

With an ACD phone – you will have two lines, one for ACD calls and one for a private line (calls made directly to your number)

ACD LOGIN PROCEDURE

1. Lift the handset, activate your headset or use speaker.
2. The arrow beside the **Make Busy key** must be on solid to log in.
3. Press the **Green key**.
4. Enter 0 + your four digit phone number (ex. 05610) This steps logs you into the ACD but you are not ready to receive calls until you push the **Not Ready key** (the arrow will disappear).

NOT READY KEY

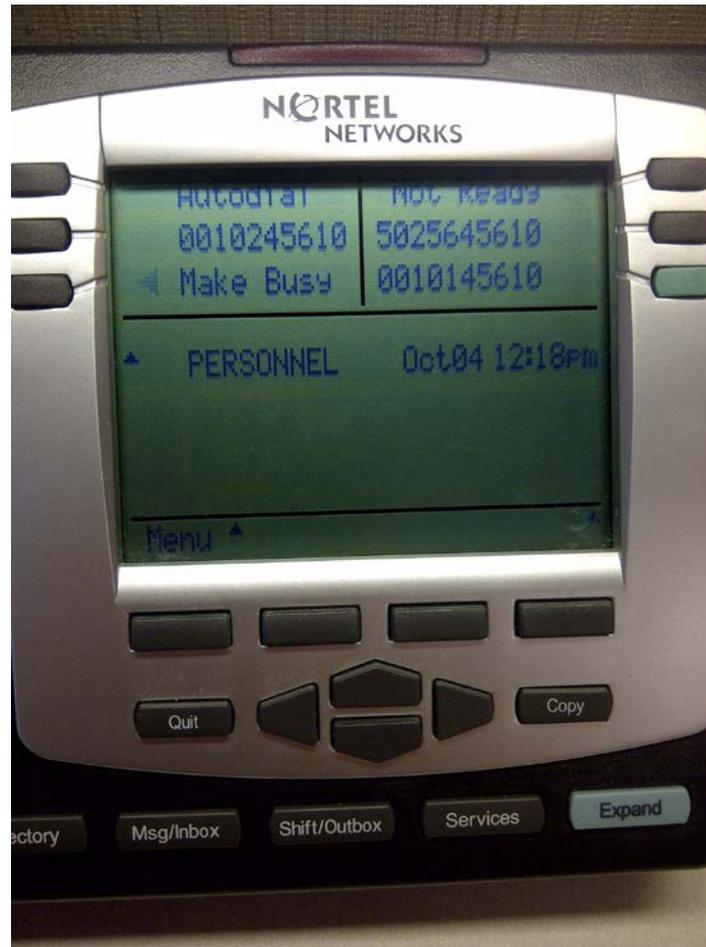
1. The **Not Ready key** keeps you out of the ACD queue; so make sure the arrow is NOT beside this key if you are supposed to be taking calls.
2. If you take a break, go to lunch, or walk away from your desk, press the **Not Ready key**. This will keep you logged into the queue but you will not receive a call until you press the key again.

MAKE BUSY KEY

1. Press this key to logout of the queue (make sure you press this key two times, so the arrow flashes).
2. Press this key (two times) when you leave for the day.
3. If the **Make Busy key** has a solid arrow beside it, you will not be able to receive any calls, including calls on your private line.

Things to keep in mind:

If you are on your private line or walk away from your desk but your phone was never put into **Not Ready** mode and a call comes in through the ACD, it will log you completely off (**Make Busy key** will have a solid arrow). You must then log back into the ACD by following the ACD Login Procedure. If the **Make Busy key** has a solid arrow, you cannot receive calls from ACD or your private line; the caller will automatically receive your voicemail.



If the arrow is solid – you cannot receive ANY calls.

If the arrow is flashing – you can receive private line calls.

If the arrow is gone – you are logged into the ACD queue

If there is a solid arrow by this key, you cannot receive ACD calls but can private line calls.

Arrow must be gone to receive ACD calls.

Private Line – must push button to answer a call on this line.

ACD Line key – any calls on this line are through the queue