

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.

Applications

Corporate Directory

Find a telephone number

APP'S Select

Copy a telephone number to your Personal Directory

APP'S Select

Programming your Meridian M3905 Telephone

Access the Options List

Options Select

Language

Select Done

Change feature key label

Select AutoDial Done

Screen contrast

Lower or Higher Done

Volume adjustment

Select Lower or Higher Done

Ring type

Play Select Done

New Call Indication/Call log options

On or Off Done

Live dial pad

On or Off Done

Preferred name match

On or Off Done

Area code set-up

Done

Call timer enable

On or Off Done

Date/time format

Done

Key click enable

On or Off Done

Headset type

Select Done

Headset port on call

On or Off Done

Headset port external alerter

On or Off Done

Display diagnostics

Applications (continued)

Set-to-Set Messaging

Activate

APP'S Select Edit Done On or Off

NORTEL NETWORKS

Meridian Digital Telephones

M3905 Call Center Quick Reference Card



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

Telephone Features

Auto Dial				
store	AutoDial		AutoDial	
use		AutoDial		
Last Number Redial				
Hold				
place a call on hold				
return to a held call				
Transfer	Trans		Connect	
Conference	Conf		Connect	
Ring Again				
activate	RingAgn			
when notified		RingCall		
cancel	CancelRA			
Malicious Call Trace				
with Call Trace key	CallTrace			
without Call Trace key	Conf or Trans		A	
Call Forward				
activate	Forward		Done	
cancel	CheckFw	CancelFw		
reinstate	Forward	Done		

Call Center Agent Features

Activity Code			B	
ACD calls				
In-Calls indicator flashes		C		
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			D
in Not Ready mode			D
Return from Walkaway	E		or 

Call Center Supervisor Features

Answer Agent (when indicator flashes)			
Answer Emergency (when indicator flashes)			
Call Agent			F
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	E			F		or	
Login with Agent ID and Multiple Queue Assignment							
default login			G		or		
Correct errors during the login procedure							
to correct previous entry		H					
Agent Logout		D					

Remarks	
A	Dial the Malicious Call Trace Flexible Feature Code (FFC).
B	Dial the code that corresponds to your current activity.
C	If Call Forcing is configured, the call is answered automatically.
D	Disconnect your headset.
E	Connect your headset, or press the Headset key to turn off the LED if you are using the optional headset.
F	Dial the Agent's Position ID.
G	Dial your Agent ID (if required).
H	Dial # , if you make a mistake while logging in, to delete the Supervisor ID, ACD DN, or Priority that you just entered

Legend	
	Dial the number (see "Remarks").
	Press a non-ACD (not In-Calls) extension key.
or	Press the key located beside the indicator.

Call Log and Directory

Callers List

View the Callers List

Callers or Dir/Log

Select

New or Old

Make a Call while in the Callers List

Dial

Save an Entry to the Directory while in the Callers List

Dirctry

Next

Done

Delete an Entry while in the Callers List

Delete

Yes

Delete the Callers List

Dir/Log

Select

DelList

Redial List

View the Redial List

Redial or Dir/Log

Select

Make a Call while in the Redial List

Dial

Personal Directory

Enter Names and Numbers in the Personal Directory

Dir/Log

Select

AddNew

Next

Done

Delete Names and Numbers while in the Personal Directory

Delete

Yes

Make a Call while in the Personal Directory

or

Dial

Edit Names and Numbers while in the Personal Directory

Edit

Next

Done

Delete the Personal Directory

Dir/Log

Select

DelList

Yes

Password Protection for the Personal Directory

Dir/Log

Select

Select

On or Off

Done

Password Change for the Personal Directory

Dir/Log

Select

Select

Enter

Enter

Done