

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

Copy a telephone number to your Personal Directory

APP's

Programming your Meridian M3905 Telephone

Access the Options List

Options

Language

Change feature key label

Screen contrast

Lower or Higher

Volume adjustment

Ring type

New Call Indication/Call log options

Live dial pad

Preferred name match

Area code set-up

Call timer enable

Date/time format

Key click enable

Headset type

Headset port on call

Headset port external alerter

Display diagnostics

Applications (continued)

Set-to-Set Messaging

Activate

APP's

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		RngCall	
cancel	CancIRA		
Malicious Call Trace			
with Call Trace key	CallTrace		
without Call Trace key	Conf or Trans	A	
Call Forward			
activate	Forward		Done
cancel	CheckFw	CancIFw	
reinstate	Forward	Done	

Call Center Agent Features

Activity Code			
		B	
ACD calls			
In-Calls indicator flashes		C	
end an ACD call		or	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 0 #, 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.
	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	
		Enter	
			Done