

**OMEGA-PHONE™**

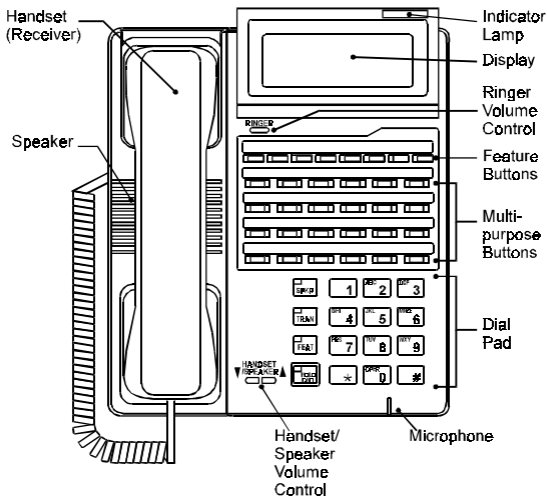
***ADIX ACD***



**AGENT / SUPERVISOR  
DIGITAL TELEPHONE QUICK  
REFERENCE GUIDE**

**IWATSU**

# INTRODUCTION



This guide describes basic features and operations for the ADIX Digital Multi-line Telephones in the ADIX ACD System.

**Multi-Purpose Buttons** - Can be programmed for a specific function such as outside lines, individual extensions, or one-touch feature operation.

**Button Lamps** - Light up or flash when someone is using the line or feature corresponding to that button.

**Green Lamp** - Indicates that you are using that line.

**Red Lamp** - Indicates that someone else is using that line.

**SPKR (Speaker)** - The Speaker button allows you to dial and receive calls without lifting the receiver. The Speaker button also allows you to converse using the "hands free operation" feature.

**TRAN (Transfer)** - Allows you to transfer a call from your phone to another extension.

**FEAT (Feature)** - The Feature button is used to access many system features.

**HOLD/DND (Hold/Do Not Disturb)** - This button is used to put a call on Hold, or to set the Do Not Disturb function. Do Not Disturb mode prevents calls from ringing at your extension. (When an Agent is logged-in, DND prevents only non-ACD calls from ringing. Not Available must be used to prevent ACD Calls from ringing.)

**Handset Volume Control** - The Handset (receiver) Volume Control button allows you to adjust the receiver volume to one of three levels.

**Ringer Volume Control** - The Ringer Volume Control button allows you to adjust the ringer volume to one of four levels.

**Speaker Volume Control** - The left button lowers the speaker volume, the right button raises it.

**MIC OFF** - When using the speakerphone or ICM hands-free answer back feature, the MIC OFF button prevents your voice from being heard by the person on the other end of your call. When the MIC OFF button LED is red, the microphone is off. When the MIC OFF button LED is not lit, the microphone is on. Press the MIC OFF button to toggle between microphone off and microphone on.

**ICM** - The intercom system allows communication between the telephone extensions in your ADIX system. Pressing the ICM button connects you to an intercom line for conversation with another extension.

## **BASIC FEATURES**

### **Making an Outgoing Call**

- ▶ Lift the receiver.
- ▶ Press an outside line button [FLT], [COL], [OPT].  
After you hear dial tone:
- ▶ Dial the telephone number.

### ***Make a dialing mistake?***

- ▶ Press the FLASH button [FLASH] to reorder dial tone.
- ▶ Dial again.

## Receiving an Incoming Call

When your telephone rings, lamp flashes:

- ▶ Lift the receiver to connect the call.

### *If you are not connected to the call automatically*

When your telephone rings, lamp flashes:

- ▶ Lift the receiver.
- ▶ Press the button with the flashing lamp to connect the call.

## Transferring a Call to Another Extension

When speaking on an outside line:

- ▶ Press the Transfer button [TRAN].  
After you hear dial tone:
- ▶ Dial an extension number,  
*or*
- ▶ Press an extension button (if assigned).
- ▶ Hang up.

## Putting a Call on Hold

When speaking on an outside line:

- ▶ Press the Hold button [HOLD/DND].  
The Outside Line button lamp flashes green.  
If the call remains on hold for a specified time the call will ring at your telephone.

## Picking Up a Call on Hold

- ▶ Press the Outside Line button with the green flashing lamp to pick up the call.

## Call Park

Put or “park” a call where it can be picked up at another extension. (ACD Calls may not be picked up at another extension.)

### Putting a Call in Call Park

When speaking on an outside line:

- ▶ Press the Park button [PARK].  
You will hear a confirmation tone and the Park button will flash green. If the call remains on park for a specified time the call will ring at your telephone.

### Picking Up a Call in Call Park

From the extension that parked the call:

- ▶ Lift the receiver.
- ▶ Press the flashing Park button [PARK] to connect with the call.

From another extension:

- ▶ Lift the receiver.
- ▶ Press the Park Pick Up button [PICK UP].
- ▶ Dial the extension number where call is parked to connect with the call.

## **Making an Intercom Call**

- ▶ Lift the receiver.  
When you hear dial tone:
- ▶ Dial an extension number,  
**or**

If your phone has a direct call button assigned for the extension:

- ▶ Lift the receiver.  
When you hear dial tone:
- ▶ Press the assigned extension button.

## **Receiving a Call From Another Extension**

When you hear the intercom call signal:

- ▶ Pick up the receiver to connect the call.

## **Last Number Redial**

When you want to automatically redial the last number you called:

- ▶ Lift the receiver.
- ▶ Press the Speed button [SPEED] and dial [#].

## **Save Dialed Number**

While speaking on an outside line:

- ▶ Press the Feature button [FEAT] and dial [2][1],  
**or**
- ▶ Press the Save Dial button (if assigned).  
You will hear confirmation tone indicating that the phone number you just dialed has been saved.

## **To Dial the Saved Number**

- ▶ Lift receiver.
- ▶ Press the Feature button [FEAT] and dial [2][1],  
**or**
- ▶ Press the Save Dial button (if assigned).  
The saved number is automatically dialed.

## **Conference**

The ADIX system allows you to make conference calls with any combination of up to four extensions and outside lines on the same call.

## **Add-On (up to one outside + three inside parties or four inside parties)**

While speaking on CO or ICM call:

- ▶ Press the Transfer button [TRAN] and dial the extension number.  
When party answers:
- ▶ Press the Add button [ADD].  
You will hear a tone burst indicating that all parties are connected.
- ▶ To add another extension, repeat same procedure.

## **Multi-Line (up to three outside + one inside)**

While speaking on an outside call:

- ▶ Put the first call on Hold [HOLD/DND].
- ▶ Access second outside line.  
When the second outside line answers:
- ▶ Press the Add button [ADD].
- ▶ Press the first line that has been on hold.  
All three parties are connected.
- ▶ To add third outside line, repeat same procedure.

## **Trunk-to-Trunk (up to two outside parties)**

When you are speaking with two outside parties in a multi-line conference call:

- ▶ Press the Hold button [HOLD/DND].
- ▶ Hang up.  
The two outside parties are connected.

# **AGENT FEATURES**

## **Log-In**

Allows an Agent to receive ACD Calls and begin the ACD Day.

- ▶ Press the Speaker button [SPKR].
- ▶ Press the Log button [LOG].  
The Log button [LOG] will flash red. The display will read "Enter ID#."
- ▶ Dial your Agent ID Code [ ][ ][ ].  
The Log button [LOG] lamp is solid red.  
Immediately after Log-in the phone is in the Not Available mode.

## **To Start Answering ACD Calls**

- ▶ Press the Not Available button [N/A].  
The Not Available button lamp LED turns off.

## **Log-Out**

Ends the ACD day.

- ▶ Press the Feature button [FEAT].
- ▶ Press the Log button [LOG].  
The LOG button lamp is off.

## **Not Available**

Not Available temporarily removes an Agent from ACD Call distribution. An agent is programmed for either the Reserved or Immediate Method.

## **Reserved Method - Makes Agent Not Available when the Call is terminated**

During a conversation:

- ▶ Press the Not Available button [N/A].  
The Not Available button [N/A] will flash red.
- ▶ Hang up to terminate the call and place the station in Not Available mode.

## **Immediate Method - Terminates the Call and Makes Agent Not Available**

During a conversation:

- ▶ Press the Not Available button [N/A] to immediately terminate the conversation and place the station in Not Available mode. The Not Available button [N/A] will flash red.

## **To Make the Phone Available**

- ▶ Press the red-flashing Not Available button [N/A]. The lamp will turn off.

## **Wrap-Up**

Following an ACD call an Agent can be programmed for Wrap-up. During Wrap-up ACD calls will not be distributed to the station. Wrap-up can be programmed to occur either Automatically or Manually following the completion of an ACD call.

### **Automatic Method**

After the completion of a call the agent is automatically placed in Wrap-up mode. During Wrap-up the Wrap-up button [WRAP] flashes red and the display reads "Wrap-up." The Automatic Wrap-up duration is programmed in the ACD database.

### **To Extend the Automatic Wrap-up Duration**

Five seconds before the end of Wrap-up a tone is audible. To extend Wrap-up for the programmed length of time:

- ▶ Press the Wrap-up button [WRAP] after the tone.

### **Manual Method**

During a conversation the agent must press the Wrap-up button [WRAP] to end the conversation and place the station in Wrap-up mode. During Wrap-up the Wrap-up button [WRAP] flashes red and the display reads "Wrap-up."

### **To End Wrap-Up**

- ▶ Press red-flashing Wrap-up button [WRAP]. The lamp will turn off.

## Qualifier Code Entry

Qualifier Codes may be entered during Wrap-up. Up to four three-digit codes may be entered.

### To Enter Qualifier Codes Manually

- ▶ Press the Qualify button [QUALIFY].  
The Qualify button [QUALIFY] will flash red and the display will read "Enter Code."
- ▶ Enter a three-digit code [ ] [ ] [ ].  
Dial [#] to confirm.  
Dial [\*] to cancel.  
The lamp will turn off.
- ▶ To enter multiple codes repeat the procedure.

### To Enter Preset Qualifier Codes

- ▶ Press the desired Qualify button [QUALIFYnnn].
- ▶ To enter multiple codes repeat the procedure.

## Forced Qualify

**Note:** This feature only works when Automatic Wrap-up is programmed. A code may not be entered during the five-second Wrap-up time extension period. When this option is programmed the Qualify button will flash red and a Qualifier Code must be entered.

- ▶ Press the Qualify button [QUALIFY] and enter a code as described above.

## Queue Indication

Three Threshold Levels may be assigned to indicate the number of calls waiting to be answered by the ACD Group. A fourth indication informs the Agents that ACD Calls are expanding to another ACD Group.

Queue Button	Level	Number of Calls
Red	1	_____
Flashing Red	2	_____
Fast Flashing Red	3	_____
Green & Red	Expansion	

## Call Park/Swap

To alternate between an ACD Call and an ADIX call when speaking on an ACD Call:

- ▶ Press the Call Park button [PARK]. It will flash green.
- ▶ Initiate either an intercom or outside call.
- ▶ Press the Call Park button [PARK] to return to the ACD Call and place the new call on Call Park.

## Using a Headset

Make sure the Headset button [HEAD] lamp is on. If not, press the Headset button [HEAD].

### To Answer an Incoming ACD Call with Manual Connection

- ▶ Press the Answer button [AGT ANS],  
*or*
- ▶ Press the button representing the new call.

### To Answer a Call with Automatic Connection

When the call stops ringing it is automatically connected.

### To Hang Up

- ▶ Press the Release button [RLS].

### To Transfer a Call

- ▶ Press the Transfer button [TRAN].  
After you hear dial tone:
- ▶ Dial an extension number.
- ▶ Press the Connect button [CNCT].

## Help

Alerts the Supervisor that their help is required.

- ▶ Press the Help button [HELP].  
The Help button will flash red. When the Supervisor responds, the button will be red and the Supervisor will be in the Call Monitoring state. If the Supervisor does not respond, the lamp will go off after a specified period of time.

## Emergency Recording

Records the conversation and notifies the Supervisor that assistance is needed.

- ▶ Press the Emergency Recording button [EMG REC]. The Emergency Recording button will flash red indicating that the paging port is available and the Supervisor will be notified that assistance is required. *If a paging port is not available this feature will not operate and there will be no lamp indication.*

# SUPERVISOR FEATURES

## Supervisor Log-In

Allows the Supervisor to receive Help calls and Emergency Recording calls.

- ▶ Press the Speaker button [SPKR].
- ▶ Press the Supervisor Log button [S. LOG].  
The Supervisor Log button [S. LOG] will flash red and display will read "Enter ID#."
- ▶ Dial Supervisor ID Code [ ][ ].  
Supervisor Log button [S. LOG] lamp is solid red.

## **Supervisor Log-out**

- ▶ Press the Speaker button [SPKR].
- ▶ Press the Supervisor Log button [S. LOG].  
The lamp will turn off.
- ▶ Press the Speaker button [SPKR].

## **Message Recording**

Allows the ACD Supervisor to change the recorded messages in the Call Sequence Table.

### **To Record a Message**

- ▶ Lift the receiver.
- ▶ Press the Message Recording button [A. REC].  
The Message Record button [A. REC] will flash red and the display will read "Record Class."
- ▶ Dial a number [1-30] for the new message.
- ▶ Record the message by speaking into the receiver.
- ▶ Dial [#] to end the recording.
- ▶ Hang up.

### **To Erase the Message**

- ▶ Lift the receiver.
- ▶ Press the Message Recording button [A. REC].  
The Message Record button [A. REC] will flash red and the display will read "Record Class."
- ▶ Dial [\*].  
The display will read "Clear Class."
- ▶ Dial the number [1-30] of the message to be erased.
- ▶ Hang up.

### **To Erase all Messages**

- ▶ Lift the receiver.
- ▶ Press the Message Recording button [A. REC].  
The Message Record button [A. REC] will flash red and the display will read "Record Class."
- ▶ Dial [\*][\*].
- ▶ Hang up.

### **To Listen to a Message**

- ▶ Lift the receiver.
- ▶ Press the Message Recording button [A. REC].  
The Message Record button [A. REC] will flash red and the display will read "Record Class."
- ▶ Dial [#].  
The display will read "Replay Class."
- ▶ Dial the message number [1-30] of the message to be played.
- ▶ Hang up.

## To Listen to All Messages

- ▶ Lift the receiver.
- ▶ Press the Message Recording button [A.REC].  
The Message Record button [A.REC] will flash red and the display will read “Record Class.”
- ▶ Dial [#][#].
- ▶ Hang up.

## Call Monitoring

This feature allows the Supervisor to silently listen to an Agent’s conversation.

- ▶ Lift the receiver.
- ▶ Dial the Agent’s extension number.  
When you hear the busy signal:
- ▶ Press the Monitor button [MONITOR],  
*or*
- ▶ Press the Agent button [AGTnnn].  
The display will read:

MONITOR                      ACD GROUP  
AGENT

## Barge-in

This feature allows the ACD Supervisor to enter an Agent’s conversation. The system may be programmed to provide a tone to the agent indicating barge-in has occurred.

## While Monitoring a Conversation

- ▶ Press the Add button [ADD].

The display will read:

ACD CNF                      ACD GROUP  
AGENT

## When Not Monitoring a Conversation

- ▶ Lift the receiver.
- ▶ Dial the Agent’s extension number.  
Wait for the busy signal, then:
- ▶ Press the Add button [ADD].  
The display will read:

ACD CNF                      ACD GROUP  
AGENT

## ACD Group Night Service

Allows the ACD Supervisor to change the Call Sequence Table from Day Mode to Night Mode for the ACD Group.

## To Place an ACD Group in Night Mode

- ▶ Press the ACD Group Night button [NIGHT].  
The ACD Group Night button [NIGHT] lamp is red.

### **To Place in Day Mode**

- ▶ Press the ACD Group Night button [NIGHT].  
The ACD Group Night button [NIGHT] lamp is off.

### **Answering a Help Call**

When an Agent requests assistance, the ACD line button will flash red and the display will show the Agent's extension number, name, and Help.

### **To Answer a Help Call**

- ▶ Press an ACD line button.

### **To Enter the Conversation**

- ▶ Press the ADD button [ADD].

### **Answering an Emergency Call**

When an Agent requests assistance, the ACD line button will flash red and the display will show the Agent's extension number, name, and Emergency.

### **To Answer an Emergency Call**

- ▶ Press an ACD line button.

### **To Enter the Conversation**

- ▶ Press the ADD button [ADD].

## **Call Sequence Table Number Change**

### **Manual Selection**

- ▶ Press the Call Sequence Table Number Change button [SQC].
- ▶ Dial the ACD Group Number [1-60].
- ▶ Dial the Call Sequence Table Mode [1-3], 1=day, 2=night, 3=transfer.
- ▶ Dial the Call Sequence Table Number [1-60].
- ▶ Press the Call Sequence Table Number Change button [SQC].

### **Preset Selection**

ACD Group, Call Sequence Table Mode, and Call Sequence Table Number are programmed.

- ▶ Press the Call Sequence Table Number Change button [SQCn].

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