allows your telephone to automatically ring another telephone as soon as it disconnects from its current call. Forced Camp-on allows both internal and external calls to camp-on.

To use Forced Camp-on:



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1. You **Dial** a telephone number. You hear a busy signal.
2. Press the **Override** Key to initiate a Forced Camp-on.
When the person you called ends the current call, the telephone rings.
3. Press the **Individual DN** Key and the call connects.

Radio Page Feature

Some telephone systems can have an on-site Radio Page system. This system feature allows you to page a person and stay on the line until they answer. The paged person answers the call when they enter a special Page "Meet - me" code from any telephone. This connects the person paged to the party who paged them.

Note: On the Meridian SL-100, dial the paging number access code. A network connection is established with the paging access trunk. This provides access to loudspeaker paging equipment. Automatic Pre-selection, Automatic Post-selection, and Special Radio page features do not apply to Meridian SL-100.

Access a Radio Pager:



To contact someone, you can **dial** their Directory Number (DN) or alert them directly through their radio page device.

To use Automatic Pre-selection ("Meet - me" page):



1. **Dial** the Radio Page FFC. You receive page dial tone.



To use Automatic Post selection:

RadioPage



To use the Special Radio Page feature:

2. **Dial** the number of the party you want to page. After dialing, you receive a ringback tone.

Note 1: The person you paged uses any telephone to enter a Radio Page Answer code, plus their own DN number. This action connects you and the person paged.

Note 2: If your call goes unanswered for a preset time period, you receive a continuous high pitched tone then silence. Press the Goodbye Key.

The called party is either busy on the telephone or away from the desk.

To page the called party there is no need to redial the number of the called party.

1. Press the **Radio Page** Key. You receive a special dial tone.
2. **Dial** the Radio Page Access FFC. You receive dial tone.

Note 1: The person you have paged can proceed to any telephone, enter their Radio Page Answer code plus their own DN number. This action connects you and the person paged.

Note 2: You receive a fifteen second, high pitched tone, then silence, if the party paged does not answer the call within a preset time period. When you receive this signal, replace the handset or press the Goodbye Key.

If you carry a Radio Pager, you receive a page indication when someone dials your Directory Number (DN).

If the Radio Page system is telephone up to function in "Meet - me" mode, you can



answer the page call from any telephone and connect to the person who paged you.

1. **Dial** the Radio Page Answer FFC. You receive page tone.
2. **Dial** your own DN. You connect to the page caller. You receive a steady high-pitched tone letting you know the caller has hung up.

Your telephone display information

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

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.

DsPlyAgnt



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 59).

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 feature list

Language selection...	Date/time format...
Change feature key label	Key click
Display contrast	Headset type...
Volume adjustment...	Display diagnostics
Ring type...	MCA data parameters
Call timer	

Note: Three dots after the Option item, indicate there is a submenu selection.

Language selection: This is 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 Auto Dial Programmable Line/Feature Keys from Auto Dial to Purchasing.

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

Volume adjustment: This is used to adjust the volume on several submenu items, such as ringer, headset, and handset.

Ring type: This Option gives you the ability to select the type of audible notification you want for incoming calls, such as warble, buzzer, and 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: This is an option used by technicians to check the telephone display diagnostics.

MCA data parameters: These parameters are 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.

Note: You can exit any program at anytime by pressing the **Quit** Key. When you press **Quit**, it takes you out of the program, returns back to the place you started, and cancels any input you made.



Select



1. Press the **Options** Key.
2. Use the **Navigation** Key to select and highlight the option (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. Then follow the steps below for each option.

Select language

The telephone display shows information in one of many languages. Follow these steps to change your display to a different language:



Options

1. Press the **Options** Key.



Language selection

2. Use the **Navigation** Keys to highlight **Language selection**.

Select

3. Press the **Select** Key.



4. Use the down **Navigation** Key to highlight the desired **language** (e.g., French).

French

5. Press the **Select** Key.

Select



Done

6. Press the **Done** Key.



Change feature key label

Follow these steps to change a feature key label:

To change a feature key label:



Options

1. Press the **Options** Key.



2. Use the **Navigation** Key to scroll through the options and highlight the **Change feature key label** option.

Change Feature Key Label

Select



Select



Done



3. Press the **Select** Key.
4. Scroll through your feature labels with the **Navigation** Keys.
5. When the label you want to change appears, press the **Select** Key.
6. Use the right and left **Navigation** Keys to highlight each letter in the word.
7. To change a letter, press the **Dial** Pad key with that alpha letter. Press the key until the correct alpha letter appears to replace the highlighted letter. Example: To select "L", press the dial pad number "5" three times (555). "L" is the third letter associated with key 5. Continue until you have changed the entire feature label.
8. Press the **Done** Key when finished.

Adjust the contrast

Follow these steps to make contrast adjustments:



Options



Contrast adjustment

1. Press the **Options** Key.
2. Use the **Navigation** Keys to highlight **Contrast adjustment**.

Select



Lower

Higher



or



Done



3. Press the **Select** Key.
4. Press **Lower** Key to adjust the contrast level lower.
or
Press the **Higher** Key to adjust the contrast level higher.
5. Press the **Done** Key when finished.

Adjust the volume on your telephone

Follow these steps to adjust the volume on your telephone:



Options



Volume Adjustment

Select



Ringer Volume

Select



1. Press the **Options** Key.
2. Use the **Navigation** Keys to Highlight **Volume Adjustment**.
3. Press the **Select** Key to choose the highlighted Volume Adjustment option.
4. Use the **Navigation** Keys to highlight your Volume Adjustment selection.
5. Press the **Select** Key to adjust the highlighted option. The example in step four shows Ringer Volume selected.

Note: The display lists only the options available on your telephone model.

Lower Higher



Done



6. Press the **Lower** Key.
or
Press the **Higher** Key.
7. Press the **Done** Key when finished.

Choose Ring type

Follow these steps to adjust the Ring type on your telephone:



Options



Ring type

Select



Ring type 1

Select



Lower Higher



1. Press the **Options** Key.
2. Use the **Navigation** Keys to Highlight Ring type.
3. Press the **Select** Key to choose the highlighted Ring type option.

Use the **Navigation** Keys to highlight your Ring Type selection: Ring type 1, Ring type 2, etc.
4. Press the **Select** Key to choose the item you highlighted as your choice. The example shows **Ringer volume** selected.

Note: The display lists only the options available on your telephone model.

5. Press the **Lower** Key.
or
Press the **Higher** Key.

Done



6. Press the **Done** Key when finished.

Use Call Timer

Call Timer can be set in three different modes: Automatic, Off and Manual. Follow these steps to enable the call timer:

To set Call Timer:



Options

1. Press the **Options** Key.
2. Use the **Navigation** Keys to highlight **Call timer**.



Call timer

Select



3. Press the **Select** Key. The Select Key shows On, if the feature is off. If the feature is on, **Select** Key shows OFF.

On

Off



or



4. Press **Select** to toggle between Call timer On **or** Call timer Off.

Done



5. Press the **Done** Key when finished.

Format Date/time

There are several Date/time display formats available to you. The various Date/time formats appear on the display screen as you scroll through them. Follow the steps below to select the Date/time format you like best).



Options

1. Press the **Options** Key.



Date/time format

Select



Select



Done



2. Use the **Navigation** Keys to highlight **Date/time format**.
3. Press the **Select** Key.
4. Use the down **Navigation** Key to **scroll** through the numbered formats. When the format you want appears.
5. Press the **Select** Key.
6. Press the **Done** Key.

Use Key Click

Follow these steps if you want to hear a tone each time you press a dial pad key:

Activate key click:



Options



Key click

Select



Done

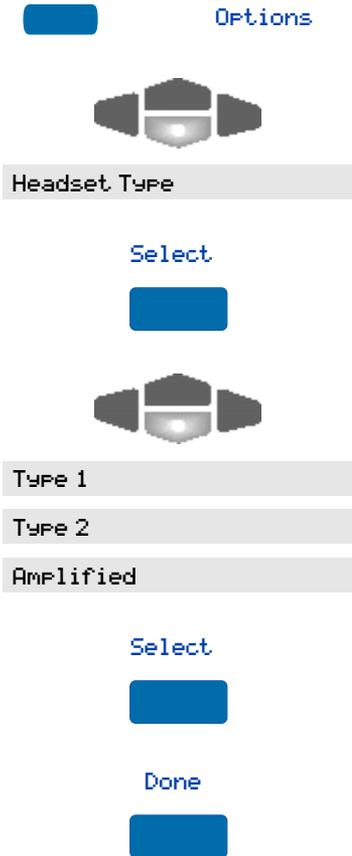


1. Press the **Options** Key.
2. Use the **Navigation** Key to scroll through the options and highlight the **Key click** option. The **Key click** status appears.
3. Use the **Select** Key to toggle from ON to OFF.
4. Press the **Done** Key when finished.

Headset Type

The Headset Type allows you to select the type of headset you are using in order to adjust your headset.

To select Headset type:



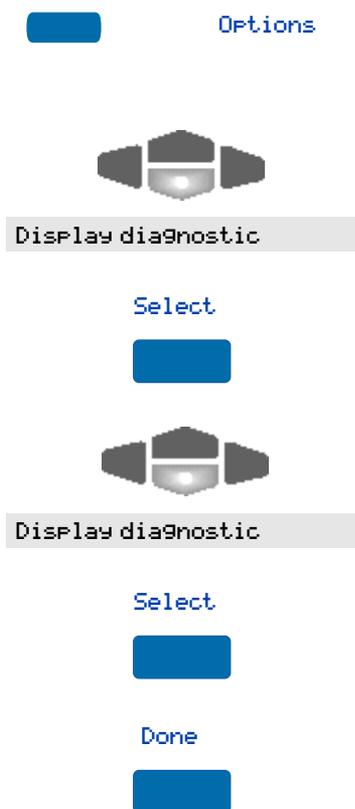
1. Press the **Options** Key.

Use the **Navigation** Key to scroll through the options and highlight the **Headset Type**.

2. Press **Select** to choose the Headset Type.
3. Use the **Navigation** Keys to highlight one of the three choices: Type 1, Type 2, and Amplified.
4. Press **Select** to choose the gain.
5. Press the **Done** Key.

Display Diagnostics

Follow these steps to select Display Diagnostics:

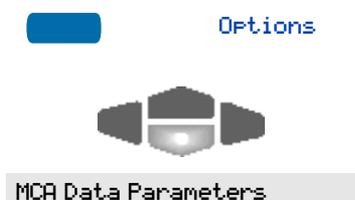


1. Press the **Options** Key. A list of adjustable features appear in the display area.
2. Use the **Navigation** keys to highlight **Display diagnostic**.
3. Press the **Select** Key.
4. Use the up or down **Navigation** keys to scroll through and highlight your test **screen selection**.
5. Press the **Select** Key.
6. Press the **Done** Key.

Set MCA Data Parameters

Follow these steps to set parameters for your MCA accessory:

To set MCA parameters:



1. Press the **Options** Key.
2. Use the **Navigation** Key to scroll through the options and highlight the **MCA Data Parameters** option.

Select



Done



3. Press the **Select** Key.

4. Press the **Done** Key.

Accessories 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 Alerter and Recorder Interface, and Meridian Communication Adapter.

Headset

The amplified or unamplified headset are compatible with the M3905 Call Center Telephone. The amplified headset is an option for noisy environments.

Headsets vary in electrical, physical and audio characteristics. Performance perception is subjective so it is recommended that the headset user try using their headset with each of the three settings. Test the headset settings on both internal and external calls to determine which works best for them.

To adjust the headset volume, go to the Options menu, Headset types, and select one of the headset types from the sub-menu item: Headset 1, Headset 2 or Amplified.

Refer to your distributor for the latest product bulletin from Nortel Networks recommending headset types for use with the M3905 Call Center Telephone.

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 third party device (remote ringer, indicator light or recording device) to your telephone. The M3905 Call Center Telephone uses the External Alerter and Recorder 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 75 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).

Feature Chart

Feature Name	Softkey	Programmable key	Feature
Attendant Recall	NO	YES	YES
Auto Dial	NO	YES	NO
Automatic Answer Back	NO	YES	YES
Automatic Wake Up Call	NO	YES	YES
Call Forward	YES	NO	NO
Call Forward and Busy Status	NO	YES	NO
Internal Call Forward	NO	YES	YES
Call Park	YES	NO	NO
Call Pickup	YES	NO	NO
Call Pickup, Directed	NO	YES	YES
Call Transfer	YES	NO	NO
Call Waiting	NO	YES	NO
Calling Party Number	YES	NO	NO
Centralized Attendant Service	NO	YES	NO
Charge Account	YES	NO	NO
Conference 3-party or Conference 6-party	YES	NO	NO
Dial Intercom	NO	YES	NO
DID Route Control	NO	YES	YES
Display	NO	YES	NO
Group Call	NO	YES	NO
Group Number Pickup	NO	YES	YES

Feature Name	Softkey	Programmable key	Feature
One-way/two-way Hot Line	NO	YES	NO
One-way/two-way Hot Line List	NO	YES	NO
Last Number Redial	YES	NO	NO
Make Set Busy	NO	YES	YES
Malicious Call Trace	NO	YES	NO
Message Indication	NO	YES	NO
Message Waiting	NO	YES	NO
Multiple Call Non-ringing DN	NO	YES	NO
Multiple Call Ringing DN	NO	YES	NO
Night Service	NO	YES	NO
No Hold Conference	NO	YES	NO
Combined No Hold Conference and Auto Dial	NO	YES	NO
Combined No Hold Conference and Direct Hot Line	NO	YES	NO
Combined No Hold Conference and Hot Line List	NO	YES	NO
Combined No Hold Conference and Speed Call	NO	YES	NO
Override	NO	YES	YES
Override, Enhanced	NO	YES	NO
Privacy Release	YES	NO	NO
Private Line Non-ringing DN key	NO	YES	NO
Private Line ringing DN key	NO	YES	NO
Ring Again	YES	NO	NO

Feature Name	Softkey	Programmable key	Feature
Room Status	NO	YES	YES
Signaling	NO	YES	NO
Single Call Non-ringing DN	NO	YES	NO
Single Call Ringing DN	NO	YES	NO
Speed Call Controller	YES	YES	YES
Speed Call User	YES	YES	YES
Stored Number Redial	YES	NO	NO
System Speed Call Controller	YES	YES	YES
System Speed Call User	YES	YES	YES
Time and Date	NO	YES	NO
User Selectable Call Redirection	NO	YES	YES
User Status	NO	YES	NO
Voice Call	NO	YES	NO
Third Party Application	NO	NO	NO

Meridian 1 Flexible Feature Codes (FFC)

	Radio Paging		Lock
	Radio Paging Access		Unlock
	Radio Paging Answer		Call Pick Up
	Call Park		DN Pick Up
	Electronic Lock Password Change		Group Pick Up
	Maid ID		Remote Call Forward Activate
	Wake-Up Request		Remote Call Forward Verify
	Wake-Up Verify		Remote Call Forward Deactivate
	Wake-Up Cancel		Trace

Meridian SL-100 Feature Access Codes (FAC)

	Account Code		Make Set Busy (MSB)
	Anonymous Caller Rejection (ACRJ)		Malicious Call Hold (MCH)
	Automatic Callback (ACB)		Paging access code
	Automatic Recall (AR)		Random Make Busy (RMB)
	Busy Override		Secondary MADN Call Forwarding (CFMDN)
	Call Forward Busy/Don't Answer - Internal/External		Selective Call Forward (SCF)
	Customer Originated Trace (COT)		SIM Ring
	Directory Call Park (DCPK)		System Call Park
	Directed Call Pick-up (DCPU)		Station Origination Restrictions Controller (SORC)
	Executive Busy Override (EBO)		Station Specific AuthCode (SSAC)
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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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