

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

Call Center Agent Features

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

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

Call Center Supervisor Features

Answer Agent (when indicator flashes)		
Answer Emergency (when indicator flashes)		
Call Agent		K
Interflow (when call queue exceeds threshold)		
activate	Interflow	
deactivate	Interflow	
Night Service		
enter Night Service	Night	6 ("N" for Night)
transition to Night Service	Night	8 ("T" 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		L	or
Login with Agent ID and Multiple Queue Assignment (select 1)				
default login		M	or	
no Supervisor ID or Priority		N	or	
Supervisor ID, no Priority		O	or	
no Supervisor ID with Priority		P	or	
Supervisor ID with Priority		Q	or	
Correct errors during the login procedure				
to correct previous entry	R			
Agent Logout				I

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

Remarks (Continued)	
F	Dial the code that corresponds to your current activity.
G	If Call Forcing is configured, the call is answered automatically.
H	Dial the number of the party that you wish to call.
I	Disconnect your headset.
J	Connect your headset, or press the Headset key to turn off the LED if you are using the optional headset.
K	Dial the Agent's Position ID.
L	Dial your Agent ID (if required).
M	Dial Agent ID # # # if your queue requires a Supervisor ID or Dial Agent ID # # if no Supervisor ID is required.
N	Dial Agent ID # ACD DN 1 # # (see Note 1).
O	Dial Agent ID # Supervisor ID # ACD DN 1 # # (see Note 1).
P	Dial Agent ID # ACD DN 1 # Priority for ACD DN 1 # # (see Note 2).
Q	Dial Agent ID # Supervisor ID # ACD DN 1 # Priority for ACD DN 1 # # (see Note 2).
R	Dial 0 # , if you make a mistake while logging in, to delete the Supervisor ID, ACD DN, or Priority that you just entered
Note 1: You may enter a list of up to five ACD DNS. Separate each ACD DN with a # . End the list with an extra # .	
Note 2: You may enter a list of up to five ACD DNS with a Priority for each DN. Separate each ACD DN and each Priority with a # . (To use the default Priority enter # # after each ACD DN). End the list with an extra # .	

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