

## 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)

**\*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.

## 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*.

## Meridian Digital Telephones

### M3905 Call Center Quick Reference Card



Telephone Features

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

Call Center Agent Features

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

Walkaway and Return			
on active ACD or non-ACD Call	<div></div>	<div></div>	I
in Not Ready mode	<div></div>	<div></div>	I
Return from Walkaway	J	<div></div> or <div></div>	

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" forTransition)
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	<div></div>	<div><div></div><div></div><div></div><div></div></div> L	<div></div> or <div></div>
Login with Agent ID and Multiple Queue Assignment (select 1)				
default login	<div></div>	<div><div></div><div></div><div></div><div></div></div> M	<div></div> or <div></div>	<div></div>
no Supervisor ID or Priority	<div></div>	<div><div></div><div></div><div></div><div></div></div> N	<div></div> or <div></div>	<div></div>
Supervisor ID, no Priority	<div></div>	<div><div></div><div></div><div></div><div></div></div> O	<div></div> or <div></div>	<div></div>
no Supervisor ID with Priority	<div></div>	<div><div></div><div></div><div></div><div></div></div> P	<div></div> or <div></div>	<div></div>
Supervisor ID with Priority	<div></div>	<div><div></div><div></div><div></div><div></div></div> Q	<div></div> or <div></div>	<div></div>
Correct errors during the login procedure				
to correct previous entry	<div><div></div><div></div><div></div><div></div></div> R			
Agent Logout		<div></div>	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 <div></div> 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 <div>#</div> <div>#</div> <div>#</div> if your queue requires a Supervisor ID or Dial Agent ID <div>#</div> <div>#</div> if no Supervisor ID is required.
N	Dial Agent ID <div>#</div> ACD DN 1 <div>#</div> <div>#</div> (see Note 1).
O	Dial Agent ID <div>#</div> Supervisor ID <div>#</div> ACD DN 1 <div>#</div> <div>#</div> (see Note 1).
P	Dial Agent ID <div>#</div> ACD DN 1 <div>#</div> Priority for ACD DN 1 <div>#</div> <div>#</div> (see Note 2).
Q	Dial Agent ID <div>#</div> Supervisor ID <div>#</div> ACD DN 1 <div>#</div> Priority for ACD DN 1 <div>#</div> <div>#</div> (see Note 2).
R	Dial <div>0</div> <div>#</div> , if you make a mistake while logging in, to delete the Supervisor ID, ACD DN, or Priority that you just entered
<b>Note 1:</b> You may enter a list of up to five ACD DN's. Separate each ACD DN with a <div>#</div> . End the list with an extra <div>#</div> .	
<b>Note 2:</b> 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 <div>#</div> . (To use the default Priority enter <div>#</div> <div>#</div> after each ACD DN). End the list with an extra <div>#</div> .	

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