NEC

Aspire

Automatic Call Distribution (ACD)

02.20

This manual has been developed by NEC America. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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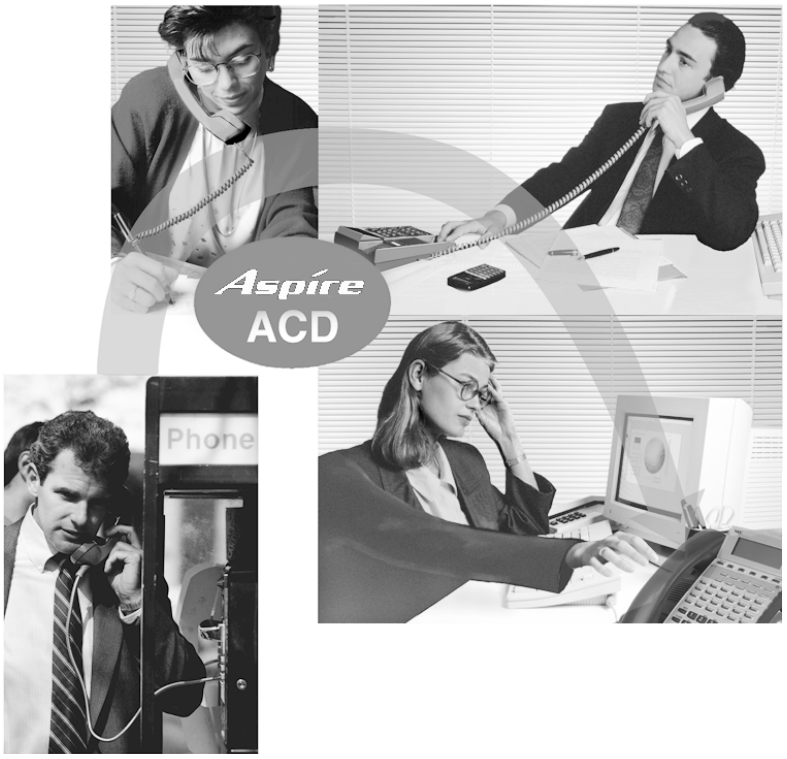
What is ACD?

Equitable Distribution of Calls Among Agents

Automatic Call Distribution (ACD) uniformly distributes calls among member agents of a programmed ACD Group. When a call rings into an ACD Group, the system automatically routes the call to the agent that has been idle the longest. Automatic Call Distribution is much more sophisticated and comprehensive than Department Calling and other group services — it can accurately judge the work load at each agent and distribute calls accordingly. Automatic Call Distribution operation is further enhanced by:

- ACD Announcements (which play to incoming callers)
- ACD Call Queuing
- ACD Overflow
- Agent Log In and Log Out Services
- Call Monitoring
- Enhanced DSS Operation
- Flexible Time Schedules
- Supervisory Functions



Using This Manual

This manual is in three sections:

- **Section 1: Setting Up ACD for the First Time**
  This section guides you step by step in setting up a basic ACD system. You'll learn how to:
  - Arrange extensions into ACD Groups.
  - Set up Work Schedules for ACD Groups and outside calls.
  - Configure the ACD Groups to work with your Work Schedules.
  - Program trunks to directly ring into ACD Groups.
  - Use basic ACD features like transferring calls into a group and taking agents in and out of service.

  Each step includes a worksheet in which you can record your data, as well as a sample worksheet that illustrates how an option can be set up.

- **Section 2: Advanced ACD Features**

  To find out if you need to use an advanced ACD Feature, turn to the *Advanced ACD Features* on page 29**.**

  Use Section 2 to set up the more advanced ACD features. The advanced ACD features in this section are in alphabetical order, like a dictionary. This section subdivides each feature definition into headings as follows:
  - Description tells what the feature is and describes its benefits. Along with the Description are the *Conditions* and the *Default Setting*. Conditions provides the feature's operational limits (if any). Default Setting outlines how the feature works with the default programming. When initially installed, the system uses the default setting.
  - Programming explains the system programming that lets you customize the feature. Some features require programming; other's don't. If you decide to customize a feature, use Section 3 to enter the change into the system
  - Related Features presents the feature interaction.
  - Operation consists of instructions on how to use each feature.

- **Section 3: Programming**
  This section lists each ACD program in numerical order. The information on each program is subdivided into the following headings:
  - Description tells what options the program defines. Along with the Description are the *Conditions* and *Default Setting*. Conditions describes any limits or special considerations that may apply to the program. Default Setting lists the default (factory-installed) program data. When you first install the system, it uses the Default Setting for all programs.
    The reverse type (white on black) just beneath the Description heading is the program's access level. You can only use the program if your access level meets or exceeds the level the program requires. Refer to **How to Enter the Programming Mode** (page 95) for a list of the system's access levels and passwords.

Using This Manual (Cont'd)

Telephone Programming Instructions shows you how to enter the program's data into system memory. For example:

1. Enter the programming mode.
2. 41 03

3. Enter the number of the item you want to program.

4. Select the Incoming Ring Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

These steps tell you to enter the programming mode, dial "41 03 nn" from the telephone dial pad. After you do, you'll see the message "INC Group1 Mode1 Group 0?" on the telephone display. (To learn how to enter the programming mode, see **How to Enter the Programming Mode** (page 95).)

Unique Considerations

◆ **Read These Notes** ◆

Simplifying Keyset Operation with One-Touch Keys...
A keyset user can access many features through Service Codes (e.g., Service Code *0 answers a Message Waiting from a co-worker). To streamline the operation of their phone, a keyset user can store these codes under One-Touch Keys. This provides one-button operation for almost any feature. To find out more, read the One-Touch Calling and One-Touch Serial Operation features in your Software Manual.

Programmable Keys...
When reading an instruction using programmable keys, you will see a notation similar to ***(PGM 15-07 or SC 851: 05).*** This means that the key requires function code 05, and you can program this code through Program 15-07 or by dialing Service Code 851. Service Code 852 is also used and requires a previously programmed "851" key to be undefined before the system will accept the 852 programming (if a key is programmed with a function using the 851 code, undefine the key using 851 + 000). Refer to the Programmable Function Keys feature in your Software Manual if you need more information.

Using Handsfree...
The manual assumes each extension has Automatic Handsfree. This lets a user just press a line key or CALL key to answer or place a call. For extensions without Automatic Handsfree, the user must:

- Lift the handset or press SPK for Intercom dial tone
- Lift the handset or press SPK, then press a line key for trunk dial tone

ACD Agents and Non-ACD Ring Groups...
If an ACD agent is assigned to several different ring groups (Program 22-04-01), while they are logged into the ACD group, they will only receive calls from the ACD ring group. Calls from other ring groups will only ring the agent's extension while they are logged out.

Section 1:

Setting Up ACD for the First Time

Setting Up ACD for the First Time

Setting Up ACD for the First Time

How many ACD Groups do you need?

Aspire System
Available - ACD requires the Basic NTCPU (P/N 0891002) with the PAL Upgrade or the Enhanced NTCPU (P/N 0891038).
512 ACD Agents, 64 ACD Groups and 100 Trunk Groups.

Your first step in setting up ACD is to find out how many ACD Groups you need and which extensions should be in each group. Use the *ACD Group Worksheet* on page 11 and the sample below when completing this step.

1. **Select the ACD Group Number**
   The system allows up to 64 ACD Groups. You can have up to 512 ACD agents. You can put any agent in any group. In addition, an agent can be logged into only one group at a time, but a Call Coverage key can be programmed for other groups. This allows, for example, a Technical Service representation to answer Customer Service calls at lunch time when many of the Customer Service reps are unavailable.

   In the **ACD Group Worksheet** (page 9):
   In the *Member Extensions* column, write in the extensions that will be in each ACD Group. (If you put an extension in more than one group, be sure to check when you get to Step 3 that the groups are not active at the same time.) The sample worksheet below shows extensions 305, 307, 317 and 339 in ACD Group 1. Extensions 309, 311 and 315 are in ACD Group 2.

2. **Choose an ACD Master Number**
   The ACD Master Number is the "extension number" of the whole group. Calls transferred to the ACD Master number enter the group and are routed accordingly. Although the master number can be any valid extension number, you should choose a number that is out of the normal extension range.

   In the **ACD Group Worksheet** (page 9):
   Enter the Master Number for each of your ACD Groups. The sample worksheet below uses 650 for ACD Group 1 and 651 for ACD Group 2.

3. **Write in an ACD Group Name**
   To make it easier to remember what each of your groups are for, assign a name to each ACD Group.

   In the **ACD Group Worksheet** (page 9):
   Enter a name for each group. The sample worksheet below uses Tech Service for ACD Group 1 and Customer Support for ACD Group 2.

4. **Set the Skip Time**
When a call comes into an ACD Group, it rings each available ACD Agent for a preset time and then routes to the next agent. This preset time is called the Skip Time. The default Skip Time setting is 10 seconds. In ACD Group 1, for example, a call would ring the ACD Agent at extension 305 before trying the next available extension. If 10 seconds is too long to keep callers waiting, shorten the interval. If you want callers to ring for more than 10 seconds, lengthen the Skip Time interval. Your Skip Time setting is the same for all ACD Groups.

In the **ACD Group Worksheet** (page 9):
Enter the Skip Time interval. The sample worksheet below uses 10 seconds for the Skip Time.

Sample Worksheet

Sample ACD Group Worksheet			
ACD Group Number (1-64) (41-02-01)	**ACD Master Number (11-17)**	**ACD Group Name**	**Member Extensions (41-02-01)[1]**
1	***650***	***Tech Service***	***305, 307, 317, 339***
2	***651***	***Customer Support***	***309, 311, 315***
Skip Time Interval (41-14-10)		***10***	
		5	

[1] Indicate if extension is a member of more than one ACD Group.

Table 1: ACD Group Worksheet

ACD Group Number (1-64) (41-02-01)	ACD Master Number (11-17)	ACD Group Name	Member Extensions (41-02-01)[1]
Skip Time Interval (41-14-10)			

[1] Indicate if extension is a member of more than one ACD Group.

Setting Up ACD for the First Time
Step 2: Set Up Work Schedules and Work Periods

What are Work Schedules?

Aspire System
4 Work Schedules with 8 Work Periods per schedule.

A Work Schedule lets you divide a day into segments (called Work Periods) for scheduling the activity in your ACD Groups. You can set up four distinct Work Schedules, with up to eight Work Periods in each Work Schedule. Each day of the week has one Work Schedule, but different days can share the same schedule. For example, your Monday through Friday Work Schedule could consist of only two Work Periods. Work Period 1 could be from 8:00 AM to 5:00 PM — when your business is open. Work Period 2 could be from 5:00 PM to 8:00 AM — which covers those times when your business is closed. Use the **ACD Agent Work Schedule Worksheet (41-05-01)** (page 11) and the sample below when completing this step. (To set up the work schedule for trunks, refer to **Step 5: Determine Trunk Work Schedules** (page 17).)

1. **Designate a worksheet for each Work Schedule.**
   Make additional copies of the **ACD Agent Work Schedule Worksheet (41-05-01)** (page 11) so you'll have enough for all your Work Schedules.
   In the **ACD Agent Work Schedule Worksheet (41-05-01)** (page 11):
   In the upper right corner of each worksheet, write the number of the corresponding Work Schedule.
   The sample worksheet below is for Work Schedule 1.

2. **Assign Days of the Week to each Work Schedule.**
   In the **ACD Agent Work Schedule Worksheet (41-05-01)** (page 11):
   In the *Day of Week* row of each worksheet, indicate which days of the week use the Work Schedule.
   The sample worksheet below is for Monday through Friday.

3. **Set the start and stop time of each work Period.**
   In the **ACD Agent Work Schedule Worksheet (41-05-01)** (page 11):
   Enter a start and stop time for each Work Period. Keep in mind that if you leave "holes" in your Work Schedule there will be periods during the day when there is no ACD service available. Also, try to accommodate the normal divisions during your day. For example, the sample worksheet below shows five Work Periods corresponding to mornings (1), lunch (2), afternoons (3), evenings (4) and late night (5).

Sample Worksheet

Sample ACD Agent Work Schedule Worksheet (41-05-01)		
ACD Work Schedule Number (1-4)		***1***
Day of Week (41-07-01)		***Monday-Friday***
Work Period	**Start Time**	**End Time**
1	***8:00 AM***	***Noon***
2	***Noon***	***1:00 PM***
3	***1:00 PM***	***5:00 PM***
4	***5:00 PM***	***Midnight***
5	***Midnight***	***8:00 AM***

Table 2: ACD Agent Work Schedule Worksheet (41-05-01)		
ACD Work Schedule Number (1-4)		
Day of Week (41-07-01)		
Work Period	**Start Time**	**End Time**
1		
2		
3		
4		
5		
6		
7		
8		

ACD Work Schedule Number (1-4)		
Day of Week (41-07-01)		
Work Period	**Start Time**	**End Time**
1		
2		
3		
4		
5		
6		
7		
8		

Customize ACD for Each Work Period

Aspire System
4 Work Schedules with 8 Work Periods per schedule.

In this step you'll assign extensions (using ACD numbers) to ACD Groups for each daily Work Period. ACD will use the Work Schedules and Work Period durations you set up in Step 2. Since the system always knows the day of the week, ACD implements the schedules and periods you program automatically. All you have to do in this step is decide which ACD Group the extension is a member of for each work period. Use the **ACD Assignment Worksheet (41-02-01)** (page 14) and the sample on the next page when completing this step. Note that when the system automatically removes, moves, or adds an ACD agent to another ACD Group, the agent must log out and log back in. The system will not automatically log agent's in or out of service.

1. Enter the port for each extension to be in an ACD Group.
   In the **ACD Assignment Worksheet (41-02-01)** (page 14):
   In the *Extension Port* column of the worksheet, enter the port that corresponds to each extension you entered in the **ACD Group Worksheet** (page 9). Make additional copies of the *ACD Assignment Worksheet* as required. The sample worksheet below includes ports 5, 7, 17, 39, 9, 11 and 15. To make it easier to visualize the groups, the extensions are entered consecutively by ACD Group.

2. Enter an ACD Number for each extension port.
   ACD numbers are software assignments the system needs when configuring ACD. There are 512 possible ACD numbers. Wherever possible, try to make your ACD numbers in consecutive order.

   In the **ACD Assignment Worksheet (41-02-01)** (page 14):
   In the *ACD Number* column of the worksheet, enter the ACD number for each extension port. In the sample below, the ACD numbers are consecutive within each basic ACD Group.

3. Assign Extensions to ACD Groups for each Work Period
   You set up the ACD groups by assigning extensions to ACD Groups for each Work Period. For example, if you assign four extensions to the same ACD Group for the same Work Period, the extensions function together as an integrated ACD group. You have great flexibility in which extensions are in each group for different times of the day.

   In the **ACD Assignment Worksheet (41-02-01)** (page 14):
   For each available Work Period WP1-WP8 (see the **ACD Agent Work Schedule Worksheet (41-05-01)** (page 11)), enter the ACD Group number (1-64) to which each extension should belong. In the sample below, extension ports 305, 307 and 317 and in ACD Group 1 for WP1 (morning) and WP3 (afternoon). These extensions are not part of the group during lunch, evenings or late night. Extension 339 covers group 1's calls during the evenings. ACD Group 1 is unavailable during lunch.

   Extensions 309, 311 and 315 are in ACD Group 2 from 8:00 AM to 5:00 PM. Extension 309 is part of ACD Group 1 in the evening, and extension 339 is part of ACD Group 2 during lunch.

4. For each extension, assign an ACD Group for each Work Period (WP1-WP8).

Sample Worksheet

Sample ACD Assignment Worksheet (41-02-01)									
ACD Number (1-512)	Extension Port	For each port, enter ACD Group for each work period (WP) (set in 41-05-01)							
		WP 1	WP 2	WP 3	WP 4	WP 5	WP 6	WP 7	WP 8
1	*5*	*1*		*1*					
2	*7*	*1*		*1*					
3	*17*	*1*		*1*					
4	*39*		*2*		*1*				
5	*9*	*2*	*2*	*2*	*1*				
6	*11*	*2*	*2*	*2*					
7	*15*	*2*	*2*	*2*					

Setting Up ACD for the First Time

Step 3: Assign Extensions to ACD Groups for Each Work Period

Table 3: ACD Assignment Worksheet (41-02-01)

ACD Number (1-512)	Extension Port	For each port, enter ACD Group for each work period (WP) (set in 41-05-01)							
		WP 1	WP 2	WP 3	WP 4	WP 5	WP 6	WP 7	WP 8

ACD Can Automatically Answer Incoming Calls

Aspire System
200 trunk ports and 100 Ring Groups (, 102 routes to In-Skin/External Voice Mail, and 103 routes to the Centralized Voie Mail).

Incoming trunk calls can automatically route to specific ACD Groups. These types of calls ring directly into the ACD Group without being transferred by a co-worker or the Automated Attendant. There are two steps to having calls route directly to ACD:

- Assign the trunk to an Incoming Trunk Ring Group (in this step).
- Set up the trunk work schedules (in Step 5).
- Assign Incoming Ring Groups to ACD Groups (in Step 6).

Note: DISA, DID and tie trunks can ring an ACD master number directly.

Use the **ACD Incoming Trunk Ring Group Worksheet (22-05-01)** (page 16) and the sample below when completing this step.

1. **Determine which trunks you want answered by ACD Groups.**
   In the **ACD Incoming Trunk Ring Group Worksheet (22-05-01)** (page 16):
   In the *Trunk Port* column of the worksheet, enter the number of each trunk that you want ACD to automatically answer. In the example below, trunks 1 and 2 will be automatically answered by ACD.

2. **Assign the trunk ports to Incoming Ring Groups.**
   In the **ACD Incoming Trunk Ring Group Worksheet (22-05-01)** (page 16):
   In the *Incoming Trunk Ring Group* columns, enter the Incoming Trunk Ring Group for each trunk port for each Night Service mode. Trunks that have the same basic function and which will be assigned the same priority in Step 6 should be in the same incoming Ring Group. For example, if you have trunks 1-4 that will be primarily answered by the same ACD Group, put trunks 1-4 in the same incoming group. (You can mix assignments if the trunks have different functions during the different Night Service modes.) In the example below, trunk 1 is in incoming group 2, while trunk 2 is in incoming group 3.

   Note: Step 6 on page 19 sets the Incoming Trunk Ring Group's priority. Priority groups always have precedence over normal groups. For example, if a call from a priority group rings in when while a normal group call is already ringing, ACD services the priority call first. ACD services multiple priority calls on a first-come, first-served basis. Keep this in mind when assigning the trunk ports to incoming Ring Groups.

Sample Worksheet

ACD Incoming Trunk Ring Group Worksheet (22-05-01)				
Trunk Port	Incoming Trunk Ring Group			
	Day	Night	Midnight	Rest
1	*2*	*2*	*2*	*2*
2	*3*	*3*	*3*	*3*

Table 4: ACD Incoming Trunk Ring Group Worksheet (22-05-01)				
Trunk Port	Incoming Trunk Ring Group			
	Day	Night	Midnight	Rest

What are Trunk Work Schedules?

Aspire System
4 Work Schedules with 8 Work Periods per schedule.

Trunk Work Schedules are similar to normal ACD Work Schedules except that they apply only to trunks assigned to ACD groups (in Step 6). The Trunk Work Schedule lets you divide a day into segments (called Work Periods) to determine when trunks route to ACD Groups. You can set up to four Work Schedules, with up to eight Work Periods in each Work Schedule. Each day of the week has one Trunk Work Schedule, but different days can share the same schedule. For example, Monday-Friday could have the same schedule where Work Period 1 lasts all day long (8:00 AM to 5:00 PM). Saturday could have a Work Period 1 last only until noon. Use the **Trunk Work Schedule Worksheet (41-06-01)** (page 18) and the sample below when completing this step. (To set Work Schedules for ACD Groups, refer to page 10.)

1. Designate a worksheet for each Trunk Work Schedule.
   Make additional copies of the **Trunk Work Schedule Worksheet (41-06-01)** (page 18) so you'll have one worksheet for each Work Schedule.

   In the **Trunk Work Schedule Worksheet (41-06-01)** (page 18):
   In the upper right corner of each worksheet, write the number of the corresponding Trunk Work Schedule (1-8). The sample worksheet below is for Trunk Work Schedule 1.

2. Assign Days of the week to each Work Schedule.
   In the **Trunk Work Schedule Worksheet (41-06-01)** (page 18):
   The *Day of Week* entry ***must*** be the same as the entry you made in the **Step 2: Set Up Work Schedules and Work Periods** (page 10). For example, if Work Schedule 1 is for Monday through Friday in Step 2, it is automatically assigned to Monday through Friday in this step.

3. Set the start and stop time of each work period.
   In the **Trunk Work Schedule Worksheet (41-06-01)** (page 18):
   Enter a start and stop time for each Work Period. Keep in mind that if you leave "holes" in your Work Schedule there will be periods during the day when the trunk does not ring the ACD Group. Also, try to accommodate the normal divisions during your day. For example, the sample worksheet below shows two Work Periods corresponding to day (1) and night (2).

Sample Worksheet

Sample Trunk Work Schedule Worksheet (41-06-01)		
Trunk Work Schedule Number (1-4)		***1***
Day of Week (41-07-01)		***Monday-Friday***
Work Period	**Start Time**	**End Time**
1	***8:00 AM***	***5:00 PM***
2	***5:00 PM***	***8:00 AM***

Table 5: Trunk Work Schedule Worksheet (41-06-01)		
Trunk Work Schedule Number (1-4)		
Day of Week (41-07-01)		
Work Period	**Start Time**	**End Time**
1		
2		
3		
4		
5		
6		
7		
8		
Trunk Work Schedule Number (1-4)		
Day of Week (41-07-01)		
Work Period	**Start Time**	**End Time**
1		
2		
3		
4		
5		
6		
7		
8		

Customize How Trunks Ring ACD Groups for Each Work Period

Aspire System
100 Ring Groups, 8 Work Periods and 64 ACD Groups (, 102 routes to the In-Skin/External Voice Mail, and 103 routes to the Centralized Voice Mail).

In Step 6 you assign Incoming Trunk Ring Groups to ACD Groups for each daily Work Period. If a trunk within the incoming group is assigned to an ACD Group, incoming calls on that trunk directly ring the first available ACD agent. The system always knows the day of the week, so ACD can implement the schedules and periods you program automatically. Use the **ACD Incoming Trunk Ring Group Assignment Worksheet (41-03-xx)** (page 20) and the sample below when completing this step.

This step also determines whether the night announcement is used for the ring group. The night announcement function is not available for ACD pilot number calls.

Use this step to also set the Incoming Trunk Ring Group's priority. Priority groups always have precedence over normal groups. For example, if a call from a priority group rings in when while a normal group call is already ringing, ACD services the priority call first. ACD services multiple priority calls on a first-come, first-served basis.

Select the Incoming Trunk Ring Group you want to program.
In the **ACD Incoming Trunk Ring Group Assignment Worksheet (41-03-xx)** (page 20):
In the *Incoming Trunk Ring Group* field at the top of the worksheet, enter the number of the incoming group you are programming. To see which trunks you assigned to the ring group, go back to Step 5. The sample worksheets on the next page are for Incoming Ring Groups 2 and 3.

Enter the Incoming Trunk Ring Group for each Work Period.
In the **ACD Incoming Trunk Ring Group Assignment Worksheet (41-03-xx)** (page 20):
In the *ACD* column for each Work Period, enter the number of the ACD group (1-64) that will answer the Incoming Ring Group's calls. Only one ACD Group can answer an Incoming Ring Group's calls during any single Work Period. In the sample worksheet on the next page for Ring Group 2, for example, Incoming Trunk Ring Group 1 rings into ACD Group 1 during Work Periods 1 and 3. It rings into ACD Group 2 during Work Period 2.

Set whether or not the Incoming Trunk Ring Group entered in the previous step should play the Night Announcement.
In the **ACD Incoming Trunk Ring Group Assignment Worksheet (41-03-xx)** (page 20):
Select wheher the Incoming Trunk Ring Group should have the Night Announcement enabled. The Night Announcement used is selected from either an ACI port or the VRS.

Set the priority of the Incoming Trunk Ring Group being defined.
In the **ACD Incoming Trunk Ring Group Assignment Worksheet (41-03-xx)** (page 20):
Set the Incoming Trunk Ring Group for Priority or Normal operation. Priority Ring Groups have precedence over Normal Ring Groups. For example, if a normal trunk is already ringing an ACD group when a priority trunk rings in, the new call starts ringing and the normal trunk waits in queue behind it. (Two priority trunks ringing at the same time will ring the ACD Group on a first-come, first-served basis.)

Sample Worksheets

Sample ACD Incoming Trunk Ring Group Assignment Worksheet (41-03-xx)											
Incoming Trunk Ring Group (22-05-01)									*2*		
For each work period (WP 1-8), enter:											
ACD	**ACD Group that should answer the Incoming Ring Group's trunks.** (ACD Groups: 1-64 [no ACD Groups with Announcements available])										
N	Night Announcements (0 = Disable, 1 = Enable)										
P	Trunk priority (0 = Normal, 1 = Priority)										
WP 1			**WP 2**			**WP 3**			**WP 4**		
ACD	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**
1	*1*	*1*	*2*	*1*	*0*	*1*	*0*	*0*			
WP 5			**WP 6**			**WP 7**			**WP 8**		
ACD	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**
Work periods use the same Work Schedules as ACD Agents (see the **ACD Agent Work Schedule Worksheet (41-05-01)** (page 11) and Program 41-05-01).											

Sample ACD Incoming Trunk Ring Group Assignment Worksheet (41-03-xx)											
Incoming Trunk Ring Group (22-05-01)									*3*		
For each work period (WP 1-8), enter:											
ACD	**ACD Group that should answer the Incoming Ring Group's trunks.** (ACD Groups: 1-64 [no ACD Groups with Announcements available])										
N	Night Announcements (0 = Disable, 1 = Enable)										
P	Trunk priority (0 = Normal, 1 = Priority)										
WP 1			**WP 2**			**WP 3**			**WP 4**		
ACD	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**
2	*1*	*1*	*1*	*1*	*0*	*2*	*0*	*0*			
WP 5			**WP 6**			**WP 7**			**WP 8**		
ACD	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**
Work periods use the same Work Schedules as ACD Agents (see the **ACD Agent Work Schedule Worksheet (41-05-01)** (page 11) and Program 41-05-01).											

Table 6: ACD Incoming Trunk Ring Group Assignment Worksheet (41-03-xx)

Incoming Trunk Ring Group (22-05-01)	

For each work period (WP 1-8), enter:

ACD	**ACD Group that should answer the Incoming Ring Group's trunks.** (ACD Groups: 1-64 [no ACD Groups with Announcements available])
N	Night Announcements (0 = Disable, 1 = Enable)
P	Trunk priority (0 = Normal, 1 = Priority)

WP 1			WP 2			WP 3			WP 4		
ACD	N	P	ACD	N	P	ACD	N	P	ACD	N	P
WP 5			**WP 6**			**WP 7**			**WP 8**		
ACD	N	P	ACD	N	P	ACD	N	P	ACD	N	P

Work periods use the same Work Schedules as ACD Agents (see the **ACD Agent Work Schedule Worksheet (41-05-01)** (page 11) and Program 41-05-01).

Incoming Trunk Ring Group (22-05-01)	

For each work period (WP 1-8), enter:

ACD	**ACD Group that should answer the Incoming Ring Group's trunks.** (ACD Groups: 1-64 [no ACD Groups with Announcements available])
N	Night Announcements (0 = Disable, 1 = Enable)
P	Trunk priority (0 = Normal, 1 = Priority)

WP 1			WP 2			WP 3			WP 4		
ACD	N	P	ACD	N	P	ACD	N	P	ACD	N	P
WP 5			**WP 6**			**WP 7**			**WP 8**		
ACD	N	P	ACD	N	P	ACD	N	P	ACD	N	P

Work periods use the same Work Schedules as ACD Agents (see the **ACD Agent Work Schedule Worksheet (41-05-01)** (page 11) and Program 41-05-01).

Programming

- **11-13-01 - 11-13-12 : Service Code Setup (For ACD)**
  If required, customize the service codes which are used with the ACD feature.
  Note that when using service code 169 to change an agent's ACD group, the supervisor must enter a 2-digit number for the group. For example, to change to ACD group 4, the entry would be '169 04'.
- **11-13-13 : Service Code Setup (for ACD), ACD Agent Change Own ACD Group**
  This Service Code (normally 170) allows an ACD Agent to reassign themselves to another ACD Group. Also see Program 20-13-33.
- **11-17-01 : ACD Group Pilot Number**
  Enter the master number, up to 8 digits, for each ACD Group (1-64). Try to use entries that are not part of your normal extension numbering range.
- **15-07-01 : Programmable Function Keys**
  Assign an ACD Log In/Log Out key (code *10) for one-button Log In/Log Out operation.
- **20-06-01 : Class of Service for Extensions**
  Assign a Class of Service (1-15) to an extension.
- **20-13-33 : Class of Service Options (Supplementary Service), ACD Supervisor's Position Enhancement**
  In an extension's Class of Service, enable this option (1) to allow agents to change their own ACD Group assignment. This option also allows the System Supervisor to change the login and ACD Group assignment for an agent. See the **Supervisor, ACD System** (page 75) feature for more.
- **22-05-01 : Incoming Trunk Ring Group Assignment**
  Assign each trunk that should directly ring an ACD Group to an Incoming Trunk Ring Group (1-103). Then, use Program 41-03-xx to assign Incoming Trunk Ring Groups to ACD Groups for each Work Period.
- **41-02-01 : ACD Group and Agent Assignments**
  For each ACD extension number, assign an ACD Group (1-64). An ACD Group number is assigned to each Work Period number (1-8).
- **41-03-01 : Incoming Ring Group Assignment for ACD Group, ACD Group Number**
  For each Incoming Trunk Ring Group (1-100) set up in Program 22-05-01, designate into which ACD Group (1-64) the trunks should ring for each of the eight Work Periods.
- **41-03-02 : Incoming Ring Group Assignment for ACD Group, Night Announcement Service**
  For each Incoming Trunk Ring Group (1-100) set up in Program 22-05-01, designate whether the Night Announcement Service should be enabled (1) or disabled (0).
- **41-03-03 : Incoming Ring Group Assignment for ACD Group, Priority**
  For each Incoming Trunk Ring Group (1-100) set up in Program 22-05-01, assign an Incoming Trunk Ring Group as normal (0) or define the priority (1-7). Use Program 41-05 and 41-06 to set up the Work Schedules and Work Periods for trunks. Use Program 41-07 to assign the Work Schedules to the days of the week.
- **41-05-01 : ACD Agent Work Schedules**
  Set up the Work Schedules for ACD Agents and Groups. For each ACD Work Schedule (1-4), designate the start and stop times for each of the eight Work Periods. Once you set up the schedules, assign them to days of the week in Program 41-07-01. (This is the same program used by the Trunk Work Schedules.)
- **41-06-01 : Trunk Work Schedules**
  Set up the Work Schedules for trunks. For each Trunk Work Schedule (1-4), designate the start and stop times for each of the eight Work Periods. Once you set up the schedules, assign them to days of the week in Program 41-07-01. (This is the same program used by the ACD Agent Work Schedules.)

Programming (Cont'd)

- **41-07-01 : ACD Weekly Schedule Setup**
  Assign the four Work Schedules (1-4) to days of the week (1=Sunday, 7=Saturday). The assignments you make in this program apply to both the ACD Agent Work Schedules (Program 41-05) and the Trunk Work Schedules (Program 41-06).
- **41-12-01 : Night Announcement Setup - Night Announcement Source Type**
  Define the night announce voice resource (0=ACI, 1=VRS [DSPDB]) for each ACD group (01-64). Night announcement availability depends on the setting in Program 41-03-02. The night announcement function is not available for ACD pilot number call.
- **41-12-02 : Night Announcement Setup - Night Announcement ACI Port Number**
  If Program 41-12-01 is set to '0', define the port number for the ACI night announce voice resource for each ACD group (01-64).
- **41-12-03 : Night Announcement Setup - ACD Night Announce Sending Time**
  Define the night announce sending time (0-64800) for each ACD group (01-64).
- **41-13-01 : VRS Message Number for Night Announcement - VRS Message Number**
  For each ACD Group (01-64), define the VRS message number (0-48) to be used as the night announcement. This program is activated when the night announcement source is assigned as VRS in Program 41-12-01.
- **41-13-02 : VRS Message Number for Night Announcement - Tone Kind at Message Interval**
  For each ACD Group (01-64), define the what the caller will hear between the night announcements (0=ring back tone, 1=MOH, 2=BGM).
- **41-14-10 : ACD Options - ACD No Answer Skip Time**
  For each ACD Group (01-64), set how long the system waits before transferring an unanswered call to the next ACD agent (0=disabled or 1-64800 seconds). This timer is also used to determine when an unanswered call is transferred to the Group Supervisor if Program 41-04-01 is set to 1 or 2.

Default Setting

ACD is not set up.

Caution
You must save your data, exit system programming and reset your system before all ACD Programming will take effect.

Transferring Calls to an ACD Group

To Transfer a call to an ACD Group:

1. At keyset or DSL, press HOLD.
   OR
   At SLT, hookflash
   You hear Transfer dial tone.
2. Dial ACD Group Master Number.
   You can press a One-Touch Key for the master instead.
3. Hang up.

Answering Outside Calls that Ring Your ACD Group

To answer an outside call that rings your ACD Group:

DISA, DID and tie trunks can ring an ACD master number directly. Other trunk types can ring ACD Groups if set up in Steps 4, 5 and 6 (beginning on page 15). Trunks can also be transferred to ACD master numbers.

1. Lift handset.
2. If you don't automatically answer the call, press the flashing line key.

Agent Log In and Log Out

To log your extension into the ACD Group:

Keyset

Your display shows: WAIT ACD LOGIN. If Program 12-07-01 has a customized Day/Night mode message defined, the ACD agent's display will not indicate the WAIT ACD LOGIN status (however, the agent may still log in using the following procedure).

1. Press idle CALL key.
2. Dial *5.
   You hear confirmation tone.
   OR
   Press ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10).
   You hear a single beep.
   Your display will show the ACD Group to which you are logged in.
   If your system has ACD Identification Codes enabled, enter it now. Turn to page 41 for more.

DSL or SLT

1. Lift handset.
2. Dial *5.
   You hear confirmation tone.
   If your system has ACD Identification Codes enabled, enter it now. Turn to page 41 for more.

To log your extension out of an ACD Group:

Keyset

Your display shows the ACD Group to which you are logged in.

1. Press idle CALL key.
2. Dial *5.

   OR

   Press ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10).

   Your display shows: ACD LOGOUT (1:Yes, 0:No)
3. Dial 1 to log out.

   *You hear confirmation tone (if you dialed *5) or a single beep (if you pressed the ACD Log On/Log Off key.*

   OR

   Dial 0 to cancel the log out and return to the group.

DSL

1. Lift handset.
2. Dial *5.
3. Dial 1 to log out.

   You hear confirmation tone.

   OR

   Dial 0 to cancel the log out and return to the group.

SLT

1. Lift handset.
2. Dial 155.

Changing ACD Group Assignment

To change your ACD Group Assignment:

1. Log out of your ACD Group (see the instructions above).
2. Press idle CALL key.
3. Dial 170.
4. Dial the number of the ACD Group (1-64) into which you want to log.

   You hear confirmation tone.
5. Log into the new ACD Group (see the instructions above).

Section 2:

Advanced ACD Features

Advanced ACD Features

Advanced ACD Features

Which Advanced Features Do I Really Need?

Now that you have your basic ACD Groups up and running, you may want to "fine tune" their operation. The chart below lists the Advanced ACD Features that will help you get the most out of your system. Review each capability below and then turn to the indicated page if the feature is something you need.

Advanced Features Guide		
If you need this ACD capability . . .	**Turn to this Advanced Feature . . .**	**On page . . .**
A supervisory extension that can manage an individual ACD Group.	"Supervisor, ACD Group"	71
A supervisory extension that can log an ACD Agent into or out of the group.	"Supervisor, ACD Group"	74
A supervisory extension that can manage an individual ACD Group.	"Supervisor, ACD Group"	71
A DSS Console that can show at a glance the status of ACD Groups and agents.	"Supervisor, DSS Console"	79
As a Group or System Supervisor, listen in on an ACD Agent's call	"Supervisor Monitor"	83
When all agents are busy, incoming calls can route to other extensions, ACD groups or Voice Mail.	"Overflow Options"	52
Set various options for ACD Groups.	"Class of Service, ACD"	31
Temporarily log out an ACD Agent.	"Off Duty Mode"	49
Press a key to have your ACD Group Supervisor monitor your call.	"Emergency Call"	33
See the status of your ACD Group's calls at a glance.	"Queue Status Display"	67
Set up Call Coverage keys for ACD Groups.	"Multiple Directory Number / Call Coverage for ACD Groups"	46
Get one-button ACD Group calling and Transfer as well as a unique BLF for ACD agents.	"Hotline for ACD Agents"	38
Temporarily busy out your phone to the ACD Group when you need to work at your desk.	"Wrap-Up Time"	87
Use a headset for privacy and convenience, and optionally answer calls automatically.	"Headset Operation (with Automatic Answer)"	35
For systems with inDepth ACD/MIS installed, allow the Reporter and Real Time products to sort based on ACD Agent number. Set up AIC log-in for specific agents using a verified code. This also allows for multiple group log-ins by an agent.	"Identification Codes for ACD Agents"	41
Analyze system usage and calling patterns.	"Traffic Reports"	85

Description

Aspire System
Available.

ACD offers extensive overflow options for each ACD Group. For example, a caller ringing in when all agents are unavailable can hear an initial announcement (called the 1st Announcement). This announcement can be a general greeting like, "*Thank you for calling. All of our agents are currently busy helping other customers. Please stay on the line and we will help you shortly.*" If the caller continues to wait, you can have them hear another announcement (called the 2nd Announcement) like, "*Your business is important to us. Your call will be automatically answered by the first available agent. Please stay on the line.*" If all the ACD Group's agents still are unavailable, the call can automatically overflow to another ACD Group or the Voice Mail Automated Attendant. If all agents in the overflow ACD Group are busy, Lookback Routing automatically ensures that the waiting call will ring into the first agent in either group that becomes free.

Refer to **Overflow Options** (page 52) for complete details on programming overflow with announcements.

Conditions

Currently, you can not use centralized voice mail for ACD queue messages as the voice mail will not answer.

Default Setting

ACD not set up.

Description

Aspire System

Available — system has 64 ACD Groups.

Use the ACD Setup Options to set various functions for ACD Groups. Each ACD Group can have a unique setup. When you set an option for an ACD Group, the setting is in force (if applicable) for all agents within the group. The chart below shows each of the ACD options and the ACD feature to which that option relates.

ACD Setup Options (Program 41-14)

Item	Name	This option . . .	Is used with . . .	Default
01	Emergency Call Overflow	Enables (0) or disables (1) Emergency Call Overflow to ACD System Supervisors.	"Emergency Call"	0 (Enabled)
02	Automatic Wrap-Up	Enables (1) or disables (0) Automatic Wrap-Up.	"Wrap-Up Time"	0 (Disabled)
03	ACD Priority for Overflow Calls	Defines whether the ACD group should use its own priority assignment or if it should follow the priority assigned in Program 41-03-03.	-	0 (Own Group's Priority)
04	Auto Answer	Enables (1) or disables (0) Automatic Answer for agents using headsets.	"Headset Operation (with Automatic Answer)"	0 (Disabled)
05	- Not Used -			
06	Call Queuing after 2nd Announcement[1]	Enables (0) or disables (1) Call Queuing after the 2nd Announcement	-	0 (Enabled)
07	Automatic Off Duty for SLT	Enables (1) or disables (0) Automatic Off Duty Mode for SLTs.	"Off Duty Mode"	0 (Disabled)
08	ACD Off Duty Mode	Determines whether an agent in Off Duty Mode can receive internal calls.	"Off Duty Mode"	0 (No Internal Calls)
09	Automatic Wrap-Up End Time	Defines how long the system waits before automatically ending Wrap-Up time.	"Wrap-Up Time"	0 (Disabled)
10	ACD No Answer Skip Time	Sets how long a call into an ACD Group will ring an idle extension before routing to the next agent.	-	10 Seconds
11	Cancel Headset Ringing for Keyset	Sets how long the system waits before cancelling headset ringing for keysets.	"Headset Operation (with Automatic Answer)"	0 (Disabled)
12	Start Headset Ringing for SLT	Sets how long the system waits before starting headset ringing for single line sets.	"Headset Operation (with Automatic Answer)"	0 (Disabled)

Conditions

None

Default Setting

Refer to the chart above.

Programming

➧ **41-14-01 - 41-14-12 : ACD Options**
Set various options for each ACD Group. Refer to the chart on the previous page for the specifics.

Related Features

Class of Service

Many extension Class of Service options apply to ACD operation. Refer to *Class of Service* in your Software Manual or review the *Advanced Features* in this manual for more.

Operation

Refer to the features referenced in the chart on the previous page.

Description

Aspire System
Available.

If an ACD Agent needs assistance with a caller, they can place and Emergency Call to their ACD Group Supervisor. Once the supervisor answers the Emergency Call, they automatically monitor both the ACD Agent and the caller. If the agent needs assistance, the supervisor can press their Emergency Call key and join in the conversation. Emergency Call can be a big help to inexperienced ACD Agents that need technical advise or assistance with a difficult caller. The supervisor can easily listen to the conversation and then "jump in" if the situation gets out of hand.

If an ACD Supervisor is on an Emergency Call, you can allow calls to the ACD Supervisor to be transferred to the System Supervisor by setting Program 41-14-01 to '0' (The System Supervisor can be programmed to have an Emergency Call key and Supervisor Split key assigned).

Conditions

None

Default Setting

- Emergency Call Overflow enabled (Program 41-14-01 = 0)
- No Emergency Call keys assigned (Program 15-07-01: *12)
- No Supervisor Split keys assigned (Program 15-07-01: *16)

Programming

➧ **15-07-01 : Programmable Function Keys**

- Assign an Emergency Call key (code *12) to both the ACD Group Supervisor and the ACD Agent.
- Assign a Supervisor Split key (code *16) to the ACD Group Supervisor.

➧ **41-14-01 : ACD Options - EMG Call Operation Mode**

Set the EMG Call Operation Mode (0=Call system supervisory extension when group supervisory extension is busy, 1=No call to system supervisory extension when group supervisory extension is busy) for ACD Groups (01-64). Note that the supervisor must be logged in and have an Emergency Key programmed. By pressing the key once, the supervisor can monitor the call - pressing twice barges in on the call.

Related Features

Barge In

Emergency Call does not interact with Barge In operation or programming.

Operation

To place an Emergency Call to your ACD Group Supervisor:

1. While talking to your caller, press Emergency Call Key (PGM 15-07-01 or SC 852: *12).
   Your Emergency Call key lights steadily. You display shows: EMG CALL CALLING
   The Emergency Call key on your ACD Group Supervisor's telephone flashes fast.

To answer an Emergency Call (from an agent in the ACD Group you supervise):

Your Emergency Call key flashes fast and your phone rings. Your display shows: EMG CALL CALL FROM

1. Lift handset.
2. Press flashing Emergency Call Key (PGM 15-07-01 or SC 852: *12).
   You can hear both your ACD Agent and the outside caller, but you cannot talk to either party.
   The display on both your phone and your agent's phone changes to: EMG CALL MONITOR

To break into you ACD Agent's call (after answering their Emergency Call):

1. Press Emergency Call Key again.
   The display on both your phone and your agent's phone changes to : EMG CALL BREAK IN
   You can converse with all three parties simultaneously.
   The initial call will continue if you hang up.

To split away from your ACD Agent and talk to the outside caller (after breaking into the Emergency Call):

1. Press your Supervisor Split key (PGM 15-07-01 or SC 852: *16).
   The Supervisor Split key lights.
   The display on both your phone and your agent's phone changes to EMG CALL WAIT.
   The ACD Agent goes on Hold and you talk to the outside caller.

To end the Supervisor Split:

1. Press your Supervisor Split key (PGM 15-07-01 or SC 852: *16).
   You see: RELEASE ACD TEL? (1:YES, 0:NO)
2. Dial 0 to return to the Break In mode (where you were talking with the agent and the outside caller).
   OR
   Dial 1 to hang up on the ACD Agent and talk privately with the outside caller.
   The ACD Agent hears busy tone until they hang up.

Description

Aspire System
Available.

An ACD Agent or ACD Group Supervisor can utilize a customer-provided headset in place of the handset. The headset conveniently frees up the user's hands for other work and provides privacy while on the call. In addition, an ACD Agent with a headset can have Automatic Answer. This allows an agent busy on a call to automatically connect to the next waiting call when they hang up.

Like any other system keyset, an ACD Agent in the headset mode has two options for when it appears busy to incoming callers. The headset extension can be:

- Busy to incoming callers when only one extension appearance is busy (i.e., Off Hook Signaling prevented). This would allow an agent to receive an off-hook signal or announcement from a co-worker when they are talking to a caller.
- Busy to incoming callers only when both extension appearances are busy (i.e., Off Hook Signaling allowed). In this mode, co-worker's could not call an agent who was already talking to a caller.

Conditions

Examples of a compatible headset are:

- Polaris Supra Monaural Noise Cancelling, P/N 750036
- Polaris Supra Binaural Noise Cancelling, P/N 750033
- Polaris Encore Binaural Noise Cancelling, P/N 750035

Default Setting

- No headset keys defined (Program 15-07-01 = 05).
- Agent with a headset is busy to incoming callers when only one extension appearance is busy (Program 20-02-05 = 0).
- Automatic Answer disabled (Program 41-14-04 = 0).

Programming

- **15-07-01 : Programmable Function Keys**
  Assign a function key for Headset operation (05).
- **20-02-05 : System Options for Multi-Line Telephones, Headset Busy Mode**
  Set the conditions under which a headset extension is busy to incoming callers:
  - The headset extension is busy to incoming callers when only one extension appearance is busy (0).
    OR
  - The headset extension is busy to incoming callers only when both extension appearances are busy (1).
- **41-14-04 : ACD Options, Auto Answer**
  For each ACD Group, enable (1) or disable (0) Automatic Answer for headset extensions.
- **41-14-11 : ACD Options - Cancel Headset Ear Piece Ringing (KST)**
  For each ACD Group (01-64), set how long the system waits before cancelling headset ear piece ringing for keysets (0=disabled or 1-64800 seconds).
- **41-14-12 : ACD Options - Start Headset Ear Piece Ringing (SLT)**
  For each ACD Group (01-64), set how long the system waits before starting headset ear piece ringing for single line sets (0=disabled or 1-64800 seconds).

Related Features

Handsfree and Monitor

While in the headset mode, do not use the Speakerphone for calls.

Handsfree Answerback/Forced Intercom Ringing

An extension with a Headset can still receive voice-announced Intercom calls and respond Handsfree.

Single Line Telephones

SLTs and 2-Button Keysets cannot use headsets.

Operation

Note: While in the headset mode, the hook switch is not functional.

To enable the headset:

1. Plug in the headset into the headset jack on the bottom of the phone.
2. Program a Headset Key (PGM 15-07-01 or SC 851: 05).

To use the headset:

1. Press the Headset Key (PGM 15-07-01 or SC 851: 05).
2. Press a line key to make a trunk call.
   OR
   Press SPK to get Intercom dial tone.
   OR
   If on a call, press SPK to hang up.
   The Headset Key lights when you are in the headset mode.
   If your ACD Group has Automatic Answer enabled and the mode is enabled on the keyset, the next waiting call is automatically answered by the agent.

To Enable Automatic Answer for an Agent:

1. Press the CHECK key and then press the Headset Key (PGM 15-07-01 or SC 851: 05) twice.
   The Headset key flashes while Automatic Answer is active. Program 41-14-04 must also be set to allow Automatic Answer for the ACD group.
2. Press the CLEAR key.
   Incoming CO calls to the agent will automatically be answered. Ringing intercom calls are not automatically answered and if not answered manually (by pressing the Headset Key), the call will overflow to agent's voice mail. Voice-announced intercom calls can be responded to handsfree.

To Disable Automatic Answer for an Agent:

1. Press the CHECK key and then press the Headset Key (PGM 15-07-01 or SC 851: 05) twice.
   The Headset key goes out.
2. Press the CLEAR key.

Description

Aspire System
Available.

Hotline gives a keyset user one-button calling and Transfer to another extension (the Hotline partner). Hotline helps co-workers that work closely together. The Hotline partners can call or Transfer calls to each other just by pressing a single key.

Enhanced for ACD applications, Hotline provides a unique Busy Lamp Field for ACD agents as well as a BLF for co-workers that are not ACD agents. The charts below show both sets of BLF indications.

BLF For ACD Agents	
When the key is . . .	**The ACD Agent is . . .**
Off	Idle and is not an ACD Agent
On	Busy
Double Wink Off	Making an Emergency Call
Wink Off	Logged off or not installed
Double Wink On	Logged on
BLF For Co-workers That Are Not ACD Agents	
When the key is . . .	**Your co-worker is . . .**
Off	Idle
On	Busy or ringing
Fast Flash	In Do Not Disturb — All calls (option 3) or Intercom calls (option 2)

Conditions

An extension user cannot use Hotline to pick up a call ringing their Hotline partner's extension.

Default Setting

No Hotline keys programmed (no keys assigned code 01 in Program 15-07-01).

Programming

- **15-07-01 : Programmable Function Keys**
  Assign a function key for Hotline (code 01 + partner's extension number).
- **20-02-03 : System Options for Multi-Line Setup, BLF Control and**
  20-13-06 : Class of Service Options (Supplementary Service), Automatic Off Hook Signaling
  Programs 20-02-03 and 20-13-06 set the conditions under which a Hotline key for a non-ACD Agent indicates that the covered extension is busy. (This also applies to Reverse Voice Over and DSS Console keys for all co-workers). With condition 1 in the following chart, the BLF LED is on only when both extension line appearances are busy. In conditions 2-4, the BLF LED is on when one line appearance is busy.

	Program 20-13-06	Program 20-02-03	BLF[1] Status	Busy Status
1	1	0	Off	No
2	1	1	On	Yes
3	0	0	On	Yes
4	0	1	On	Yes

[1] BLF is on for extension receiving a voice announced Intercom call.

- **30-05-01 - 30-05-20 : DSS Console Lamp Table**
  Customize the flash rates for the system's DSS console.

Related Features

Direct Station Selection (DSS) Console

The 110-Button DSS Console will show agent status only if it is programmed as a ACD DSS Console in Program 30-01-01.

Do Not Disturb

Hotline does not override Do Not Disturb.

Handsfree Answerback/Forced Intercom Ringing

Hotline always follows the Handsfree Answerback/Forced Intercom Ringing mode set at the called extension. The Hotline caller can override the setting, if desired.

Off Hook Signaling

If the partner's extension is busy, Hotline does not automatically activate Off Hook Signaling.

Programmable Function Keys

A Hotline is a uniquely programmed function key.

Operation

To place a call to your Hotline partner:

1. Press Hotline key (PGM 15-07-01 or SC 851: 01 + partner's extension number).
   You can optionally lift the handset after this step for privacy.

To transfer your outside call to your Hotline partner:

1. Press Hotline key.
2. Announce call and hang up.
   OR
   Hang up to have the call wait at your Hotline partner unannounced.
   If unanswered, the call recalls like a regular transferred call.

To answer a call from your Hotline partner:

1. If you hear two beeps, speak toward the phone.
   OR
   If your telephone rings, lift the handset.

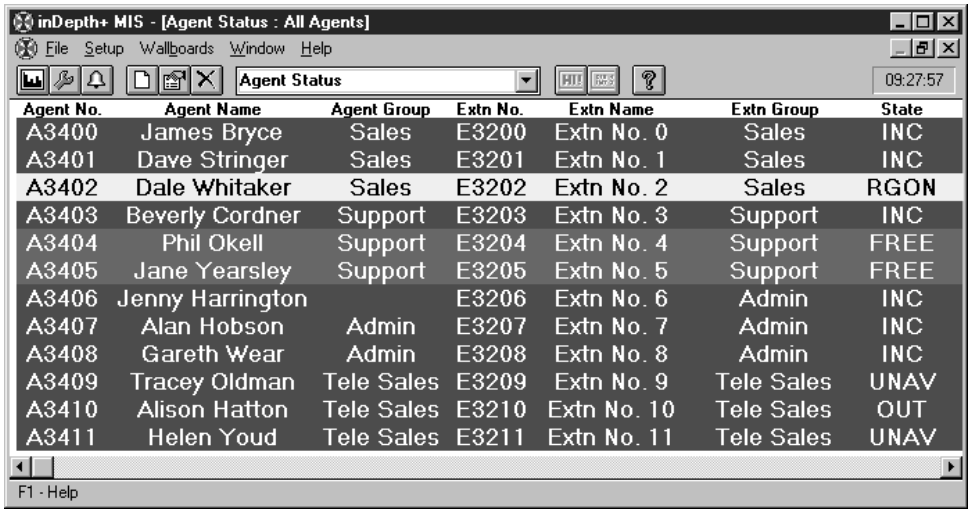
Description

Aspire System
Available.

If the system has an inDepth ACD/MIS installed, Identification Codes give the ACD administrator the ability to set up the inDepth Reporter and Real Time products based on ACD Agent Number. With ID Codes enabled, each ACD Agent must enter an identifying code each time they log onto their ACD Group. This unique code becomes their Agent Number while they are logged on. The screen shot below is a typical inDepth Real Time view sorted by Agent Number.

The capability to view ACD Agent activity by Agent Number simplifies administration of ACD Groups where agents are frequently not at their desks. For example, if an agent must temporarily go to a computer lab to help a customer, they can:

- Log out of the group from the extension on their desk.
- Log in (using their ID code) at the extension in the lab.
- Assist new callers from the lab. The inDepth will keep track of their ACD activity while using the lab telephone.



Agent No.	Agent Name	Agent Group	Extn No.	Extn Name	Extn Group	State
A3400	James Bryce	Sales	E3200	Extn No. 0	Sales	INC
A3401	Dave Stringer	Sales	E3201	Extn No. 1	Sales	INC
A3402	Dale Whitaker	Sales	E3202	Extn No. 2	Sales	RGON
A3403	Beverly Cordner	Support	E3203	Extn No. 3	Support	INC
A3404	Phil Okell	Support	E3204	Extn No. 4	Support	FREE
A3405	Jane Yearsley	Support	E3205	Extn No. 5	Support	FREE
A3406	Jenny Harrington		E3206	Extn No. 6	Admin	INC
A3407	Alan Hobson	Admin	E3207	Extn No. 7	Admin	INC
A3408	Gareth Wear	Admin	E3208	Extn No. 8	Admin	INC
A3409	Tracey Oldman	Tele Sales	E3209	Extn No. 9	Tele Sales	UNAV
A3410	Alison Hatton	Tele Sales	E3210	Extn No. 10	Tele Sales	OUT
A3411	Helen Youd	Tele Sales	E3211	Extn No. 11	Tele Sales	UNAV

InDepth Real Time View Sorted by Agent Number

Agent Identity Code (AIC)

An Agent Identity Code (AIC) allows ACD agents to log in any extension without setting Program 41-02 (AIC Log In). AIC also allows ACD agents to log in to multiple ACD groups at the same time. AIC and ACD groups for each work period (mode pattern number) can be set in Program 41-18 as shown in the following example.

Table #	AIC	Operation Group	Mode Pattern Number							
			1	2	3	4	5	6	7	8
1	789	1	1	1	-	-	-	-	-	-
2	789	1	2	1	-	-	-	-	-	-
3	789	1	16	1	-	-	-	-	-	-
4	567	10	10	10	10	10	10	10	10	10
5	678	2	2	2	2	2	2	2	2	2
6	678	2	3	3	3	3	3	3	3	3
7	678	2	5	5	5	5	5	5	5	5

With this example, ACD will work as follows:
Example 1: Log In with AIC 789

- During Mode Pattern 1, ACD agents will belong to ACD groups 1, 2, and 16 at the same time.
- During Mode Pattern 2, ACD agents will belong to only ACD group 1.
- During Mode Pattern 3-8, ACD agents will not belong to any ACD group and the ACD extensions will work as normal extensions.

Example 2: Log In with AIC 567

- During Mode Patterns 1-8, ACD agents will belong to only ACD group 10.

Example 3: Log In with AIC 678

- During Mode Patterns 1-8, ACD agents will belong to ACD groups 2, 3 and 5 at the same time.

Note: A supervisor can not log in/out an AIC member as they are not normal ACD agents

Multiple Agent Log In

ACD agents can log in any extension with multiple AICs (up to 3). Using the example setup above, ACD will work as follows:
Example 1: Log In with AIC 789 and 568

- During Mode Pattern 1, ACD agents will belong to ACD groups 1, 2, 10 and 16 at the same time.
- During Mode Pattern 2, ACD agents will belong to ACD groups 1 and 10.
- During Mode Pattern 3-8, ACD agents will belong to only ACD group 10.

Example 2: Log In with AIC 789, 568 and 678

- During Mode Pattern 1, ACD agents will belong to ACD groups 1, 2, 3, 5, 10 and 16 at the same time.
- During Mode Pattern 2, ACD agents will belong to ACD groups 1, 2, 3, 5 and 10.
- During Mode Pattern 3-8, ACD agents will belong to only ACD groups 2, 3, 5 and 10.

Some conditions with Multiple Agent Log In:

- ACD agents cannot log in to the system supervisor or group supervisor's extension.
- In order to log in with AIC, the extension should be set to AIC Log In mode in Program 41-17.
- If the extension is set to AIC log in mode in Program 41-17, the system will ignore the setting of Program 41-02 for the extension.
- ACD agents can log in multiple extensions (up to the maximum capacity of the extension) with one AIC. For example, even if ACD agent "A" long in extension 350 with AIC 789, ACD agent "B" can also log in to extension 351 with the same AIC 789 at the same time.

Conditions

Requires a LAN connection from the Aspire system to a PC which has the inDepth program installed. Refer to the inDepth/inDepth+ Manual, P/N 94105INSxx, for further information.

Default Setting

Identification codes disabled (Program 41-01-02 = 0).
Each ACD Agent is set to normal mode, not AIC (Program 41-17-01).

Programming

- **41-01-02 : System Options for ACD - Login ID Code Digit**
  Enter the number of digits agents must enter for their ID code (1-20). Enter 0 to disable the Identification Codes for ACD Agents. If enabled, an ACD Agent can enter any code of valid length.
- **41-01-03 : System Options for ACD - ACD MIS Connection Port**
  Define the system options for the ACD feature.
- **41-17-01 : ACD Login Mode Setup**
  Define the ACD login mode (0=normal, 1=AIC) for each extension. If set to '1':
  - note that a supervisor can not log in/out an AIC member as they are not normal ACD agents
  - service codes for log-in/log-out must be defined in Programs 11-13-08 and 11-13-09
- **41-18-01 : ACD Agent Identity Code Setup - ACD Agent Identity Code**
  For each AIC Table (001-512), define the ACD Agent Identity Code (4 digits).
- **41-18-02 : ACD Agent Identity Code Setup - Default ACD Group Number**
  For each AIC Table (001-512), define the default ACD group number (0=no setting, 1-64).
- **41-18-03 : ACD Agent Identity Code Setup - ACD Group Number in Mode 1**
  For each AIC Table (001-512), define the ACD group number (0=no setting, 1-64) in mode 1.
- **41-18-04 : ACD Agent Identity Code Setup - ACD Group Number in Mode 2**
  For each AIC Table (001-512), define the ACD group number (0=no setting, 1-64) in mode 2.
- **41-18-05 : ACD Agent Identity Code Setup - ACD Group Number in Mode 3**
  For each AIC Table (001-512), define the ACD group number (0=no setting, 1-64) in mode 3.
- **41-18-06 : ACD Agent Identity Code Setup - ACD Group Number in Mode 4**
  For each AIC Table (001-512), define the ACD group number (0=no setting, 1-64) in mode 4.
- **41-18-07 : ACD Agent Identity Code Setup - ACD Group Number in Mode 5**
  For each AIC Table (001-512), define the ACD group number (0=no setting, 1-64) in mode 5.
- **41-18-08 : ACD Agent Identity Code Setup - ACD Group Number in Mode 6**
  For each AIC Table (001-512), define the ACD group number (0=no setting, 1-64) in mode 6.
- **41-18-09 : ACD Agent Identity Code Setup - ACD Group Number in Mode 7**
  For each AIC Table (001-512), define the ACD group number (0=no setting, 1-64) in mode 7.
- **41-18-10 : ACD Agent Identity Code Setup - ACD Group Number in Mode 8**
  For each AIC Table (001-512), define the ACD group number (0=no setting, 1-64) in mode 8.

Related Features

InDepth and inDepth+

You should set up Identification Codes only if your system has an inDepth/inDepth+ ACD/MIS installed and you want to set up reports and views based on *Agent Number.*

Setting Up ACD for the First Time, Basic Operation

If the system has ID codes enabled, an agent must enter their ID code each time they log into an ACD Group.

Operation

To log your extension into the ACD Group (when ID codes enabled in Program 41-01-02):
Keyset

Your display shows: WAIT ACD LOGIN

1. Press idle CALL key.
2. Dial *5.

   You hear confirmation tone.

   OR

   Press ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10).
3. Dial the ID code.

   You hear a single beep. Your display will show the ACD Group to which you are logged in.

   Although you can enter a code of any valid length, ask your supervisor which ID code you should enter.

DSL or SLT

1. Lift handset.
2. Dial *5.
3. Dial the ID code.

   You hear confirmation tone.

   Although you can enter a code of any valid length, ask you supervisor which ID code you should enter.

AIC Agent Log In (when your system has AIC enabled in Program 41-17-01):

To log in:

Keyset

1. Press the ACD Log In/Log Out key (Program 15-07 or SC 851: *10).

   OR

   Press CALL key and dial the AIC Log In service code (Program 11-13-08).
2. Dial the log in code (up to 20 digits).

   This step is not required if the ID code is disabled in Program 41-01-02.
3. Dial the Agent Identity Code (AIC) (up to 4 digits).

   The ACD Log In/Log Out key lights.

To log out (for single or multiple agent log ins):
Keyset

All AIC log ins become invalid.

1. Press the ACD Log In/Log Out key (Program 15-07 or SC 851: *10).
2. Dial 1 to accept.

   OR

1. Press CALL key and dial the AIC Log In service code (Program 11-13-08).

   The ACD Log In/Log Out key goes out.

DSL/SLT

All AIC log ins become invalid.

1. Lift the handset.
2. Dial the AIC Log Out service code (Program 11-13-08).

   OR

1. To log out of an ACD group without using AIC: Lift the handset..
2. Dial the ACD Log Out service code 155 (Program 11-13-02).

Multiple Agent Log In

To log in:

Keyset

1. Press the ACD Log In/Log Out key (Program 15-07 or SC 851: *10).
2. Dial 0 to cancel the log out option.
3. Dial the Agent Identity Code (AIC) (up to 4 digits).

   The ACD Log In/Log Out key lights.

   OR

1. Press CALL key and dial the AIC Log In service code (Program 11-13-08).
2. Dial the Agent Identity Code (AIC) (up to 4 digits).

   The ACD Log In/Log Out key lights.

DSL

1. Lift the handset and dial the AIC Log In service code (Program 11-13-08).
2. Dial the log in code (up to 20 digits).

   This step is not required if the ID code is disabled in Program 41-01-02.
3. Dial the first Agent Identity Code (AIC) (up to 4 digits).

   You will hear a confirmation tone.
4. Press HOLD.
5. For second agent log: Dial the second Agent Identity Code (AIC) (up to 4 digits).

   You will hear a confirmation tone.
6. For third agent log: Dial the third Agent Identity Code (AIC) (up to 4 digits).

   You will hear a confirmation tone.

SLT

Follow Steps 1-3 to log in with additional AICs (up to 3) at any time.

1. Lift the handset and dial the AIC Log In service code (Program 11-13-08).
2. Dial the log in code (up to 20 digits).

   This step is not required if the ID code is disabled in Program 41-01-02.
3. Dial the first Agent Identity Code (AIC) (up to 4 digits).

   You will hear a confirmation tone.

When immediately logging in with additional AICs.

4. For second agent log: Dial the second Agent Identity Code (AIC) (up to 4 digits).

   You will hear a confirmation tone.
5. For third agent log: Dial the third Agent Identity Code (AIC) (up to 4 digits).

   You will hear a confirmation tone.

Description

Aspire System
Available.

Any keyset can have Call Coverage keys for ACD Groups. When a call comes into a covered ACD Group, the Call Coverage key will ring immediately, ring after a delay or just flash (depending on system programming and user-set options). The keyset user can answer the call by just lifting the handset and pressing the Call Coverage key. ACD Call Coverage keys help maximize ACD service during high traffic periods or when agents are unavailable.

The covering extension does not have to be a member of the ACD Group, an ACD Group Supervisor or an ACD System Supervisor. In addition, an extension can have Call Coverage keys for as many ACD Groups as it has available programmable keys.

An ACD Group Call Coverage key also allows for one-button Transfer to an ACD Group.

Conditions

Ringing for Call Coverage keys may need to be programmed through the telephone.

Default Setting

- Multiple Directory Number/ Call Coverage key delayed ringing occurs after 10 seconds (Program 20-04-03 =10).
- ACD Call Coverage keys ring with the mid range tone (Program 15-02-02 = 2).
- No ACD Group Call Coverage keys assigned (Program 15-07-01 not set for *03 + ACD master).
- All Multiple Directory Number/Call Coverage keys immediately ring (Program 15-09-01 = 0, Program 15-11-01 = 0).
- Ring tones use the following priority (Program 15-10-01).

Priority	Ring Tone (set in Program 15-08-01)
1	0
2	1
3	2
4	3

- All Call Coverage keys use Tone Pattern 1 (Program 15-08-01 = 0).

Programming

- **15-02-02 : Multi-Line Telephone Basic Data Setup, Trunk Ring Tone (Pitch)**
  For the Call Coverage key ring tone range assigned in Program 15-08-01 below, choose the extension's desired ring tone (pitch) within the range selected. The choices are 1 (high), 2 (mid range), 3 (low), or 4-8 (Ring Tones 1-5). This also affects how certain trunk calls (such as DILs) ring the extension.
- **15-07-01 : Programmable Function Keys**
  Assign function keys for ACD Group Call Coverage (code *03 + ACD Group master number).
- **15-08-01 : Incoming Virtual Extension Ring Tone Setup**
  Assign a ring tone range (0-4) to each extension. When a Call Coverage key rings, it uses the range assigned in this option. The choices are 0 (tone pattern 1), 1 (tone pattern 2), 2 (tone pattern 3), 3 (tone pattern 4) and 4 (extension ring tone). The ring the user hears also depends on the setting of Program 15-02-02 above and Service Code 820.
- **15-09-01 : Virtual Extension Ring Assignment**
  Individually program an extension's Multiple Directory Number/Coverage keys to either ring (1) or not ring (0).
- **15-10-01 : Incoming Virtual Extension Ring Tone Order Setup**
  Set the priority (1-4) for the ring tone ranges set in program 15-08-01 below. When more than one Call Coverage key rings simultaneously, the tone with the highest priority (e.g., 1) rings. The other keys just flash.
- **15-11-01 : Virtual Extension Delayed Ring Assignment**
  Individually program an extension's Multiple Directory Number/Call Coverage keys for Delayed Ringing (1) or Immediate Ringing (0). Also see Program 20-04-03 below.
- **20-04-03 : System Options for Virtual Extensions, Call Coverage Delay Interval**
  Multiple Directory Number/Call Coverage keys set for delayed ringing (see Program 15-11-01 below) ring the covering extension after this interval.
- **22-03-01 : Incoming Call Setup, Trunk Ring Tone Range**
  Select the ring tone range (0-8) for each trunk to ring in an ACD group. The trunk uses a ring tone within the range selected when it rings an extension There are four ring tones available.

Related Features

Programmable Function Keys

This feature requires uniquely programmed function keys.

Operation

To answer a call ringing an ACD Group Call Coverage key:

1. Press flashing Call Coverage key (PGM 15-07-01 or SC 852: *03 + ACD master).
   The Call Coverage key may flash only, ring after a delay or ring immediately.

To Transfer a call to an ACD Group:

1. Place or answer call.
2. Press ACD Group Call Coverage key.
3. Hang up to have call go through.
   You cannot place a screened Transfer to an ACD Group.

To set up an ACD Group Call Coverage key:

1. Press idle CALL key.
2. Dial 852.
3. Press the programmable key you want to program.
   The previously programmed entry displays.
4. Dial *03.
5. Dial the ACD Group master number and press HOLD.
   You see the SET RING option.
6. Dial 1, 2, 3, 4, 5, 6, 7 and 8 to ringing for the Day, Night, Midnight, Rest, Day2, Night2, Midnight2, and Rest2 modes respectively.
   OR
   Press HOLD and dial 1, 2, 3, 4, 5, 6, 7 and 8 to turn off ringing for the Day, Night, Midnight, Rest, Day2, Night2, Midnight2, and Rest2 modes respectively.
   You can make flexible entries. For example, you can have ringing in the day and night modes and turn off ringing for the midnight and rest modes.
   The ringing mode (delayed or immediate) follows system programming.
7. SPK to hang up.

Description

Aspire System
Available.

Off Duty Mode temporarily logs-out an ACD agent's phone. There are two types of Off Duty Mode:

- **Manual Off Duty Mode**
  An ACD Agent can enable Manual Off Duty Mode anytime they want to temporarily log out of the ACD Group. They might want to do this if they go to a meeting or get called away from their work area. While logged out, calls to the ACD Group will not ring the agent's phone.
- **Automatic Off Duty Mode**
  When an ACD Group has Automatic Off Duty Mode, the system will automatically put an agent's phone in Off Duty Mode if it is not answered. This ensures callers won't have to wait while ACD rings an extension that won't be answered. For keysets, the system enables Automatic Off Duty Mode for all phones with Off Duty Mode keys. For SLTs, you must set an option in programming to enable Automatic Off Duty Mode.

Conditions

- Automatic Off Duty Mode does not time out. Once enabled, an agent must cancel Off Duty Mode to return to service.
- While active the agent will not receive any type of calls (in DND mode).

Default Setting

- No Off Duty Mode keys programmed (Program 15-07-01 = code *13).
- Automatic Off Duty Mode for SLTs disabled (Program 41-14-07 = 0).

Programming

- **15-07-01 : Programmable Function Keys**
  To enable Off Duty Mode at a keyset, assign a Off Duty Mode key (code *13).
- **41-14-07 : ACD Options - Automatic Off Duty for SLT**
  For each ACD Group (01-64), determine whether or not an SLT automatically changes to off-duty mode (0=not changed, 1=changed automatically).
- **41-14-08 : ACD Options - ACD Off Duty Mode**
  For each ACD Group (01-64), determine whether or not an agent can receive in internal call in off-duty mode (0=can not receive, 1=can receive).

Related Features

Overflow Options

To ensure that calls properly overflow, keysets should have Off Duty Keys and Automatic Off Duty should be enabled for SLTs.

Wrap-Up Time

An ACD Agent can use the Off Duty Mode to temporarily remove themselves from their group. This is different from Wrap-Up Time, which temporarily busies out the agent but leaves them logged into the group.

Operation

To activate Off Duty Mode:

When you have a Off Duty Mode key, the system automatically activates Off Duty Mode if a call rings your phone and you don't pick it up.

Keyset

1. Press your Off Duty Mode Key (PGM 15-07-01 or SC 852: *13)
   Your Off Duty Mode Key lights.

   OR

   Press idle CALL key and dial 158.
   When you activate Off Duty Mode, your ACD Supervisor with a DSS Console sees your extension as logged out (i.e., wink off).

SLT/DSL

1. Lift handset.
2. Dial 158
   When you activate Off Duty Mode, your ACD Supervisor with a DSS Console sees your extension as logged out (i.e., wink off).

To cancel Off Duty Mode:

Keyset

1. Press your Off Duty Mode Key (PGM 15-07-01 or SC 852: *13)
   Your Off Duty Mode Key goes out.

   OR

   Press idle CALL key and dial 159.
   When you cancel Off Duty Mode, your ACD Supervisor with a DSS Console sees your extension as available (logged in).

SLT/DSL

1. Lift handset.
2. Dial 159
   When you cancel Off Duty Mode, your ACD Supervisor with a DSS Console sees your extension as available (logged in).

Description

Aspire System
Available.

ACD offers extensive overflow options for each ACD Group. For example, a caller ringing in when all agents are unavailable can hear an initial announcement (called the 1st Announcement). This announcement can be a general greeting like, "*Thank you for calling. All of our agents are currently busy helping other customers. Please stay on the line and we will help you shortly.*" If the caller continues to wait, you can have them hear another announcement (called the 2nd Announcement) like, "*Your business is important to us. Your call will be automatically answered by the first available agent. Please stay on the line.*" If all the ACD Group's agents still are unavailable, the call can automatically overflow to another ACD Group or the Voice Mail Automated Attendant. If all agents in the overflow ACD Group are busy, Lookback Routing automatically ensures that the waiting call will ring into the first agent in either group that becomes free.

You can assign an ACD Group with any combination of 1st Announcement, 2nd Announcement and overflow method. You can have, for example, a Technical Service group that plays only the 2nd Announcement to callers and then immediately overflows to Voice Mail. At the same time, you can have a Customer Service group that plays both announcements and does not overflow. The available overflow options are:

- **No Overflow (Mode 0)**
  A call waits in queue indefinitely for an available agent without an announcement. If no agents are logged in when the call rings the group, the caller hears ringback until they hang up or an agent logs in.

- **Overflow with No Announcement (Mode 1)**
  If all agents are unavailable, a call to the ACD Group will overflow (i.e., reroute) to another ACD Group or the Voice Mail Automated Attendant after a programmed interval. The caller does not hear any messages as the call is rerouted.

- **No Overflow with 1st Announcement Only (Mode 2)**
  A call waits in queue for an available agent, but the caller periodically hears the 1st Announcement message. This message can be a unique Voice Mail ACD call routing mailbox message, a VRS message, a message from a PGDAD port or the standard voice prompt, "*Please hold on, all lines are busy. Your call will be answered when a line becomes free.*" In any case, the message repeats after a programmed interval.

- **No Overflow with 1st and 2nd Announcements (Mode 3)**
  When all agents are unavailable, the caller initially hears the 1st Announcement message. After a programmed interval, the caller hears the 2nd Announcement. The second announcement periodically repeats while the caller continues to wait. Each announcement can be a unique Voice Mail ACD call routing mailbox message, a VRS message, a message from a PGDAD port or the standard voice prompt, "*Please hold on, all lines are busy. Your call will be answered when a line becomes free.*" For more, refer to Setting up 1st and 2nd Announcements on page 56.

- **Overflow with 1st Announcement Only (Mode 4)**
  If all agents are unavailable, a call to the ACD Group will overflow (i.e., reroute) to another ACD Group or the Voice Mail Automated Attendant after a programmed interval. In addition, the caller periodically hears the 1st Announcement message. This message can be a unique Voice Mail ACD call routing mailbox message, a VRS message, a message from a PGDAD port or the standard voice prompt, "*Please hold on, all lines are busy. Your call will be answered when a line becomes free.*" In either case, if the overflow destination is another ACD Group the message repeats after a programmed interval.

- **Overflow with 1st and 2nd Announcements (Mode 5)**
  When all agents are unavailable, a call to the ACD Group will overflow (i.e., reroute) to another ACD Group or the Voice Mail Automated Attendant after a programmed interval. In addition, the caller initially hears the 1st Announcement message. After a programmed interval, the caller hears the 2nd Announcement. If the overflow destination is another ACD Group, the second announcement periodically repeats while the caller continues to wait. Each announcement can be a unique Voice Mail ACD call routing mailbox message, a VRS message, a message from a PGDAD port or the standard voice prompt, "*Please hold on, all lines are busy. Your call will be answered when a line becomes free.*" For more, refer to Setting up 1st and 2nd Announcements on page 56.

- **(Modes 6 and 7 are not used)**

- **No Overflow with 2nd Announcement Only (Mode 8)**
  A call waits in queue for an available agent, but the caller periodically hears the 2nd Announcement message. This message can be a unique Voice Mail ACD call routing mailbox message, a VRS message, a message from a PGDAD port or the standard voice prompt, "*Please hold on, all lines are busy. Your call will be answered when a line becomes free.*" In either case, the message repeats after a programmed interval.

- **Overflow with 2nd Announcement Only (Mode 9)**
  If all agents are unavailable, a call to the ACD Group will overflow (i.e., reroute) to another ACD Group or the Voice Mail Automated Attendant after a programmed interval. In addition, the caller periodically hears the 2nd Announcement message. This message can be a unique Voice Mail ACD call routing mailbox message, a VRS message, a message from a PGDAD port or the standard voice prompt, "*Please hold on, all lines are busy. Your call will be answered when a line becomes free.*" In either case, if the overflow destination is another ACD Group the message repeats after a programmed interval.

Calls routed to a mailbox to leave a message are still in queue. This means that if an agent becomes available, the call will be retrieved from voice mail and directed to the available agent. If this operation is not preferred, program the call to be an Unscreened Transfer to a virtual port which is Fixed Call Forwarded to the voice mail. With this programming, once the call is transferred to voice mail, it cannot be retrieved by the system if an agent becomes available.

Escape From Queue with NVM-Series

Escape From Queue uses NVM-Series Call Routing Mailboxes for announcement messages to provide the caller with enhanced options while in queue. After the caller listens to this type of ACD Announcement they can do one of the following:

- Wait in queue until the call goes through.

OR

- Dial a digit to leave the queue and reach an alternate destination (i.e., operator, mailbox or extension).

Typically, you should implement Escape From Queue for the 2nd Announcement Mailbox. This gives callers the opportunity to hear your 1st Announcement message and at least one 2nd Announcement message. They can then choose to wait in queue or follow one of the options specified in the 2nd Announcement message.

In programming, you specify the Call Routing Mailbox number in place of the ACD Announcement Mailbox number. All all other ACD programming is the same as that used for ACD Announcement Mailboxes. Consult the Voice Mail documentation for the specifics on setting up Call Routing Mailboxes.

Music on Hold for Queued Callers

The system will optionally play ringback tone or Music on Hold to callers waiting in an ACD Group's queue. The source for the Music on Hold can be internally synthesized or an external customer-provided source. The external source connects to either the CPRU PCB terminals or an ACI port. Refer to the *Hardware Manual* for more on connecting external music sources. Refer to the *Software Manual* for details on setting up Music on Hold.

Multiple ACD Groups Programmed As Overflow Destination

The system can be programmed to transfer an overflow call to a specific ACD Group using Program 41-09-01. (In order to overflow to voice mail, use Program 41-08-02.) This option allows you to set the priority of each of the defined overflow destinations. Up to seven different ACD Groups can be programmed as overflow destinations for each group. The system, however, will not allow you to program an ACD Group with that same ACD Group as the overflow. (Example: ACD Group 1 cannot overflow to ACD Group 1.)

Temporary Override of the Overflow Destination

The system can be programmed to temporarily transfer overflow calls to a specific ACD Group using the ACD Overflow Control Programmable Function Key (Program 15-07-01, *18). When this key is active, the system will disregard the setting in Program 41-08-01 and instead, overflow the calls to the ACD Group defined when the key was programmed. Only ACD Supervisors and ACD Group Supervisors can use this key. If both the Supervisor and Group Supervisor activate the temporary overflow for the same ACD Group, the Supervisor's programming will take priority and the system will overflow according to the Supervisor's setting. Multiple Overflow Control keys can be programmed on a keyset, each with a different ACD Group as the overflow destination.

Setting Up the 1st Announcement for Overflow Modes 2 and 4
Mode 2 = No Overflow with 1st Announcement Only
Mode 4 = Overflow with 1st Announcement Only

For overflow modes 2 and 4, the system handles overflow timing and playing of the 1st Announcement Message to callers based on the interaction of the following ACD programming:

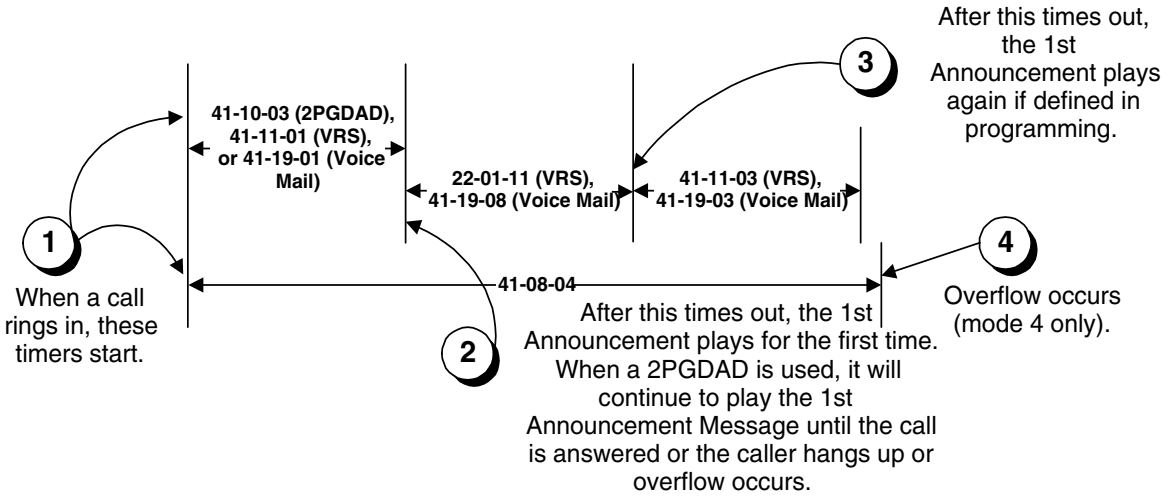
- **Program 41-08-04 : ACD Overflow Transfer Time**
  Overflow out of the ACD queue (mode 4 only) occurs after this timer expires. The system starts this timer as soon as a call goes into queue. Disable this timer (0) if you want queued callers to stay in queue until they are answered or they hang up. If you want queued callers to eventually overflow, consider setting this value at 180 seconds. When it times out, the system overflows the caller to the destination defined in Program 41-09-01.

With a 2PGDAD set as the announcement source:

- **41-10-03 : PGDAD Delay Announcement - 1st Delay Announcement Connection Timer**
  For each ACD group (01-64), determine how long the system waits before playing the Delay Message (0-64800 seconds). In most cases, you should keep this timer short (about 5 seconds). This ensures your callers don't hear long periods of ringing before the announcement plays.

With a VRS or Voice Mail is set as the announcement source:

- **41-11-01 : VRS Delay Announcement - Delay Message Start Time**
  41-19-01 : Voice Mail Delay Announcement - Delay Message Start Timer
  For each ACD group (01-64), set how long the system waits before playing the first delay announcement (0-64800 seconds).
- **41-11-03 : VRS Delay Announcement - 1st Delay Message Sending Count**
  41-19-03 : Voice Mail Delay Announcement - 1st Delay Message Sending Count
  For each ACD group (01-64), determine how many times the 1st Delay Message is played to the caller (0-255).
- **22-01-11 : System Options for Incoming Calls - VRS Waiting Message Interval Time**
  41-19-08 : Voice Mail Delay Announcement - Delayed Message Interval Time
  For each ACD group (01-64), set the timer for the interval between the Delayed Messages (0-64800 seconds).



Setting Up 1st and 2nd Announcements for Overflow Modes 3 and 5
Mode 3 = No Overflow with 1st and 2nd Announcements
Mode 5 = Overflow with 1st and 2nd Announcements

For overflow modes 3 and 5, the system plays the 1st and 2nd Announcements to callers and overflows based on the interaction of the following ACD programming:

- **Program 41-08-04 : ACD Overflow Transfer Time**
  Overflow out of the ACD queue (mode 5 only) occurs after this timer expires. It starts as soon as a call goes into queue. Disable this timer (0) if you want queued callers to stay in queue until they are answered or they hang up (as long as Program 41-10-05, 41-11-07 or 41-19-07 is not set which will disconnect the call). If you want queued callers to eventually overflow, consider setting this value at 180 seconds. When it times out, the system overflows the caller to the destination defined in Program 41-09-01.

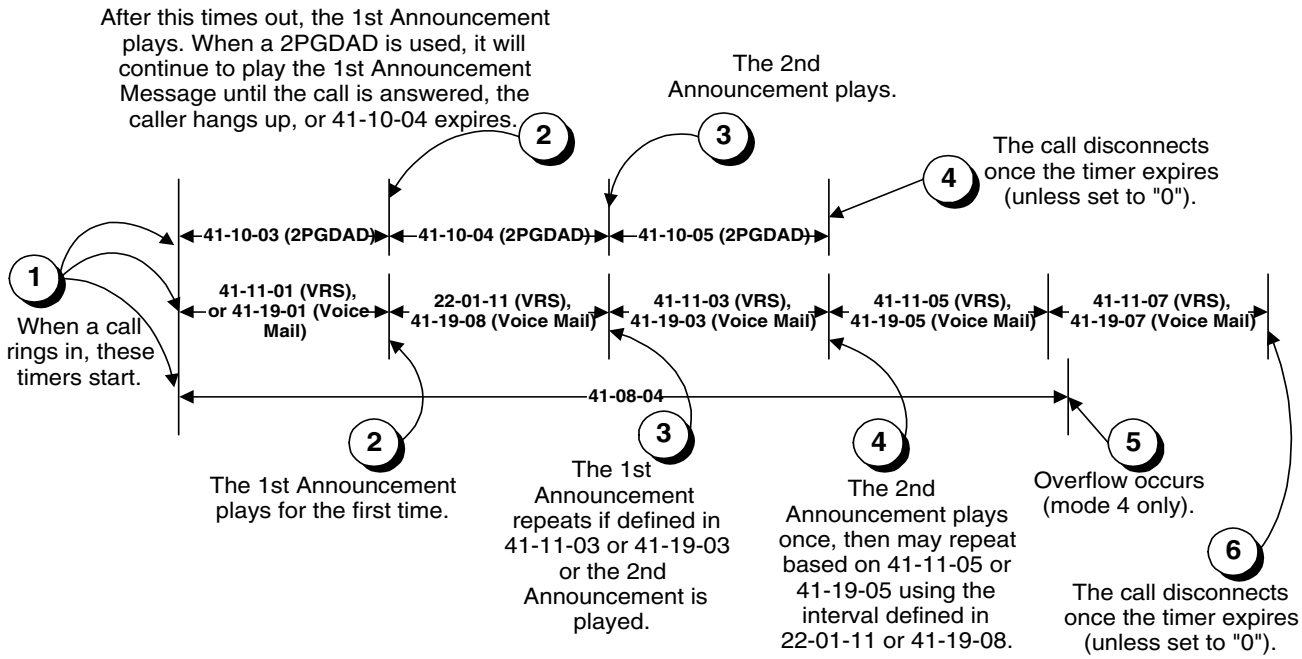
With a 2PGDAD set as the announcement source:

- **41-10-03 : PGDAD Delay Announcement - 1st Delay Announcement Connection Timer**
  For each ACD group (01-64), determine how long the system waits before playing the Delay Message (0-64800 seconds). In most cases, you should keep this timer short (about 5 seconds). This ensures your callers don't hear long periods of ringing before the announcement plays.
- **41-10-04 : PGDAD Delay Announcement - 2nd Delay Announcement Connection Timer**
  For each ACD group (01-64), set how long the system waits before playing the second delay announcement (0-64800 seconds).
- **41-10-05 : PGDAD Delay Announcement - 2nd Delay Announcement Sending Duration**
  For each ACD group (01-64), determine how long the second announcement should play. After this timer expires, the call will disconnect unless the timer is set to "0". (0-64800 seconds).

With a VRS or Voice Mail is set as the announcement source (Program 41-08-03):

- **41-11-01 : VRS Delay Announcement - Delay Message Start Timer**
  41-19-01 : Voice Mail Delay Announcement - Delay Message Start Timer
  This timer determines when the 1st Announcement Message will play to a caller in queue. As soon as the call goes in queue, the system sets the timer for that call. When it times out, the system plays the 1st Announcement message to the caller. In most cases you should keep this timer short (about 5 seconds). This ensures your callers don't hear long periods of ringing before the announcement plays. Define this timer (0-64800 seconds) for each ACD group (01-64).
- **41-11-03 : VRS Delay Announcement - 1st Delay Message Sending Count**
  41-19-03 : Voice Mail Delay Announcement - 1st Delay Message Sending Count
  For each ACD group (01-64), determine how many times the 1st Delay Message is played to the caller (0-255).
- **41-11-05 : VRS Delay Announcement - 2nd Delay Message Sending Count**
  41-19-05 : Voice Mail Delay Announcement - 2nd Delay Message Sending Count
  For each ACD group (01-64), determine how many times the 2nd Delay Message is played to the caller (0-255).
- **41-11-07 : VRS Delay Announcement - ACD Forced Disconnect Time After 2nd Message**
  41-19-07 : Voice Mail Delay Announcement - ACD Forced Disconnect Time After 2nd Message
  For each ACD group (01-64), assign how long the system should wait after the end of the 2nd Announcement Message before disconnecting the call (0-64800).

22-01-11 : System Options for Incoming Calls - VRS Waiting Message Interval Time
41-19-08 : Voice Mail Delay Announcement - Delayed Message Interval Time
The Delayed Announcement Messages (1st and 2nd) repeat after this interval expires. For each ACD group (01-64), set the timer for the interval between the Delayed Messages (0-64800 seconds). The recommended setting for this timer is 60 seconds, which means that callers hear a Delayed Announcement repeated each minute they wait in queue.



Setting Up the 2nd Announcement for Overflow Modes 8 and 9
Mode 8 = No Overflow with 2nd Announcement Only
Mode 9 = Overflow with 2nd Announcement Only

For overflow modes 8 and 9, the system handles overflow timing and playing of the 2nd Announcement to callers based on the interaction of the following ACD programming:

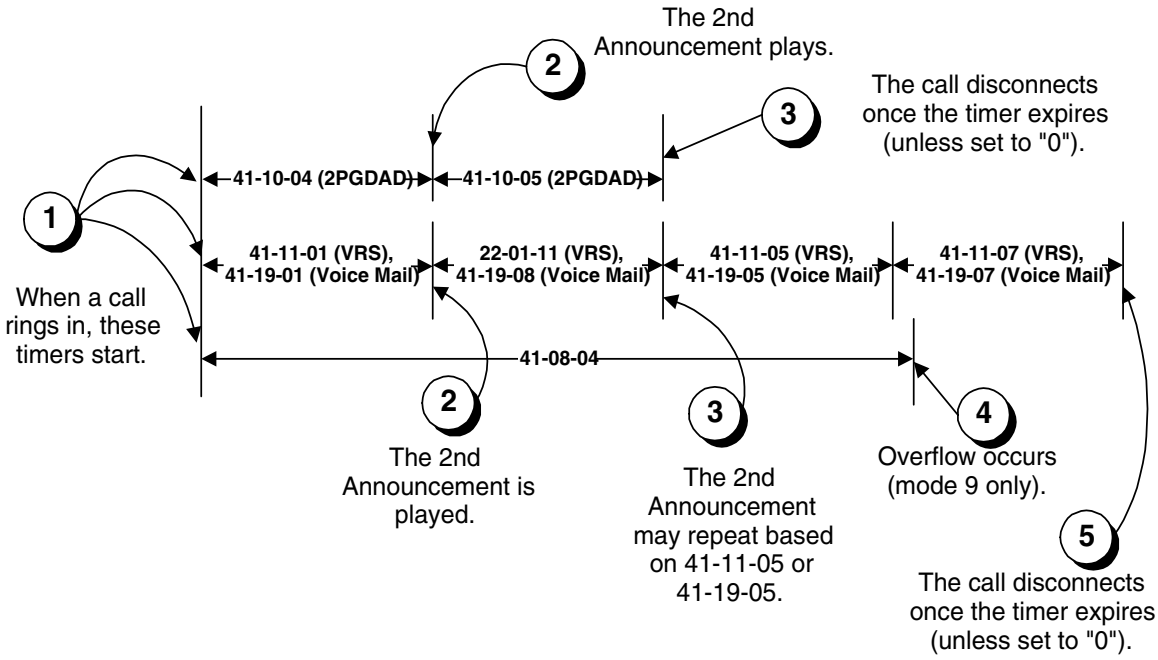
- **Program 41-08-04 : ACD Overflow Transfer Time**
  Overflow out of the ACD queue (mode 9 only) occurs after this timer expires. The timer starts as soon as a call goes into queue. Disable this timer (0) if you want queued callers to stay in queue until they are answered or they hang up (as long as Program 41-10-05, 41-11-07 or 41-19-07 is not set which will disconnect the call). If you want queued callers to eventually overflow, consider setting this value at 180 seconds. When it times out, the system overflows the caller to the destination defined in Program 41-09-01.

With a 2PGDAD set as the announcement source:

- **41-10-04 : PGDAD Delay Announcement - 2nd Delay Announcement Connection Timer**
  For each ACD group (01-64), set how long the system waits before playing the second delay announcement (0-64800 seconds).
- **41-10-05 : PGDAD Delay Announcement - Delay Announcement Sending Duration**
  For each ACD group (01-64), determine how long the announcement should play. After this timer expires, the call will disconnect, unless the timer is set to "0" (0-64800 seconds).

With a VRS or Voice Mail is set as the announcement source:

- **41-11-01 : VRS Delay Announcement - Delay Message Start Timer**
  41-19-01 : Voice Mail Delay Announcement - Delay Message Start Timer
  This timer determines when the 2nd Announcement Message will play to a caller in queue. As soon as the call goes in queue, the system sets the timer for that call. When it times out, the system plays the 2nd Announcement message to the caller. In most cases you should keep this timer short (about 5 seconds). This ensures your callers don't hear long periods of ringing before the announcement plays. Define this timer (0-64800 seconds) for each ACD group (01-64).
- **41-11-05 : VRS Delay Announcement - 2nd Delay Message Sending Count**
  41-19-05 : Voice Mail Delay Announcement - 2nd Delay Message Sending Count
  For each ACD group (01-64), determine how many times the 2nd Announcement Message will be played to a caller in queue for modes 8 and 9 (0-255).
- **22-01-11 : System Options for Incoming Calls - VRS Waiting Message Interval Time**
  41-19-08 : Voice Mail Delay Announcement - Delayed Message Interval Time
  For modes 8 and 9, the 2nd Announcement Message repeats after this interval expires. The system starts this timer after the caller listens to the 2nd Announcement Message for the first time. For each ACD group (01-64), set the timer for the interval between the Delayed Messages (0-64800 seconds).The recommended setting for this timer is 60 seconds, which means that callers hear the 2nd Announcement repeated each minute they wait in queue.
- **41-11-07 : VRS Delay Announcement - ACD Forced Disconnect Time After 2nd Message**
  41-19-07 : Voice Mail Delay Announcement - ACD Forced Disconnect Time After 2nd Message
  For each ACD group (01-64), assign how long the system should wait after the end of the 2nd Announcement Message before disconnecting the call (0-64800).


The 2nd Announcement plays.
2
3
The call disconnects once the timer expires (unless set to "0").
41-10-04 (2PGDAD)
41-10-05 (2PGDAD)
1
41-11-01 (VRS), 41-19-01 (Voice Mail)
22-01-11 (VRS), 41-19-08 (Voice Mail)
41-11-05 (VRS), 41-19-05 (Voice Mail)
41-11-07 (VRS), 41-19-07 (Voice Mail)
When a call rings in, these timers start.
41-08-04
2
3
4
The 2nd Announcement is played.
The 2nd Announcement may repeat based on 41-11-05 or 41-19-05.
Overflow occurs (mode 9 only).
5
The call disconnects once the timer expires (unless set to "0").

ACD Overflow Options Worksheet (41-08)	
ACD	**ACD Group you want to program** (1-64)
Overflow Mode	**ACD Overflow Mode [Program 41-08-01]** 0 = No overflow with no announcements 1 = Overflow with no announcements 2 = No overflow with 1st announcement only 3 = No overflow with 1st and 2nd announcements 4 = Overflow with 1st announcement only 5 = Overflow with 1st and 2nd announcements 6, 7 = Not used 8 = No overflow with 2nd announcement only 9 = Overflow with 2nd announcement only
Overflow Dest.	**ACD Overflow Destination [Program 41-08-02]** 0 = No overflow, 1-64 = ACD Groups 1-64, 65 = Voice Mail, 66 = Follows ACD Overflow Table (Program 41-09-01)
Multiple Overflow Dest.	**ACD Overflow Destination Priority** (1-64 = ACD Groups 1-64) **[Program 41-14-03]**
Type	**ACD Announcement Type [Program 41-08-03]** 0 = From ACI, 1 = From VRS, 2 = From Voice Mail ACD Announcement Mailbox
Source	**Source for ACD Announcement (not applicable to modes 0 and 1)** ACI (see Program 41-10-01 and 41-10-02, ACI software ports 1-96] VRS (see Program 41-11-02 and 41-11-04) Voice Mail ACD Announcement Mailbox (see Program 41-19-02 and 41-19-04) (e.g., 400) (For the Escape From Queue option, enter a Call Routing Mailbox instead.) or no setting

ACD	Overflow Mode (41-08-01)	Overflow Dest. (41-08-02)	Overflow Destination Priority (41-14-03)							1st ACD Announcement		2nd ACD Announcement	
			1	2	3	4	5	6	7	Type (41-08-03)	Source (41-10-01) (41-11-02) (41-19-02)	Type (41-08-03)	Source (41-10-02) (41-11-04) (41-19-04)
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2													
3													
4													
5													
6													
7													
8													
9													
10													

ACD	Overflow Mode (41-08-01)	Overflow Dest. (41-08-02)	Overflow Destination Priority (41-14-03)							1st ACD Announcement		2nd ACD Announcement	
			1	2	3	4	5	6	7	Type (41-08-03)	Source (41-10-01) (41-11-02) (41-19-02)	Type (41-08-03)	Source (41-10-02) (41-11-04) (41-19-04)
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ACD	Overflow Mode (41-08-01)	Overflow Dest. (41-08-02)	Overflow Destination Priority (41-14-03)							1st ACD Announcement		2nd ACD Announcement	
			1	2	3	4	5	6	7	Type (41-08-03)	Source (41-10-01) (41-11-02) (41-19-02)	Type (41-08-03)	Source (41-10-02) (41-11-04) (41-19-04)
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Conditions

- To ensure that calls properly overflow, keysets should have Off Duty Keys and Automatic Off Duty should be enabled for SLTs.
- After recording the VRS overflow message, the VRS may have to be reset before the message will be played.

Default Setting

ACD not set up.

Programming

- **15-07-01 : Programmable Function Keys**
  Define a key for ACD Supervisors and ACD Group Supervisors which will allow the overflow group to be temporarily overridden. The ACD Overflow Control key (PGM 15-07 or SC 852: *18) is programmed with the ACD group number to which the calls should overflow. Multiple keys can be programmed, each with a different ACD group.
- **22-01-11 : System Options for Incoming Calls - VRS Waiting Message Interval Time**
  The Delayed Announcement Messages (1st and 2nd) repeat after this interval expires. For each ACD group (01-64), set the timer for the interval between the Delayed Messages (0-64800 seconds). For modes 8 and 9, the recommended setting for this timer is five seconds. This ensures that callers don't have to wait long before hearing the announcement. For modes 3 and 5, the recommended setting for this timer is 60 seconds. This causes the second "reminder" message to play about a minute after a call initially goes into queue.
- **41-08-01 : ACD Overflow Options - Overflow Operation Mode**
  For each ACD Group (1-64), assign the overflow mode (0-9). Each ACD Group can have unique overflow options.
- **41-08-02 : ACD Overflow Options - ACD Overflow Destination**
  For each ACD Group (1-64), assign the destination ACD group (1-64) or option (65=overflow table in Program 41-09, 66=Voice Mail Integration (in-skin voice mail).
- **41-08-03 : ACD Overflow Options - Delay Announcement Source Type**
  For each ACD Group (1-64), assign the announcement message types. Delay announcement functions are not available for ACD pilot number call. Each ACD Group can have unique overflow options.
- **41-08-04 : ACD Overflow Options - ACD Overflow Transfer Time**
  For each ACD Group (1-64), assign the overflow transfer time (0-64800 seconds).
- **41-09-01 : ACD Overflow Table Setting**
  For each ACD Group (1-64), assign the overflow ACD Groups according to the priority in which the calls should ring the ACD Groups (for each ACD Group, up to 7 destinations can be programmed). If, while the call is ringing, the extension to which the call was transferred becomes available, both the extension and the overflow ACD group will ring.
- **41-10-01 : PGDAD Delay Announcement - 1st Delay Announcement PGDAD Port Number**
  For each ACD group (01-64), define the PGDAD port number (0-96) to be used for the first delay announcement. This program is activated when the delay announcement source and options are assigned as PGDAD in Program 41-08.
- **41-10-02 : PGDAD Delay Announcement - 2nd Delay Announcement PGDAD Port Number**
  For each ACD group (01-64), define the PGDAD port number (0-96) to be used for the second delay announcement. This program is activated when the delay announcement source and options are assigned as PGDAD in Program 41-08.
- **41-10-03 : PGDAD Delay Announcement - 1st Delay Announcement Connection Timer**
  For each ACD group (01-64), set the timer the system waits before playing the first delay announcement (0-64800 seconds).
- **41-10-04 : PGDAD Delay Announcement - 2nd Delay Announcement Connection Timer**
  For each ACD group (01-64), set the timer the system waits before playing the second delay announcement (0-64800 seconds). For modes 8 and 9, the recommended setting for this timer is five seconds. This ensures that callers don't have to wait long before hearing the announcement. For modes 3 and 5, the recommended setting for this timer is 60 seconds. This causes the second "reminder" message to play about a minute after a call initially goes into queue.

- **41-10-05 : PGDAD Delay Announcement - 2nd Delay Announcement Sending Duration**
  For each ACD group (01-64) using ACD Overflow modes 3, 5, 8 and 9, enter how long after the caller hears the 2nd Announcement the system will disconnect (drop) the call. This prevents callers from waiting in queue an excessive amount of time. To disable this option (and allow callers to wait forever), enter 0.
- **41-11-01 : VRS Delay Announcement - Delay Message Start Timer**
  For each ACD group (01-64), determine how long the system waits before playing the delay Message. This program is activated when the delay announcement source and options are assigned as VRS in Program 41-08.
- **41-11-02 : VRS Delay Announcement - 1st Delay Message Number**
  For each ACD group (01-64), assign the VRS message number to be used as the message source for the 1st Delay Announcement Message (0-49). This program is activated when the delay announcement source and options are assigned as VRS in Program 41-08.
- **41-11-03 : VRS Delay Announcement - 1st Delay Message Sending Count**
  For each ACD group (01-64), determine the 1st Delay Message Sending Count (0-255).
- **41-11-04 : VRS Delay Announcement - 2nd Delay Message Number**
  For each ACD group (01-64), assign the VRS message number to be used as the message source for the 2nd Delay Announcement Message (0-49). This program is activated when the delay announcement source and options are assigned as VRS in Program 41-08.
- **41-11-05 : VRS Delay Announcement - 2nd Delay Message Sending Count**
  For each ACD group (01-64), determine the 2nd Delay Message Sending Count (0-255)
- **41-11-06 : VRS Delay Announcement - Tone Kind at Message Interval**
  For each ACD group (01-64), determine what the caller should hear between messages (0=ring back, 1=MOH, 2=BGM).
- **41-11-07 : VRS Delay Announcement - ACD Forced Disconnect Time After 2nd Delay Message**
  For each ACD group (01-64) when using ACD Overflow modes 3, 5, 8 and 9, enter how long after the caller hears the 2nd Announcement the system will disconnect (drop) the call. This prevents callers from waiting in queue an excessive amount of time. To disable this option (and allow callers to wait forever), enter 0.
- **41-14-03 : ACD Options - ACD Priority for Overflow Calls**
  Set the priority for overflow calls (0=own group priority, 1=priority set by Program 41-03-03) for ACD Groups (01-64).
- **41-14-06 : ACD Options - Transfer to ACD Extension With 2nd Delay Announcement**
  For each ACD Group (01-64), determine whether an outside caller should hear a final announcement [ex: the company closed] (1) or whether the caller should be placed back into queue for the ACD group (0).
- **41-16-01 : ACD Threshold Overflow - Number of Calls in Queue**
  For each ACD group (01-64), define the maximum number of calls in ACD queue (0=no limit, 1-200) before the call overflows.
- **41-16-02 : ACD Threshold Overflow - Operation Mode for ACD Queue**
  For each ACD group (01-64), determine how the system handles ACD calls when the maximum number of ACD calls in queue has been reached (0=longest waiting call is transferred, 1=last waiting call is transferred, 2=busy signal sent).
- **41-19-01 : Voice Mail Delay Announcement - Delay Message Start Timer**
  For each ACD group (01-64), determine how long the system waits before playing the Delay Message (0-64800 seconds).

- **41-19-02 : Voice Mail Delay Announcement - Mailbox for 1st Announcement Message**
  For each ACD group (01-64), assign voice mail ACD Announcement Mailbox as the message source for the 1st Announcement Message. The announcements can be unique or identical messages. For the Escape From Queue option, enter a Call Routing Mailbox instead. Refer to the Voice Mail documentation for more on setting up Announcement Mailboxes. This option is only applicable to ACD Overflow Modes 1, 4, 5 and 9 (source 0/type2). Use Program 41-08 to set up the ACD overflow options.
- **41-19-03 : Voice Mail Delay Announcement - 1st Delay Message Sending Count**
  For each ACD group (01-64), determine the 1st Delay Message Sending Count (0-255). This entry must be set to 1 or higher in order for the message to play.
- **41-19-04 : Voice Mail Delay Announcement - Mailbox for 2nd Announcement Message**
  For each ACD group (01-64), assign voice mail ACD Announcement Mailboxes as the message source for the 2nd Announcement Message. The announcements can be unique or identical messages. For the Escape From Queue option, enter a Call Routing Mailbox instead. Refer to the Voice Mail documentation for more on setting up Announcement Mailboxes. This option is only applicable to ACD Overflow Modes 1, 4, 5 and 9 (source 0/type2). Use Program 41-08 to set up the ACD overflow options.
- **41-19-05 : Voice Mail Delay Announcement - 2nd Delay Message Sending Count**
  For each ACD group (01-64), determine the 2nd Delay Message Sending Count (0-255). This entry must be set to 1 or higher in order for the message to play.
- **41-19-06 : Voice Mail Delay Announcement - Tone Kind at Message Interval**
  For each ACD Group (01-64), define the what the caller will hear between the messages (0=ring back tone, 1=MOH, 2=BGM).
- **41-19-07 : Voice Mail Delay Announcement - ACD Forced Disconnect Time After 2nd Announcement**
  For each ACD group (01-64) when using ACD Overflow modes 3, 5, 8 and 9, enter how long after the caller hears the 2nd Announcement the system will disconnect (drop) the call. This prevents callers from waiting in queue an excessive amount of time. To disable this option (and allow callers to wait forever), enter 0.
- **41-19-08 : Voice Mail Delay Announcement - Delayed Message Interval Time**
  For each ACD group (01-64), set the timer for the interval between the Delayed Messages (0-64800 seconds). For modes 8 and 9, the recommended setting for this timer is five seconds. This ensures that callers don't have to wait long before hearing the announcement. For modes 3 and 5, the recommended setting for this timer is 60 seconds. This causes the second "reminder" message to play about a minute after a call initially goes into queue.

Related Features

Music on Hold

Refer to the Music on Hold feature in the *Software Manual* for more information on setting up the MOH source. This is applicable only if callers listen to Music on Hold while in queue.

Off Duty Mode

To ensure that calls properly overflow, keysets should have Off Duty Keys and Automatic Off Duty should be enabled for SLTs.

Voice Announce Unit

If you want to use VRS Messages for the 1st and 2nd Announcements, be sure your VRS Module is properly installed and programmed.

Operation

Once programmed, overflow operation is automatic.

TEMPORARY OVERRIDE OF THE OVERFLOW DESTINATION

To Activate ACD Overflow Control:

1. Press the ACD Overflow Control key (PGM 15-07-01 or SC 852: code *18)
   The key flashes while active.

To Deactivate ACD Overflow Control:

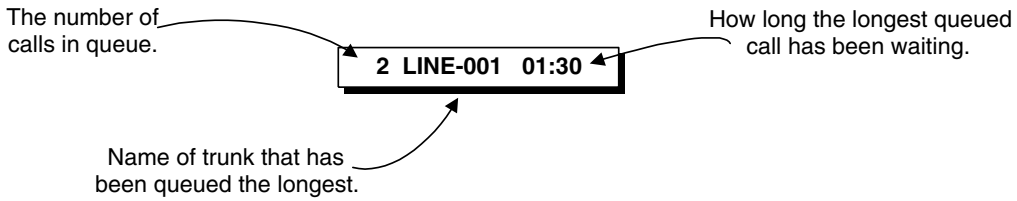
1. Press the ACD Overflow Control key (PGM 15-07-01 or SC 852: code *18)
   The key goes out and the system follows Program 41-08 for overflow.

Description

Aspire System
Available.

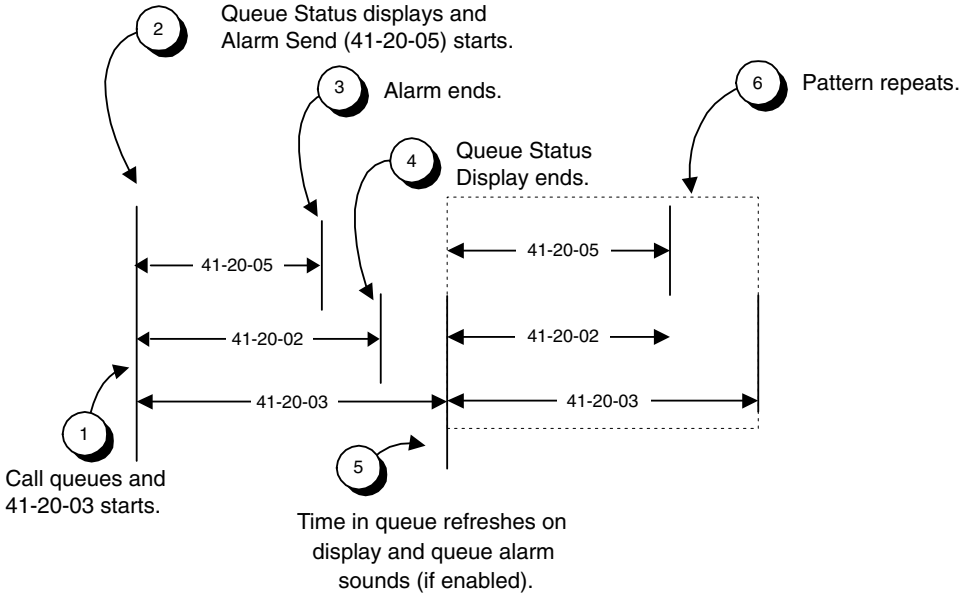
When all agents in an ACD Group are unavailable, an incoming call will queue and cause the Queue Status Display to occur on the ACD Group Supervisor and/or agent's display. The display helps the supervisor keep track of the traffic load within their group. In addition, any display keyset can have a Queue Status Display Check programmable function key. The keyset user can press this key any time while idle, and using the VOL ▼ and VOL ▲, scroll through the Queue Status Displays of all the ACD Groups. The Queue Status Displays shows (see the Queue Status Display illustration below):

- The number of calls queued for an available agent in the group.
- The trunk that has been waiting the longest, and how long it has been waiting.



For each ACD Group, you can set the following conditions:

- The number of trunks that can wait in queue before the Queue Status Display occurs.
- How often the time in queue portion of the display reoccurs (see the Queue Status display Timing illustration below).
- Queue Status Display holding time.
- Queue Status Alarm enable/disable.
- Queue Status Alarm sending time.



Conditions

(A.) Do not use both 41-15 and 41-20 to set the ACD queue alarm. Select either one or the other for the system to follow.

(B.) If a telephone is not idle, the Queue Status Display Programmable Function key cannot be used.

(C.) The Queue Status Display is not shown and the Queue Alarm is not heard by ACD agents active on a call or those in Off-Duty mode.

(D.) In order to scroll through the ACD groups queue status, the Queue Status Display Programmable Function key must be used. You cannot scroll when the Queue Status Display appears due to an alarm condition.

(E.) If the Queue Status display and alarm are active and the queued called is answered/disconnected, the display and alarm will continue until the timers in Program 41-02-02 and 41-20-05 expire.

(F.) When an overflowed call is in queue, the call will be included in its original ACD group's queue and not in the group's queue to which it overflowed.

(G.) The Queue Status is not displayed on a supervisor's phone based on the settings in Programs 41-02-xx. The supervisor must use the Queue Status Display Programmable Function key to view the queue.

Default Setting

- No Queue Status Display Check keys programmed (Program 15-07-01: *19).
- Queue Status Display disabled in an extension's Class of Service (Program 20-13-39 = 0).
- Queue Status Alarm disabled (Program 41-15-01 = 0).
- Once enabled, time in queue will not display (Program 41-15-02 = 0).
- Queue Status Display and Queue Alarm disabled (Program 41-20-01 = 0).
- Once enabled, the Queue Status Display remains on the supervisor's extension for five seconds (Program 41-20-02 = 5 seconds).
- Once enabled, alarm time in queue refreshes after 60 seconds (Program 41-20-03 = 60).
- Queue Alarm disabled (Program 41-20-04 = 0).
- Call Waiting Alarm will not sound (Program 41-20-05 = 0).

Programming

- **15-07-01 : Programmable Function Keys**
  Assign a Queue Status Display Check key, if required for an ACD agent (code: *19).
- **20-06-01 : Class of Service for Extensions**
  Assign a unique COS (1-15) that has 20-13-39 enabled to the supervisor's extension.
- **20-13-39 : Class of Service Options (Supplementary Service), ACD Queue Status Display**
  Enable (1) or disable (0) the ACD Queue Status Display for an extension's Class of Service (Default=0). Any extension which has this option enabled will also hear the queue alarm.
- **41-15-01 : ACD Queue Alarm Information - ACD Queue Alarm**
  For each ACD Group (01-64), determine the number of calls required in queue to activate the alarm (0-200).
  Do not use this program if the alarm options are defined in Program 41-20-01 through 41-20-05.
- **41-15-02 : ACD Queue Alarm Information - Alarm Interval**
  For each ACD Group (01-64), determine the interval for displaying the alarm information (0-64800 seconds).
  Do not use this program if the alarm options are defined in Program 41-20-01 through 41-20-05.

Feature	Available in Program 41-15	Available in Program 41-20
Queue Status Display	---	Yes
Queue Status Display Time	---	Yes
Alarm	Yes	Yes
Alarm Send Time	Program 41-15-02 determines the length/interval of the alarm.	Yes
Interval Time of Queue Status Display		Yes
Class of Service	---	Yes
Timing of alarm and display queue status	Alarm triggered after the number of calls in Program 41-15-01 is exceeded.	Alarm triggered after the number of calls in Program 41-20-01 is exceeded. Then follows Program 41-20-03 timing for displaying status.

- **41-20-01 : ACD Queue Status Display Settings, Number of Calls in Queue**
  Set the number of calls that can accumulate in the ACD queue before the Queue Status Display (and optional queue alarm) occurs (0=no display, 1-200; Default=0).
- **41-20-02 : ACD Queue Status Display Settings, Queue Status Display Time**
  Set how long the Queue Status display remains on the telephone's display (0-64800 seconds; Default=5).
- **41-20-03 : ACD Queue Status Display Settings, Queue Status Display Interval**
  Set the interval that refreshes the Queue Status Alarm time in queue display and causes the optional queue alarm to occur on phones active on a call, logged out, or in wrap-up (0-64800 seconds; Default=60).
- **41-20-04 : ACD Queue Status Display Settings, ACD Call Waiting Alarm**
  Enable (1) or disable (0) the queue alarm (Default=0).
- **41-20-05 : ACD Queue Status Display Settings, ACD Call Waiting Alarm Send Time**
  Set how long the Call Waiting Alarm should sound (0-64800 seconds; Default=0).

Related Features

Direct Inward Dialing (DID)

If defined in Program 22-11-03, DID calls in queue will display the trunk name.

Off Duty Mode

If an ACD Agent is in the Off Duty Mode, and they have the same Class of Service as the supervisor, they will not hear the ACD Queue Alarm.

Operation

When Logged Into ACD Group

1. With an idle keyset, press the Queue Status Display Programmable Function Key (PGM 15-07-01 or SC 852: code *19).

   The display indicates the number of calls in queue, the trunk name, and the length of time the call has been waiting.

   When the Queue Status Display key is pressed, the queue status of the extension's group is displayed. When the extension is not in an ACD group, the Queue Status of group 1 is displayed instead.

   When an agent logs in using an AIC code, the Queue Status of the default ACD group defined in Program 41-18-02 is displayed.
2. Press the VOL ▼ and VOL ▲ to scroll through the Queue Status Displays of all the ACD Groups.
3. Press the CLEAR key to return the phone to an idle state.

When Logged Out of ACD Group

When ACD agents are logged out and a call is placed into the ACD queue, the phones of the logged out agents will display the Queue Status and hear the alarm according to the settings defined in system programming.

Pressing the Queue Status Display Programmable Function key will return the phone to idle until the timer in Program 41-20-03 expires again.

Description

Aspire System
Available — 64 ACD Groups.

You can designate an extension in an ACD Group to be the group's supervisor. Once assigned as an ACD Group Supervisor, the user can:

- Take the entire ACD Group out of service (outside callers will hear ringback or the ACI recording).
- Check the log out status of each agent after the group taken down.
- Restore the ACD Group to service.

During programming, you can choose one of three modes of operation for each ACD Group supervisor:

- Supervisor's extension cannot receive calls to the ACD Group (mode 0).
- Supervisor's extension can only receive ACD Group calls during overflow conditions (mode 1).
- Supervisors extension receives calls just like any other ACD Group agent (mode 2).

An ACD Group can have only one supervisor. In addition, an extension can be a supervisor for only one ACD Group.

Conditions

- An extension can have supervisory capabilities only while it is logged into the ACD Group.
- An Out of Service Function Key (Program 15-07-01 or SC 852: code *14) will take the assigned group out of service.
- A supervisor can not log in/out an AIC member as they are not normal ACD agents.

Default Setting

ACD Supervisors not programmed.

Programming

- **15-07-01 : Programmable Function Keys**
  Assign the following function keys to the ACD Group Supervisor:
  ACD Log In/Log Out key (code *10) for one-button Log In/Log Out operation.
  Out of Service key (code *14) for removing the entire ACD Group from service.
- **41-02-01 : ACD Group and Agent Assignments**
  For the supervisor's extension, designate to which ACD Group (1-64) the extension belongs for each Work Period.
- **41-04-01 : ACD Group Supervisor - Group Supervisor Extension**
  For each ACD Group (1-64), assign the Group Supervisor's extension and operating mode. Operating modes are 0 (do not receive ACD calls), 1 (only receive overflow calls) and 2 (receive ACD calls normally). (You cannot use the port entered in this program in Program 41-01-01 as a System Supervisor.)
- **41-04-02 : ACD Group Supervisor - Operating Type**
  For each ACD Group (1-64), assign the operating mode for the Group Supervisor. Operating modes are 0 (do not receive ACD calls), 1 (only receive overflow calls) and 2 (receive ACD calls normally).

Related Features

Supervisor, DSS Console
The ACD Group Supervisor's DSS Console shows that status of each ACD Group and agent.

Supervisor, System
An extension assigned as an ACD Group Supervisor cannot also be a System Supervisor.

Operation

LOGGING ON TO THE ACD GROUP

To log your supervisor extension into the ACD Group:

You only have Group Supervisor capability while logged into the ACD Group.
Your display shows: WAIT ACD LOGIN

1. Press idle CALL key.
1. Dial *5.
   You hear confirmation tone.

   OR

   Press ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10).
   Your Log On/Off key lights and you hear a single beep.
   Your display will show the ACD Group to which you are logged in.

To log your supervisor extension out of an ACD Group:

This will end your Group Supervisor capabilities.

Your Log On/Off key will be on and your display shows the ACD Group to which you are logged in.

1. Press idle CALL key.
2. Dial *5.
   OR
   Press ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10).
   Your display shows: ACD LOGOUT (1:Yes, 0:No)
3. Dial 1 to log out.
   *You hear confirmation tone (if you dialed *5) or a single beep (if you pressed the ACD Log On/Log Off key).*
   Dial 0 instead to cancel the log out and return to the group.

TAKING AN ACD GROUP OUT OF SERVICE

To take your entire ACD Group out of service:

You must be logged into the group.

1. Press your Out of Service key (PGM 15-07-01 or SC 852: code *14).
   Your display shows: END OF WORK? (1:Yes,0:No)
2. Dial 1 to take your entire ACD Group out of service.
   The Log On/Off and Out of Service keys light. While you are logged out, calls no longer ring into the ACD Group.
   Your display shows: G:n END OF WORK! TERMINAL LOG OUT... indicating that all agents have not yet logged out of the group.
   Dial 0 instead to cancel and return to the group.

To check to see which agents have not yet logged out of the ACD Group:

Your display shows: G:n END OF WORK! TERMINAL LOG OUT...

1. Press your ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10).
   Your display shows: LOGIN TERMINAL n CHECK SAT non
   The extension shown in CHECK SAT non has not logged out.
2. Press Volume ▲ or ▼ to scroll through the list of agents that have not logged out.
   When all agents have logged out (including yourself), your display shows:
3. Press ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10) again.
   Your displays shows: GROUP No:n

To return the ACD Group to service:

The Out of Service and Log On/Off keys are lit.

If you have logged out of the group (and your ACD Log On/Off key is out), you must log back in before going to step 1.

1. Press your Out of Service key (PGM 15-07-01 or SC 852: code *14).
   The key goes out and your agents can log back into the group.

LOGGING AGENTS INTO AND OUT OF THEIR ACD GROUP

To log an agent into their ACD Group:

You can do this while either logged in or logged out.

1. Press idle CALL key.
2. Dial 167.
3. Dial the ACD Agent's extension number.
   You hear confirmation tone.
4. Press SPK to hang up.

To log an agent out of their ACD Group:

You can do this while either logged in or logged out.

1. Press idle CALL key.
2. Dial 168.
3. Dial the ACD Agent's extension number.
   You hear confirmation tone.
4. Press SPK to hang up.

ASSIGNING AGENTS TO DIFFERENT ACD GROUPS

To assign an agent to a different ACD Group:

*You can do this while either logged in or logged out. You **must** log out the ACD Agent before reassigning them.*

1. Press idle CALL key.
2. Dial 169.
3. Dial the ACD Agent's extension number.
4. Dial the number of the ACD Group to which you want to assign the agent.
   You hear confirmation tone.
5. Press SPK to hang up.

Description

Aspire System
Available.

You can designate an extension as an ACD System Supervisor. The system can have only one ACD System Supervisor. Once assigned as an ACD System Supervisor, the user can:

- Take the all the system's ACD Groups out of service simultaneously[1] (outside callers will hear ringback or the ACI recording).
- Check the log out status of each agent after the groups are taken down.[1]
- Restore all the ACD Groups to service simultaneously.[1]
- Log an agent into or out of an ACD Group.
- Reassign an agent to a different ACD Group.

Conditions

- An Out of Service Function Key (15-07-01 or SC 852: code *14) will take all groups out of service.
- A supervisor can not log in/out an AIC member as they are not normal ACD agents.

Default Setting

ACD System Supervisors not programmed.

1. These options are available only while the System Supervisor is logged on.

Programming

- **11-13-10 : Service Code Setup (for ACD) - ACD Agent Login by Supervisor**
  This Service Code (normally 167) allows the System Supervisor to log an agent back into an ACD Group.
- **11-13-11 : Service Code Setup (for ACD) - ACD Agent Logout by Supervisor**
  This Service Code (normally 168) allows the System Supervisor to log an agent out of an ACD Group.
- **11-13-12 : Service Code Setup (for ACD) - Change Agent ACD Group by Supervisor**
  This Service Code (normally 169) allows the System Supervisor to assign an agent to a different ACD Group.
- **15-07-01 : Programmable Function Keys**
  Assign the following function keys to the ACD Group Supervisor:
  - ACD Log In/Log Out key (code *10) for one-button Log In/Log Out operation. ***The System Supervisor must have a Log In/Log Out key.***
  - Out of Service key (code *14) for removing the entire ACD Group from service.
- **20-06-01 : Class of Service for Extensions**
  Assign a Class of Service (1-15) to an extension.
- **20-13-33 : Class of Service Options (Supplementary Service), ACD Supervisor's Position Enhancement**
  In an extension's Class of Service, enable this option (1) to allow the System Supervisor to change the login and ACD Group assignment for an agent. This option also allows agents to change their own ACD Group assignment. See **Basic Programming** (page 22) for more.
- **41-01-01 : System Options for ACD : System Supervisor**
  Assign an extension as the ACD System Supervisor.
- **41-02-01 : ACD Group and Agent Assignments**
  The ACD System Supervisor ***does not*** have to be part of an ACD Group.
- **41-04-01 : ACD Group Supervisor - Group Supervisor Extension**
  For each ACD Group (1-64), assign the Group Supervisor's extension and operating mode. Operating modes are 0 (do not receive ACD calls), 1 (only receive overflow calls) and 2 (receive ACD calls normally). (You cannot use the port entered in this program in Program 41-01-01 as a System Supervisor.)
- **41-04-02 : ACD Group Supervisor - Operating Type**
  For each ACD Group (1-64), assign the operating mode for the Group Supervisor. Operating modes are 0 (do not receive ACD calls), 1 (only receive overflow calls) and 2 (receive ACD calls normally).
- **41-14-10 : ACD Options - ACD No Answer Skip Time**
  For each ACD Group (01-64), set how long the system waits before transferring an unanswered call to the next ACD agent (0=disabled or 1-64800 seconds). This timer is also used to determine when an unanswered call is transferred to the Group Supervisor if Program 41-04-01 is set to 1 or 2.

Related Features

Supervisor, DSS Console
The ACD System Supervisor's DSS Console shows that status of each ACD Group and agent.

Supervisor, ACD Group
An extension assigned as an ACD System Supervisor cannot also be an ACD Group Supervisor.

Operation

LOGGING ON AS THE ACD SYSTEM SUPERVISOR

To log on as the ACD System Supervisor:

You only have System Supervisor capability while logged on.

1. Press idle CALL key.
2. Dial *5.

   You hear confirmation tone.

   OR

   Press ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10).

   Your Log On/Off key lights and you hear a single beep.

   Your display will show: SUPERVISOR

LOGGING OFF AS THE ACD SYSTEM SUPERVISOR

To log off as the ACD System Supervisor:

This will end your System Supervisor capabilities.

Your Log On/Off key is lit and your display shows: SUPERVISOR

1. Press idle CALL key.
2. Dial *5.

   OR

   Press ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10).

   Your display shows: ACD LOGOUT (1:Yes, 0:No)
3. Dial 1 to log out.

   *You hear confirmation tone (if you dialed *5) or a single beep (if you pressed the ACD Log On/Log Off key) and the Log On/Off key goes out.*

   Dial 0 instead to cancel the log out.

TAKING ALL THE ACD GROUPS SIMULTANEOUSLY OUT OF SERVICE

To take all your ACD Groups out of service:

You must be logged on as the ACD System Supervisor.

1. Press your Out of Service key (PGM 15-07-01 or SC 852: code *14).

   Your display shows: END OF WORK? (1:Yes,0:No)
2. Dial 1 to take all the ACD Groups out of service.

   The Log On/Off and Out of Service keys light. While you are logged out, calls no longer ring into the ACD Groups.

   Your display shows: G:n END OF WORK! TERMINAL LOG OUT... indicating that all agents have not yet logged out of the group.

   Dial 0 instead to cancel and return to the group.

To check to see which agents have not yet logged out of their ACD Group:

Your display shows: END OF WORK! TERMINAL LOG OUT...

1. Press your ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10).
   Your display shows: LOGIN TERMINAL n CHECK STA nnn
   The extension shown in CHECK STA nnn has not logged out.
2. Press Volume ▲ or ▼ to scroll through the list of agents that have not logged out.
   When all agents have logged out (including yourself), your display shows:
3. Press ACD Log On/Off key (PGM 15-07-01 or SC 852: code *10) again.
   Your displays shows: SUPERVISOR

To return all the ACD Groups to service:

The Out of Service and Log On/Off keys are lit.

If you have logged out as an ACD System Supervisor (and your ACD Log On/Off key is out), you must log back in before going to step 1.

1. Press your Out of Service key (PGM 15-07-01 or SC 852: code *14).
   The key goes out and your agents can log back into the group.

LOGGING AGENTS INTO AND OUT OF THEIR ACD GROUP

To log an agent into their ACD Group:

You can do this while either logged in or logged out.

1. Press idle CALL key.
2. Dial 167.
3. Dial the ACD Agent's extension number.
   You hear confirmation tone.
4. Press SPK to hang up.

To log an agent out of their ACD Group:

You can do this while either logged in or logged out.

1. Press idle CALL key.
2. Dial 168.
3. Dial the ACD Agent's extension number.
   You hear confirmation tone.
4. Press SPK to hang up.

ASSIGNING AGENTS TO DIFFERENT ACD GROUPS

To assign an agent to a different ACD Group:

*You can do this while either logged in or logged out. You **must** log out the ACD Agent before reassigning them.*

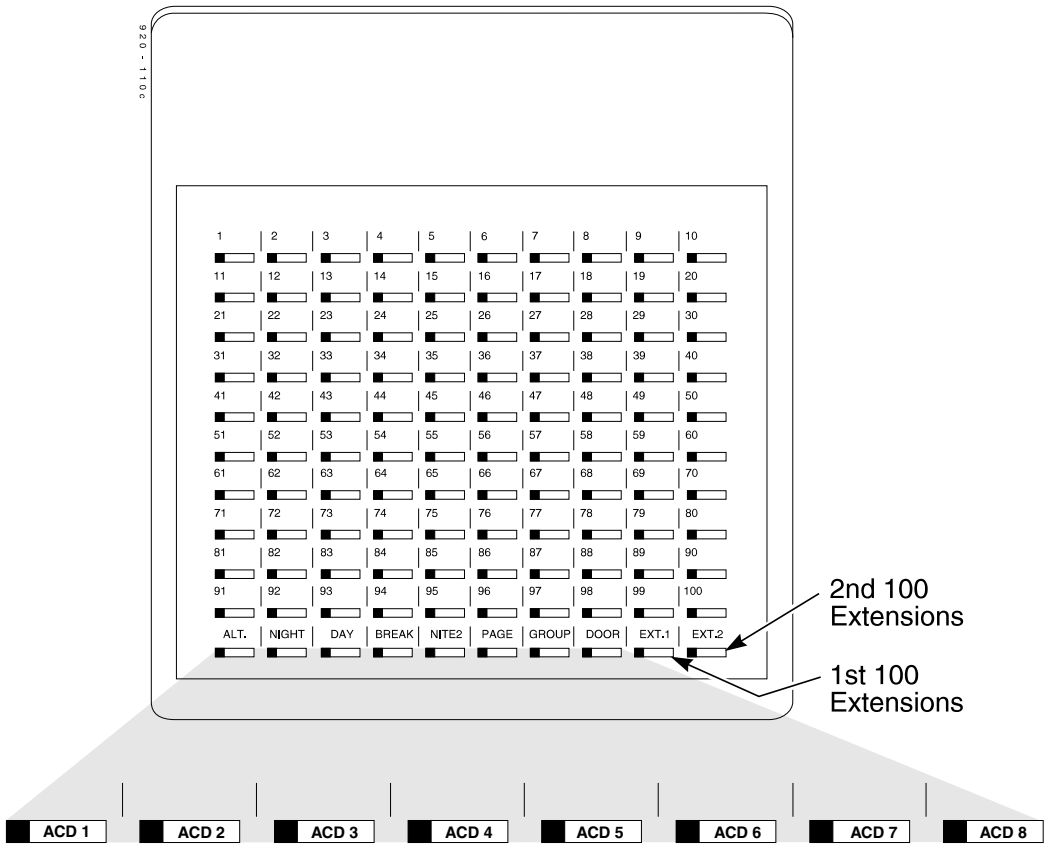
1. Press idle CALL key.
2. Dial 169.
3. Dial the ACD Agent's extension number.
4. Dial the number of the ACD Group to which you want to assign the agent.
   You hear confirmation tone.
5. Press SPK to hang up.

Description

Aspire System
Available - 32 110-button consoles maximum (4 per extension).

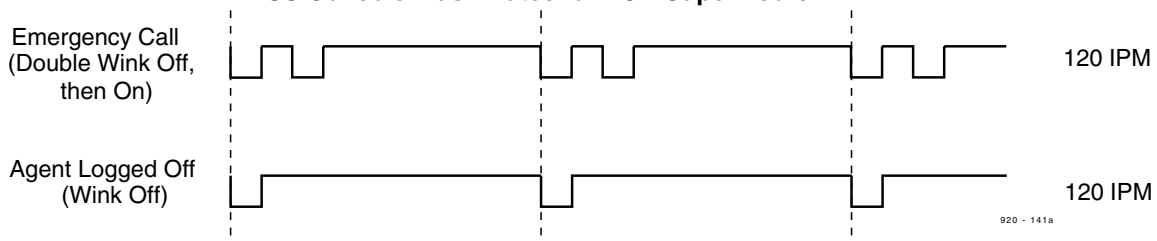
An ACD Supervisor (Group or System) can use their DSS Console to monitor the status of the ACD Agents within a group. The DSS Console is an essential tool for supervisors since ACD Agent status monitoring is not available on a keyset's programmable keys, unless Hotline keys are assigned. Once you assign a 110-Button DSS Console to a supervisor, the 10 function keys in the last row become ACD Group select buttons (see the illustration below). When the supervisor presses a button for an ACD Group, the console key flash rates tell the supervisor at a glance which of the group's agents are:

- Logged onto the group (i.e., in service)
- Logged out of the group (i.e., out of service)
- Busy on a call
- Placing an Emergency Call to the supervisor (see page 33 for more)
- Not available or installed



ON = Agent Busy
OFF = Agent Not Installed
DOUBLE WINK OFF THEN ON = Emergency Call
WINK OFF = Agent Logged Off
DOUBLE WINK ON THEN OFF = Agent Logged On

DSS Console Flash Rates for ACD Supervisors



The ACD Supervisor can also use their console for placing and transferring calls — just like any other extension user.

Conditions

- A 24-Button DLS Console can be used to indicate agent status, but it must be programmed with Hotline keys for the agents. It will not provide the 10 ACD Group keys like with the 110-Button DSS. (Hotline keys for a 24-Button DLS Console must be defined in Program 15-07-01, starting the key programming at key number 25.)
- Changing flash patterns for DSS Consoles will also change them for Hotline keys.
- If an extension has four DSS Consoles connected, program one of the consoles for Direct Line Selection (i.e., placing and answering outside calls).
- A 110-Button DSS Console requires a separate digital station port.
- When installing a DSS, the system must auto-detect the console in order for the LEDs to function correctly. When connecting the DSS to an extension previously defined with another circuit type, undefine the circuit type (enter 00 in Program 10-03 for the extension number), then connect the DSS console.

Default Setting

- No DSS Consoles assigned (in Program 32-02-01).
- All DSS Console key ranges are ports 1-200.
- Once a DSS Console is enabled, the console's keys are DSS keys (Program 30-03-01).

Programming

- **30-01-01 : DSS Console Operating Mode**
  Set the mode of the system's DSS Consoles. The entry you make in this option applies to all the system's DSS Consoles. The available options are Regular (Business) Mode (0), Hotel Mode (1), and ACD Monitor Mode (2).
- **30-02-01 : DSS Console Extension Assignment**
  Designate the 110-Button DSS Console installations (i.e., the extensions that have DSS Consoles connected to them).
- **30-03-01 : DSS Console Key Assignment**
  Check this program to make sure that 110-Button DSS Console keys assigned to ACD Agents are programmed as DSS keys.
- **30-04-01 : Alternate DSS Console Extension Assignment**
  If the console should have Alternate Answering, use this program to assign the Alternate Answering Destination.
- **30-05-01 - 30-05-20 : DSS Console Lamp Table**
  Change the flash rates as required for the 110-Button DSS Console.

Caution
You must exit programming and reset your system before DSS Console programming for ACD Supervisors will take effect.

Related Features

Door Box

An ACD Supervisor cannot use their DSS Console for one-touch Door Box calling.

Paging, External and Paging, Internal

An ACD Supervisor cannot use their DSS Console for one-touch Internal and External Paging.

Night Service

An ACD Supervisor cannot use their DSS Console to change the system's Night Service mode.

Operation

To call an ACD Agent from your ACD Supervisor's DSS Console:

1. Press DSS Console ACD Group key to select the agents group.
2. Press DSS console key for agent.

   If the call voice-announces, you can make it ring by dialing 1. Or, if the call rings, you can make it voice-announce by dialing 1.

ACD Agent Busy Lamp Field	
When the DSS key flash rate is . . .	**The ACD Agent is . . .**
OFF	Not installed and/or programmed
ON	Busy on a call
Double Wink On (Agent Logged On rate)	Logged Onto ACD Group
Wink Off (Agent Logged Off rate)	Logged out of ACD Group or in Off Duty Mode
Fast Flash (Emergency Call)	Placing an Emergency Call to the supervisor

To Transfer a call to an ACD Agent from your Supervisor's DSS Console:

1. Place or answer call.

   If you are on an Intercom call, press HOLD before going to the next step.
2. Press DSS Console ACD Group key to select the agents group.
3. Press DSS key for the ACD Agent that will receive transfer.

   You cannot Transfer to an agent that is in Off Duty Mode or in Do Not Disturb.
4. (Optional) Announce call.

   If the called agent doesn't want the call, press the flashing line key to retrieve it.
5. Press SPK to hang up.

Description

Aspire System
Available.

!! CAUTION !!
Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.

Use the VRS, 900 preamble, or voice mail auto attendant to supply a warning message.

Supervisor Monitor (ACD Monitor) allows an ACD System or Group Supervisor with a uniquely programmed ACD Monitor key to listen in on an ACD Agent's call. The ACD Agent ***and the outside caller are unaware that their call is being monitored***. ACD Monitor helps supervisors that want to make "spot checks" on an ACD Agent's performance. This encourages agents to always provide the highest levels of courtesy and performance since the supervisor can listen in unobtrusively at any time.

Conditions

None

Default Setting

- There are no Conference circuits dedicated for Conversation Recording (Program 10-07-01 = 0). The Conversation Record function can still be used as it will share a Conference circuit.
- An extension with a headset is busy with only one line appearances is busy (Program 20-02-05 = 0).
- An extension automatically sends off hook signals to a busy extension (Program 20-13-06 = 1). The caller does not hear busy tone.
- No ACD Monitor keys assigned (Program 15-07-01: *15).

Programming

- **10-07-01 : Conversation Record Circuits**
  Select the number of Conference circuits to be used for Conversation Recording (0-16).
- **15-07-01 : Programmable Function Keys**
  Assign an ACD Monitor key (code *15) to each supervisor that should be able to monitor an ACD Agent's call.
- **20-02-05 : System Options for Multi-Line Telephones, Headset Busy Mode**
  Set this option to 0 for all ACD Agents with headsets that should be monitored. This makes the headset extension busy when only one extension appearance is busy. The supervisor can set up ACD Monitor only if the agent's phone is busy (i.e., while the supervisor hears busy tone).
- **20-06-01 : Class of Service for Extensions**
  Assign a Class of Service (1-15) to agent's extensions that disables Automatic Off Hook Signaling (Program 20-13-06 = 0).
- **20-13-06 : Class of Service Options (Supplementary Service, Automatic Off Hook Signaling**
  For an agent's extension, set this option at 0 so the supervisor hears busy tone when calling an ACD Agent busy on a call. The supervisor can set up ACD Monitor only if the agent's phone is busy (i.e., while the supervisor hears busy tone).

Related Features

Supervisor, ACD Group
Supervisor, ACD System

Only ACD Supervisors can use ACD Monitor.

Voice Mail

Conversation Recording is programmed on a system-wide basis - it is not ACD feature specific.

Operation

To monitor an ACD Agent's call:

Only ACD Supervisors (Group or System) can use ACD Monitor.

1. Call the busy ACD Agent.
   You must hear busy tone
2. Press your ACD Monitor Key (PGM 15-07-01 or SC 852: *15).
   Your ACD Monitor Key lights.
   You hear the agent's conversation but the agent is not aware that you are monitoring their call.
   Monitoring will continue until you press the ACD Monitor key or the ACD Agent hangs up. For example, if the agent places a call on Hold but does not hang up, you will hear Music on Hold.

To stop monitoring an ACD Agent's call:

1. Press the lit ACD Monitor Key (PGM 15-07-01 or SC 852: *15).
   Monitoring also stops when the ACD Agent hangs up.

Description

Aspire System
Available.

The system provides the ability to send data to a PC connected to the Aspire. The telephone call traffic data for each extension is captured for use with the SMDR feature.

Call Traffic

The total of outgoing call frequency, outgoing call duration, call charge, incoming call frequency, answer frequency, incoming call duration, ringing duration, and abandon call frequency for each extension is logged. The total of incoming calls, answer frequency, call duration, and abandon call frequency of each called party number is logged and the data is outputted to the PC. The system totals the hour, day, week, and month for each terminal and trunk number. This information is used by the SMDR feature. The extension which is totalled is determined by system programming. The system outputs this data to the PC for the total period.

Conditions

- The SMDR call buffer stores 500 calls. The buffer stores calls when the SMDR device is unavailable. When the buffer fills, the oldest record is deleted to allow the new record to be saved.
- If connected to the output device, the reports will print hourly. If not connected and the data is not outputted at the end of the hour, the traffic data will be overwritten by new incoming data.
- The traffic data is lost if a power failure occurs.

Default Setting

Disabled.

Traffic Total Report - Sample Report

Terminal	OTG	Duration	Cost	ICM	Answer	Duration	Ringing	Abandon
301	54	01:45:14	720	326	115	02:11:52	00:09:36	11
301	92	02:37:22	1855	84	84	01:58:31	00:04:19	0
LINE001	--	--	--	79	71	01:05:26	--	8

Definitions	
Terminal	Terminal Number/Called Party Number (maximum 24 digits)
OTG	Outgoing Call Frequency/number of outgoing calls (maximum 65535 calls)
Duration	Call Duration for an Outgoing Call
Cost	Call Charge
ICM	Incoming Call Frequency/number of incoming calls (maximum 65535 calls)
Answer	Answer Frequency (maximum 65535 calls)
Duration	Call Duration for an Incoming Call
Ringing	Ringing Duration
Abandon	Number of Abandoned Calls (maximum 65535 calls)

Programming

- **90-20-01 : Traffic Report Data Setup - Call Traffic Output**
  Determine whether or not the Call Traffic Output should be measured (0=no, 1=yes).
- **90-21-01 : Traffic Report Output**
  Define the output port to be used for the traffic reports (0=no setting, 1=NTCPU COM port, 2=NTCPU USB port). The reports will print hourly when connected to the output device.

Related Features

Data Communications

TMS Reports require aonnection to the serial or USB connector on the NTCPU. Additional programming and a customer-provided printer are also required. Refer to the system *Software Manual* and *Hardware Manual* for more on setting up and connecting to the Aspire system.

Station Message Detail Recording

SMDR provides additional information about the system's trunk calling patterns. Refer to the *Software Manual* for more.

Operation

Operation is automatic once programmed.

Description

Aspire System
Available.

Wrap-Up Time temporarily busies-out an ACD agent's phone from receiving ACD calls so they can work at their desk uninterrupted, although other types of calls can still be received. This gives the agent time to fill out important logs and records as soon as they are finished with their call. There are two types of Wrap-Up Time:

- **Manual Wrap-Up Time**
  An ACD Agent can enable Manual Wrap-Up Time any time they need to work at their desk undisturbed. You might prefer this Wrap-Up Time mode if an agent only occasionally has to fill out follow-up paper work after they complete their call. When the agent is through catching up with their work, they manually return themselves to the ACD Group.
- **Automatic Wrap-Up Time**
  The system implements Automatic Wrap-Up Time for the agent as soon as they hang up their current call. This is helpful in applications (such as Tech Service groups) where follow-up paperwork is a *requirement* for every call. When the agent is done with their work, they manually return themselves to the ACD Group. Optionally, Auto Wrap-up can *automatically* log the agent back into their group after a programmed interval (termed the Auto Wrap-up Time).

Conditions

None

Default Setting

- Service Code to set Wrap-Up Mode for SLT is 156 (Program 11-13-03).
- Service Code to cancel Wrap-Up Mode for SLT is 157 (Program 11-13-04).
- No Wrap-Up Time keys programmed (Program 15-07-01 = *17).
- Automatic Wrap-Up disabled (Program 41-14-02 = 0).
- Auto Wrap-Up Time disabled (Program 41-14-09 = 0).

Programming

- **11-13-03 : Service Code Setup (for ACD), Set ACD Wrap-Up Time (for SLT)**
  Assign the service code to be used by a single line telephone user to enter Wrap-Up mode.
- **11-13-04 : Service Code Setup (for ACD), Cancel ACD Wrap-Up Time (for SLT)**
  Assign the service code to be used by a single line telephone user to cancel Wrap-Up mode.
- **15-07-01 : Programmable Function Keys**
  If extension should have Wrap-Up Time capability, assign a Wrap-Up Time programmable key (code *17).
- **41-14-02 : ACD Options - Wrap Up Mode**
  Set the Wrap Up Mode option (0=After wrap up mode key is pressed, 1=After call is finished automatically) for ACD Groups (01-64).
- **41-14-09 : ACD Options, Automatic Wrap-Up End Time**
  For each ACD Group (01-64), set how long the system waits before automatically ending wrap up time. After this interval expires, Auto Wrap-up will *automatically* log the agent back into their group. To disable the Auto Wrap-up option, enter 0. (0=disabled, 1-64800 seconds).

Related Features

Off Duty Mode

An ACD Agent can use the Off Duty Mode to temporarily remove themselves from their group. This is different from Wrap-Up Time, which temporarily busies out the agent but leaves them logged into the group.

Operation

To activate Wrap-Up Time:

Your ACD Group setup may automatically activate Off Duty Mode after you complete a call. If you group has Automatic Wrap-Up Time, your Wrap-Up Time key flashes while you are on a call. In addition, Auto Wrap-up may automatically return you to your ACD Group after a preset time.

Keyset

1. Press your Wrap-Up Time Key (PGM 15-07-01 or SC 852: *17).

   Your Wrap-Up Time Key lights.

   When you activate Wrap-Up Time, your ACD Supervisor with a DSS Console sees your extension as busy (i.e., your key is lit).

SLT/DSL

1. Lift handset.
2. Dial 156

   You hear a fast busy.

   When you activate Wrap-Up Time, your ACD Supervisor with a DSS Console sees your extension as busy (i.e., your key is lit).

To cancel Wrap-Up Time:

Keyset

1. Press your Wrap-Up Time Key (PGM 15-07-01 or SC 852: *17).

   When you deactivate Wrap-Up Time, your ACD Supervisor with a DSS Console sees your extension as available (logged in).

SLT/DSL

1. Lift handset.
2. Dial 157

   You hear a confirmation tone.

   When you deactivate Wrap-Up Time, your ACD Supervisor with a DSS Console sees your extension as available (logged in).

Section 3:

ACD Programming

ACD Programming

Before Reading This Section

This section provides you with detailed information about the system programs. By changing a program, you change the way the feature associated with that program works. In this section, you find out about each program, the features that the program affects and how to enter the program data into system memory.

Do not start customizing your system without first reading Section 1, Features.

When you want to customize a feature, find it in Section 1 and learn about it. (If you have trouble finding the feature, try cross-referencing it in the Index at the back of this book.) Section 1 will tell you what programs you have to change to get the operation you want. Then, look the program up in this section if you have any questions about how to enter the data.

How to Use This Section

This section lists each program in numerical order. For example, Program 10-01 is at the beginning of the section and Program 92-01 is at the end. The information on each program is subdivided into the following headings:

Description describes what the program options control. The Default Settings for each program are also included. When you first install the system, it uses the Default Setting for all programs. Along with the Description are the *Conditions* which describe any limits or special considerations that may apply to the program.

The reverse type (white on black) just beneath the Description heading is the program's access level. You can only use the program if your access level meets or exceeds the level the program requires. Refer to **How to Enter the Programming Mode** (page 95) for a list of the system's access levels and passwords.

Feature Cross Reference provides you with a table of all the features affected by the program. You'll want to keep the referenced features in mind when you change a program. Customizing a feature may have an effect on another feature that you didn't intend.

Telephone Programming Instructions shows you how to enter the program's data into system memory. For example:

1. Enter the programming mode.
2. 15-07-01

tells you to enter the programming mode, dial 150701 from the telephone dial pad. After you do, you'll see the message "15-07-01 TEL301" on the first line of the telephone display. This indicates the program number (15-07), item number (01), and that the options are being set for extension 301. The second row of the display "KY01 = *01" indicates that Key 01 is being programmed with the entry of *01. The third row allows you to move the cursor to the left or right, depending on which arrow is pressed. To learn how to enter the programming mode, see **How to Enter the Programming Mode** (page 95).

Unique Programming Considerations

When entering data, there are three characteristics of a program you must consider: if the program *Sorts Data*, *Updates the CEU* or *Can be Copied*. The check boxes below each program heading indicate when these options apply. If the option applies, there is a check in the appropriate box. If the option doesn't apply, the box is empty. Following is a more detailed explanation of each option.

- **Sorts Data -** After you enter data for a program, the system spends several seconds sorting the system's database. Program 1012 (Call Pickup Group) is an example of a program that sorts data. You can continue programming normally after the sort completes. Sorting may momentarily affect the system's performance.
- **Updates CEU -** The system updates PCBs in the CEU after you change the program's data. The update may occur a minute or so after you change the data, depending on system traffic. Updating may briefly affect the normal operation of the system.
- **Can be Copied -** You can use Program 92-01 to copy the program's data. For example, you can copy many of the trunk and extension programs. This will save you a lot of time during initial system programing.

How to Enter the Programming Mode

To enter the programming mode:

1. Go to any working display telephone.
   In a newly installed system, use extension 301 (port 1).
2. Do not lift the handset.
3. Press CALL1.
4. # * # *

   Password
5. Dial the system password + HOLD.
   Refer to the following table for the default system passwords. To change the passwords, use Program 90-02.

Password	User Name	Level	Programs at this Level
374772	NEC-I	1 (MF)	All programs
12345678	ASPIRE	2 (IN)	All programs in this section not listed below for SA and SB
0000	ADMIN1	3 (SA)	10-01, 10-02, 10-12, 10-13, 10-14, 10-15, 10-16, 10-17, 10-18, 10-22, 12-02, 12-03, 12-04, 15-01, 15-07, 15-09, 15-10, 15-11, 20-16, 21-07, 21-14, 22-04, 22-11, 25-08, 30-03, 32-02, 40-02, 41-02, 41-03, 41-04, 41-05, 41-06, 41-07, 41-08, 41-09, 41-10, 41-11, 41-12, 41-13, 41-14, 41-15, 41-16, 41-17, 41-18, 90-03, 90-04, 90-06, 90-07, 90-18, 90-19
9999	ADMIN2	4 (SB)	13-04, 13-05, 13-06

How to Exit the Programming Mode

To exit the programming mode:

When you are done programming, you must be out of a program's options to exit (pressing the MSG key will exit the program's option).

1. Press MSG key to exit the program's options, if needed.

   Program Mode
   Base Service OP1 OP2
2. Press SPK. You see, "Saving System Data" if changes to were to the system's programming.
3. The display shows "Complete Data Save" when completed and will exit the phone to an idle mode.

To save a customer's database, a blank PC-ATA card is required. Insert the card into the NTCPU and, using Program 90-03, save the software to the PC-ATA card. (Program 90-04 is used to reload the customer data if necessary.) Note that a PC-ATA card can only hold one customer database. Each database to be saved will require its own separate card.

Using Keys to Move Around in the Programs

Once you enter the programming mode, use the keys in the following chart to enter data, edit data and move around in the menus.

Keys for Entering Data	
Use this key...	**When you want to . . .**
0-9, * and #	Enter data into a program.
HOLD	Complete the programming step you just made (like pressing Enter on a PC keyboard). When a program entry displays, press HOLD to bypass the entry without changing it.
CONF	Delete the entry to the left (like pressing Backspace on a PC keyboard).
MSG	Exit one step at a time from the program window currently being viewed. For example, if you're programming item 5 in 15-03, pressing MSG will allow you to enter a new option in program 15-03. Pressing MSG again will allow you to select a new program in the 15- series. Pressing MSG a third time will allow you to enter a new program beginning with '1'. Pressing MSG one last time will bring you to the beginning program display, allowing you to enter any program number.
FLASH	Switch extension, line, etc. being programmed by pressing FLASH. The cursor moves up to the top row of the display. Pressing FLASH again moves the cursor back to the middle row.
LINE KEYS	Use pre-programmed settings to help with the program entry. These settings vary between programs from LINE 1 = 0 (off) and LINE 2 = 1 (on) to preset values for timers where LINE 1 = 5, LINE 2 = 10, LINE 3 = 15, etc. For programs with this option, the line key which currently matches the programmed setting will light steady. The display may also indicate Soft Keys which will allow you to select the values as well (-1 and +1 will step through these pre-programmed settings.)
LINE KEY 1	Program a pause into an Abbreviated Dialing bin.
LINE KEY 2	Program a recall/flash into an Abbreviated Dialing bin.
LINE KEY 3	Program a @ into an Abbreviated Dialing bin.
VOL ▲	Scroll backward through a list of entry numbers (e.g., from extension 301 to 302, 303, etc.) or through entries in a table (e.g., Common Permit Table). *If you enter data and then press this key, the system accepts the data before scrolling forward.*
VOL ▼	Scroll forward through a list of entry numbers (e.g., from extension 301 to 302, 303, etc.) or through entries in a table (e.g., Common Permit Table). *If you enter data and then press this key, the system accepts the data before scrolling backward*

Programming Names and Text Messages

Several programs (e.g., Program 20-16: Selectable Display Messages) require you to enter text. Use the following chart when entering and editing text. When using the keypad digits, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press key "2" three times. Press the key six times display the lower case letter.

Key for Entering Names	
Use this keypad digit . . .	**When you want to. . .**
1	Enter characters: 1 @ [¥] ^ _ ‘ { | } ← → Press repeatedly to scroll through the list. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
2	Enter characters A-C, a-c, 2. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
3	Enter characters D-F, d-f, 3. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
4	Enter characters G-I, g-i, 4. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
5	Enter characters J-L, j-l, 5. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
6	Enter characters M-O, m-o, 6. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
7	Enter characters P-S, p-s, 7. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
8	Enter characters T-V, t-v, 8. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
9	Enter characters W-Z, w-z, 9. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
0	Enter characters: 0 ! “ # $ % & ‘ ( ) Press repeatedly to scroll through the list. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
*	Enter characters: * + , - . / : ; < = > ? Press repeatedly to scroll through the list. After selecting your entry, press the next letter or use the left scroll or right scroll Soft Key to move the cursor.
Soft Key Left/Right Arrows	Accepts an entry (only required if two letters on the same key are needed - ex: **TO**M) and moves cursor in the arrows direction..
CONF	Clear the character entry one character at a time.
CLEAR	Clear all the entries from the point of the flashing cursor and to the right.

Using Soft Keys For Programming

Each Aspire display telephone provides interactive soft keys for intuitive feature access. The options for these keys will automatically change depending on where you are in the system programming. Simply press the Soft Key located below the option you wish and the display will change accordingly.

Pressing the VOLUME ▲ or VOLUME ▼ will scroll between the menus.

What the Soft Key Display Prompts Mean

When using a display phone in programming mode, you will see various Soft Key options displayed. These keys will allow you to easily select, scan, or move through the programs.

Soft key Display Prompts	
If you press this Soft Key . . .	**The system will. . .**
back	Go back one step in the program display. You can press VOLUME ▲ or VOLUME ▼ to scroll forwards or backwards through a list of Programs.
↑	Scroll down through the available programs.
↓	Scroll up through the available programs.
select	Select the currently displayed program.
←	Move the cursor to the left.
→	Move the cursor to the right.
–1	Move back through the available program options.
+1	Move forward through the available program options.

Level:	Aspire
IN	• Available.

Description

Use **Program 10-07 : Conversation Record Circuits** to select the number of Conference circuits to be used for Conversation Recording.

Note: Even if this program is set to '0', the telephone conversation recording function can be used. In this case, 64 (32 x 2) circuits will be shared by conference recording and conversation recording. The number of the conference circuits occupied by a conversation recording is two.

Input Data

The number of Conversation Recording	Default
0-16 0:not set, 2 to 32 conference circuits	0

Conditions

None

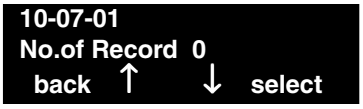
Feature Cross Reference

- Automatic Call Distribution (ACD)
- Conference

Telephone Programming Instructions

To enter data for Program 10-07 (Conversation Record Circuits):

1. Enter the programming mode.
2. 10 07



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Level:	Aspire
IN	• Available.

Description

Use **Program 11-13 : Service Code Setup (for ACD)** to customize the Service Codes which are used with the Automatic Call Distribution (ACD) feature. You can customize additional Service Codes in Programs 11-10 through 11-12 and 11-14 through 11-16. The following chart shows:

- The number of each code (01-09)
- The function of the Service Code.
- What type of telephones can use the Service Code
- The code's default entry.

If you change a Service Code, be sure to record your entry in the "New" column.

Input Data

Item No.	Item	Terminals	Default	New
01	ACD Log In / Log Out (for KTS)	KTS, SLT		
02	ACD Log Out (for SLT)	SLT		
03	Set ACD Temporary Release (for SLT)	SLT		
04	Cancel ACD Temporary Release (for SLT)	SLT		
05	Set ACD Off Duty (for SLT)	SLT		
06	Cancel ACD Off Duty (for SLT)	SLT		
07	ACD Conversation Recording (for SLT)	SLT		
08	**ACD AIC Login** Allows an AIC Agent to log into a group.	KTS	No setting	
09	**ACD AIC Logout** Allows an AIC Agent to log out of a group.	KTS	No setting	
10	**ACD Agent Login by Supervisor** Allows an ACD Supervisor to log into a group.	KTS		
11	**ACD Agent Logout by Supervisor** Allows an ACD Supervisor to log out of a group.	KTS		
12	**Change Agent ACD Group by Supervisor** When using service code 169 to change an agent's ACD group, the supervisor must enter a 2-digit number for the group. For example, to change to ACD group 4, the entry would be '169 04'.	KTS		
13	Agent Change Own ACD Group	KTS		

Conditions

None

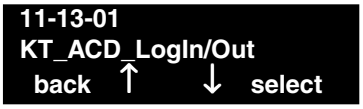
Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 11-13 (Service Code Setup (for ACD)):

1. Enter the programming mode.
2. 11 13



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Level:	Aspire
IN	• Available.

Description

Use **Program 11-17 - ACD Group Pilot Number** to assign the ACD Master Number for each ACD Group. This is the number users dial to transfer calls to the ACD Group.

Input Data

ACD Group Number	01-64

ACD Group Pilot Number
Dial (Up to 8 digits)

Default

No ACD Group Pilot Numbers assigned to any ACD Group (1-64).

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 11-17 (ACD Group Pilot Number):

1. Enter the programming mode.
2. 11 17

3. Enter the number of the item you want to program.

4. Select the ACD group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Level:	Aspire
IN	• Available.

Description

Use **Program 15-02 : Multi-Line Telephone Basic Data Setup** to set up various keyset options.

Input Data

Extension Number	Max. 8 digits

Item No.	Item	Input Data	Default	Related Program
02	**Trunk Ring Tone** Use this option to set the tone (pitch) of the incoming trunk ring for the extension port you are programming.	1- High 2- Mid range 3- Low 4- Ring Tone 1 5- Ring Tone 2 6- Ring Tone 3 7- Ring Tone 4 8- Ring Tone 5	2	22-03

Incoming Signal Frequency Pattern	Type	Frequency 1	Frequency 2	Modulation
External Incoming Signal Frequency (Pattern 1)	High Middle Low	1100 660 520	1400 760 660	16Hz 16Hz 16Hz
External Incoming Signal Frequency (Pattern 2)	High Middle Low	1100 660 520	1400 760 660	8Hz 8Hz 8Hz
External Incoming Signal Frequency (Pattern 3)	High Middle Low	1100 660 520	1100 660 520	Envelope Envelope Envelope
External Incoming Signal Frequency (Pattern 4)	High Middle Low	1100 660 520	1100 660 520	No modulation No modulation No modulation
Internal Incoming Signal Frequency	High Middle Low	1100 660 520	1400 760 660	8Hz 8Hz 8Hz

Conditions

None

Feature Cross Reference

Refer to above chart.

Telephone Programming Instructions

To enter data for Program 15-02 (Multi-Line Telephone Basic Data Setup):

1. Enter the programming mode.
2. 15 02

3. Enter the number of the item you want to program.

4. Select the telephone number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Level:	Aspire
SA	• Available.

Description

Use **Program 15-07 : Programmable Function Keys** to set the functions of an extension's Programmable Function Key.

For certain functions, you can append data to the key's basic function. For example, the function 26 appended by data 1 makes a Group Call Pickup key for Pickup Group 1. You can also program Function Keys using Service Codes.

In order to clear any previously programmed key, press the CLEAR key to erase any displayed code.

Input Data

Extension Number	Max. 8 digits

Line Key Number	Function Number	Additional data
1-48	0-99 (General Function Level) (Service Code 851 by default) * 00-* 99 (Appearance Function Level) (Service Code 852 by default)	Refer to the function number list.

Default

Programmable keys 1-12 are line keys (key 1 = line 1, key 2 = line 2, etc.). All other programmable keys are undefined.

Function Number List

[1] General Function Level (00 – 99) (Service Code 851)

Function Number	Function	Additional Data	LED Indication
00	Not Defined		
01	DSS / One-Touch	Extension number or any numbers (Up to 24 digits)	**Red On:** extension busy **Off:** extension idle **Rapid Blink (Red):** DND or Call Forward
02	Microphone Key (ON/OFF)		**Red On:** Mic On **Off:** Mic Off
03	DND Key		**Red On:** DND
04	BGM (ON/OFF)		**Red On:** BGM On **Off:** BGM Off
05	Headset		**Red On:** Headset key
06	Transfer Key		None
07	Conference Key		**Red On:** Under conference operation
08	Incoming Call Log		**Rapid Blink (Red):** New call log **Red On:** Call log **Off:** No call log
09	Operation Mode Switch	Mode number (1 – 8)	**Red On:** On mode
10	Call Forward - Immediate		**Slow Blink (Red):** Forwarded
11	Call Forward - Busy		**Slow Blink (Red):** Forwarded
12	Call Forward - No Answer		**Slow Blink (Red):** Forwarded
13	Call Forward - Busy/No Answer		**Slow Blink (Red):** Forwarded
14	Call Forward – Both Ring		**Slow Blink (Red):** Forwarded
15	Follow Me		**Rapid Blink (Red):** Forwarded
16	Call Forward to Station		**Slow Blink (Red):** Forwarded
17	Call Forward to Device		**Slow Blink (Red):** Forwarded
18	Text Message Setup	Message Numbers (01-20)	**Red On:** Feature activated by Function Key
19	External Group Paging	External Paging Number (1-8)	**Red On:** Active
20	External All Call Paging		**Red On:** Active

Function Number	Function	Additional Data	LED Indication
21	Internal Group Paging	Internal Paging Number (01-64)	**Red On:** Active
22	Internal All Call Paging		None
23	Meet-Me Answer to Internal Paging		None
24	Call Pickup		None
25	Call Pickup for Another Group		None
26	Call Pickup for Specified Group	Call Pickup Group Number	None
27	Abbreviated Dial – Common/Private	Abbreviated dial number (Common / Private)	None
28	Abbreviated Dial - Group	Abbreviated dial number (Group)	None
29	Repeat Redial		**Rapid Blink (Red):** Under a repeat dial
30	Saved Number Redial		None
31	Memo Dial		None
32	Meet – Me Conference		None
33	Override (Off-Hook Signaling)		None
34	Break - In		None
35	Camp On		**Red On:** Under camp-on or reservation
36	Step Call		None
37	DND / FWD Override Call		None
38	Message Waiting		None
39	Room Monitoring		**Rapid Blink (Red):** Under monitored **Slow Blink (Red):** Under monitoring
40	Handset Transmission Cutoff		**Red On:** Transmission cut-off
41	Buzzer	Extension Number	**Red On:** Transmission side **Rapid Blink (Red):** Receiver side
42	Boss – Secretary Call	Extension Number	**Red On:** Boss — Secretary mode
43	Series Call		None
44	Common Hold		None
45	Exclusive		None

Function Number	Function	Additional Data	LED Indication
46	Department Group Log Out		**Red On:** Logged Out
47	Reverse Voice Over	Extension Number	**Red On:** extension busy **Off:** extension idle **Rapid Blink (Red):** DND or Call Forward
48	Voice Over		Calling party - Slow Blink (Red): Under a call, Under a response Called party - Slow Blink (Red): Under a call, Under a response
49	Call Redirect	Extension Number or Voice Mail Number	None
50	Account Code		None
51	General Purpose Relay	Relay No (0, 1-8)	**Red On:** Relay On
52	Incoming Call Queuing Setup	Incoming Group Number	**Red On:** Under setting
53	Queuing Message Starting		**Red On:** Active
54	External Call Forward by Door Box		**Red On:** Active
55	Extension Name Edit		None
56	Department Incoming Call - Automatic Transfer		
57	Department Incoming Call - Delayed		
58	Department Incoming Call - Immediate	Extension Group Number (01 – 64)	
59	Department Incoming Call - Delay	Extension Group Number (01 – 64)	
60	Department Incoming Call - DND	Extension Group Number (01 – 64)	
61	ID Entry - Not Used -		
63	Outgoing Call Without Caller ID (ISDN)		**Red On:** Active
64	Key Pad Facility		**Red On:** Active
65	Not Used		
66	CTI		**Red On:** CTI active

Function Number	Function	Additional Data	LED Indication
67	Mail Box	Extension Number or Department Group Number	**Rapid Blink (Green):** New message received **Red On:** Listening to messages.
68	Voice Mail Service	0- Skip 1- Back Skip 2- Monitor	2-In case of monitor mode **Slow Blink (Red):** Monitor setting - Automatic **Red On:** Monitor setting - Manual
69	- Not Used -		
70	Automated Attendant for Extension	Extension Number or Department Group Number	None
71	Message Change for Voice Attendant	Extension Number or Department Group Number	None
72	- Not Used -		
73	- Not Used -		
74	- Not Used -		
75	- Not Used -		
76	- Not Used -		
77	Voice Mail (In-Skin)	Extension Number or Pilot Number	**Red On:** Access to Voice Mail **Rapid Blink (Green):** New Message
78	Conversation Recording	0- Conversation recording 1- Delete, Re-recording 2- Delete	**Rapid Blink (Red):** Recording
79	Automated Attendant (In-Skin)	Extension Number or Pilot Number	**Red On:** Set Up for All Calls **Slow Blink (Red):** Set Up for Busy/No Answer Calls
80	Tandem Ringing	1=Set or 0=Cancel Extension Number to Tandem Ring	**Red On:** Active

[2] Appearance Function Level (*00 - *99) (Service Code 852)

Function Number	Function	Additional Data	LED Indication
*00	Not Used		
*01	Trunk Key	Trunk Number (001-200)	
*02	Trunk Group/Loop Key	Trunk Group Number (001-100)	
*03	Virtual Extension Key	Extension Number or Department Group Number	
*04	Park Key	Park Number (01 – 64)	
*05	Loop Keys	• 0=Incoming + Trunk Group Number (001-100) • 1=Outgoing + Trunk Group Number (001-100) • 2=Both + Trunk Group Number (001-100)	
*06	Trunk Access Via Networking	Network System Number (01-50)	
*10	ACD Log – In / Log – Out		**Red On:** Under log-on **Off:** Under log-off
*11	-Not Used -		
*12	ACD Emergency Call		Emergency call **Red On:** Under monitor, Override, Standby
*13	ACD Off Duty Mode		**Red On:** Under off duty **Slow Blink (Red):** Under reservation
*14	ACD Start / End		**Red On:** ACD operation end
*15	ACD Monitor Mode		**Red On:** Under monitor
*16	ACD Standby Mode		**Red On:** Standby
*17	ACD Wrap-Up Mode		**Red On:** Under work time **Slow Blink (Red):** Under reservation
*18	ACD Overflow Control	ACD Group Number	**Red On:** Enable **Slow Blink (Red):** Disable

Conditions

When a key is programmed using service code 852, that key cannot be programmed with a function using the 851 code until the key is undefined (000). For example with a Park Key programmed by dialing 852 + *04 must be undefined by dialing 000 before it can be programmed as a Voice Over key by dialing 851 + 48.

Feature Cross Reference

Refer to chart above.

Telephone Programming Instructions

To enter data for Program 15-07 (Programmable Function Keys):

1. Enter the programming mode.
2. 15 07

3. Enter the number of the item you want to program.

4. Select the telephone number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 15 : Extension, Basic Setup

15-08 : Incoming Virtual Extension Ring Tone Setup

Level:	Aspire
IN	• Available.

Description

Use **Program 15-08 : Incoming Virtual Extension Ring Tone Setup** to assign a ring tone range (0-4) to incoming virtual extensions assigned to a Virtual Extension key (Program 15-07). If you enable ringing for the key in Program 15-09, the key rings with the tone you set in this program. Also see Program 22-03. The chart below shows the available tones.

Input Data

Extension Number	Max. 8 digits

Incoming Ring Pattern	Default	Description
0- Tone pattern 1 1- Tone pattern 2 2- Tone pattern 3 3- Tone pattern 4 4- Incoming extension ring tone	0: Tone pattern 1	When an extension or a virtual extension is assigned to the function key on the key telephone, select the ring tone when receiving a call on that key.

Incoming Signal Frequency Pattern	Type	Frequency 1	Frequency 2	Modulation
Pattern 1	High Middle Low	1100 660 520	1400 760 660	16Hz 16Hz 16Hz
Pattern 2	High Middle Low	1100 660 520	1400 760 660	8Hz 8Hz 8Hz
Pattern 3	High Middle Low	1100 660 520	1100 660 520	Envelope Envelope Envelope
Pattern 4	High Middle Low	1100 660 520	1100 660 520	No modulation No modulation No modulation
Internal Incoming Signal Frequency	High Middle Low	1100 660 520	1400 760 660	8Hz 8Hz 8Hz

Conditions

None

Feature Cross Reference

- Multiple Directory Number / Call Coverage

Telephone Programming Instructions

To enter data for Program 15-08 (Incoming Virtual Extension Ring Tone Setup):

1. Enter the programming mode.
2. 15 08

3. Enter the number of the item you want to program.

4. Select the telephone number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 15 : Extension, Basic Setup
15-09 : Virtual Extension Ring Assignment

Level:	Aspire
SA	• Available.

Description

Use **Program 15-09 : Virtual Extension Ring Assignment** to assign the ringing options for an extension's Virtual Extension Key or Virtual Extension Group Answer Key which is defined in Program 15-07. You make an assignment for each Night Service Mode.

Assign extension numbers and names to virtual extension ports in Program 15-01. Program Virtual Extension keys in Program 15-07 (code *03).

Input Data

Extension Number	Up to 8 digits

Key Number	01-48

Day/Night Mode	Ringing	Default
1-8	0- No ringing 1- Ring	0

Conditions

Program the Multiple Directory Number function keys NOT to ring before removing the key from a keyset's programming.

Feature Cross Reference

- Multiple Directory Number / Call Coverage

Telephone Programming Instructions

To enter data for Program 15-09 (Virtual Extension Ring Assignment):

1. Enter the programming mode.
2. 15 09

```
15-09-01    TEL
KY01 Mode1    =0:No
  ←                →
```

3. Enter the number of the item you want to program.

```
15-09-nn    TELnnn
nnnnn
  ←                →
```

4. Select the telephone number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 15 : Extension, Basic Setup

15-10 : Incoming Virtual Extension Ring Tone Order Setup

Level:	Aspire
SA	• Available.

Description

Use **Program 15-10 : Incoming Virtual Extension Ring Tone Order Setup** to set the priority (1-4) for the Virtual Extension Ring Tones set in Program 15-08. When Virtual Extension calls ring an extension simultaneously, the tone with the highest order number (e.g., 1) rings. The other keys just flash.

Input Data

Extension Number	Up to 8 digits

Order	Data	Description	Related Program
1-4	0- Tone pattern 1 1- Tone pattern 2 2- Tone pattern 3 3- Tone pattern 4 4- Incoming extension ring tone	In the case of that two or more virtual extensions are set on a function key on the keyset, and the tone pattern by which the sound of each extension differs, the priority of ring sound is set up.	15-08

Default

By default, Virtual Extension ring tones have the following order.

Order	Ring Tone (Set in Program 15-08)
1	0
2	1
3	2
4	3

Conditions

None

Feature Cross Reference

- Multiple Directory Number / Call Coverage

Telephone Programming Instructions

To enter data for Program 15-10 (Incoming Virtual Extension Ring Tone Order Setup):

1. Enter the programming mode.
2. 15 10

3. Enter the number of the item you want to program.

4. Select the telephone number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 15 : Extension, Basic Setup
15-11 : Virtual Extension Delayed Ring Assignment

Level:	Aspire
SA	• Available.

Description

Use **Program 15-11 : Virtual Extension Delayed Ring Assignment** to assign the delayed ringing options for an extension's Virtual Extension or Virtual Extension Group Answer keys (defined in Program 15-09). You make an assignment for each Night Service Mode.

Assign extension numbers (Program 11-04) and names (Program 15-01) to virtual extension ports. Program Multiple Directory Number (virtual extension) keys in Program 15-07 (code *03).

Input Data

Extension Number	Max. 8 digits

Key Number	01-48

Day/Night Mode	Ringing	Default	Related Program
1-8	0- Immediate Ring 1- Delayed Ring	0	20-04-03

Conditions

Program the Multiple Directory Number keys NOT to ring before removing the key from a keyset's programming.

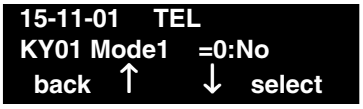
Feature Cross Reference

- Multiple Directory Number / Call Coverage

Telephone Programming Instructions

To enter data for Program 15-11 (Virtual Extension Delayed Ring Assignment):

1. Enter the programming mode.
2. 15 11



3. Enter the number of the item you want to program.

4. Select the telephone number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 20 : System Option Setup
20-02 : System Options for Multi-Line Telephones

Level:	Aspire
IN	• Available.

Description

Use **Program 20-02 : System Options for Multi-Line Telephones** to set various system options for Multi-Line Telephones.

Input Data

Item No.	Item	Input Data	Default
03	**BLF Control** Set the conditions under which a Hot-line, Reverse Voice Over or DSS Console key indicates that an extension is busy. Refer to the Reverse Voice Over feature for more information.	0- Idle / Busy (ON/OFF) 1- Busy / Idle (ON/OFF)	1
05	**Headset Busy Mode** Set the conditions under which a headset extension is busy to incoming callers.	0=Headset busy with one CALL key busy 1=Headset busy with both CALL keys busy	0

Conditions

None

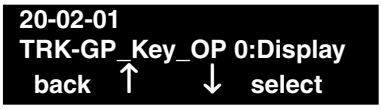
Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 20-02 (System Options for Multi-Line Telephones):

1. Enter the programming mode.
2. 20 02



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.

5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 20 : System Option Setup
20-04 : System Options for Virtual Extensions

Level:	Aspire
IN	• Available.

Description

Use **Program 20-04 : System Options for Virtual Extensions** to set up various system options for Virtual Extensions.

Input Data

Item No.	Item	Input Data	Default
01	The virtual extension operation mode when answered incoming call	0- Release virtual extension after answered incoming call 1- Holding a virtual extension after answered incoming call	0
02	- Not Available -		-
03	**Call Coverage Delay Interval** Multiple Directory Number/Call Coverage Keys set for Delayed Ringing (see Program 15-11) ring the covering extension after this interval.	0-64800 (Sec.)	10

Conditions

None

Feature Cross Reference

- Multiple Directory Number / Call Coverage

Telephone Programming Instructions

To enter data for Program 20-04 (System Options for Virtual Extensions):

1. Enter the programming mode.
2. 20 04

   ```
   20-04-01
   V-Ext.Answer   1:Keep
     ←              →
   ```

3. Enter the number of the item you want to program.

   ```
   20-04-nn
   nnnnn
     ←              →
   ```

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 20 : System Option Setup
20-06 : Class of Service for Extensions

Level:	Aspire
IN	• Available.

Description

Use **Program 20-06 : Class of Service for Extensions** to assign a Class of Service to an extension. There are15 Classes of Service that can be assigned. To specify the options in each Class of Service, refer to Programs 20-07 through 20-13. You make eight entries for Program 20-06, one for each Night Service Mode.

Input Data

Extension Number	Max. 8 digits

Day/Night Mode	Class of Service for Extensions
1-8	1-15

Default

- Extension number set as Class 15.
- All other extension numbers are set as Class 1.

Conditions

None

Feature Cross Reference

- Class of Service

Telephone Programming Instructions

To enter data for Program 20-06 (Class of Service for Extensions):

1. Enter the programming mode.
2. 20 06

3. Enter the number of the item you want to program.

4. Select the telephone number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 20 : System Option Setup
20-13 : Class of Service Options (Supplementary Service)

Level:	Aspire
IN	• Available.

Description

Use **Program 20-13 : Class of Service Options (Supplementary Service)** to define the supplementary feature availability for each extension's Class of Service.

Input Data

Class of Service Number	01-15

Item No.	Item	Input Data	Default	
			COS 01-14	COS 15
06	**Automatic Off Hook Signaling** Allows a busy extension to manually (0) or automatically (1) receive off hook signals.	0-Off 1-On	1	1
33	**ACD Supervisor's Position Enhancement** This option must be enabled in order for the operator to use service codes in Program 11-13-10 through 11-13-13.	0-Off 1-On	0	0
39	**ACD Queue Status Display** Enable (1) or disable (0) the ACD Queue Status Display for an extension's Class of Service (Default=0). Any extension which has this option enabled will also hear the queue alarm.	0-Off 1-On	0	0

Conditions

None

Feature Cross Reference

- Class of Service

Telephone Programming Instructions

To enter data for Program 20-13 (Class of Service Options (Supplementary Service)):

1. Enter the programming mode.
2. 20 13

3. Enter the number of the item you want to program.

4. Select the Class of Service number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 22 : Incoming Call Setup
22-01 : System Options for Incoming Calls

Level:	Aspire
IN	• Available.

Description

Use **Program 22-01 : System Options for Incoming Calls** to define the system options for incoming calls.

Input Data

Item No.	Item	Input Data	Default	Description	Related Program
01	Incoming Call Priority	0 = Intercom Call Priority 1 = Trunk Call Priority	1	Use this option to determine if Intercom calls or trunk calls have answer priority when both are ringing simultaneously.	15-02-22
02	Incoming Call Ring No Answer Alarm	0 = Disable 1 = Enable	0	If enabled, an incoming call that rings longer than the Ring No Answer Alarm interval (22-01-03), will change to a unique ring cadence to indicate that the call has been ringing too long. If disabled, this will not occur.	22-01-03 22-01-04
03	Ring No Answer Alarm Time	0-64800 (Sec.)	60	If a trunk rings a key telephone longer than this interval, the system changes the ring cadence. This indicates to the user that the call has been ringing too long.	22-01-02
04	DIL No Answer Recall Time	0-64800 (Sec.)	0	A DIL that rings its programmed destination longer than this interval diverts to the DIL No Answer Ring Group (set in Program 22-08).	
05	- Not Used				
06	DID Ring-No-Answer Time	0-64800 (Sec.)	20	In systems with DID Ring-No-Answer Intercept, this interval sets the Ring-No-Answer time. This interval is how long a DID call rings the destination extension before rerouting to the intercept ring group.	22-12
07	DID Incoming Ring Group no answer timer	0-64800 (Sec.)	20		
08	DID Pilot Call No answer timer	0-64800 (Sec.)	60		
09	DID to Trunk to Trunk no answer timer	0-64800 (Sec.)	20		

Item No.	Item	Input Data	Default	Description	Related Program
10	VRS Waiting Message Operation	0=Enable always 1=Change by manual operation	0	This program sets up the operation mode for Auto Attendant and Queuing Message.	22-14 22-15 22-08 22-04 22-01-04 20-15-11 15-07
11	VRS Waiting Message Interval Time	0-64800 (Sec.)	20	Setup the sending duration time of the Auto - Attendant & Queuing. The message is repeatedly sent out within the specified time.	22-14-06 22-15-06

Conditions

None

Feature Cross Reference

- Central Office Calls, Answering

Telephone Programming Instructions

To enter data for Program 22-01 (System Options for Incoming Call Service):

1. Enter the programming mode.
2. 22 01

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 22 : Incoming Call Setup
22-03 : Trunk Ring Tone Range

Level:	Aspire
IN	• Available.

Description

Use **Program 22-03 : Trunk Ring Tone Range** to select the ring tone range for the trunk. The trunk uses a ring tone within the range selected when it rings an extension. There are four ring tones available. Customize the Trunk Ring Tones in Program 82-01.

Input Data

Trunk port number	1-200

Ring Tone Pattern	Default	Description	Related Program
0-3 (Ring Tone pattern 1-4)	0	Use this program to select the ring tone range for the trunk. The trunk uses a ring tone within the range selected when it rings an extension. There are four ring tones available.	15-02

Incoming Signal Frequency Pattern	Type	Frequency 1	Frequency 2	Modulation
Pattern 1	High Middle Low	1100 660 520	1400 760 660	16Hz 16Hz 16Hz
Pattern 2	High Middle Low	1100 660 520	1400 760 660	8Hz 8Hz 8Hz
Pattern 3	High Middle Low	1100 660 520	1100 660 520	Envelope Envelope Envelope
Pattern 4	High Middle Low	1100 660 520	1100 660 520	No modulation No modulation No modulation

Conditions

None

Feature Cross Reference

- Selectable Ring Tones

Telephone Programming Instructions

To enter data for Program 22-03 (Trunk Ring Tone Range):

1. Enter the programming mode.
2. 22 03

3. Enter the number of the item you want to program.

4. Select the trunk number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 22 : Incoming Call Setup
22-05 : Incoming Trunk Ring Group Assignment

Level:	Aspire
IN	• Available.

Description

Use **Program 22-05 : Incoming Trunk Ring Group Assignment** to assign trunks to incoming Ring Groups.

Input Data

Trunk Port Number	001-200

Day/Night Mode	Incoming Group Number	Default	Description	Related Program
1-8	0 (No setting) 1-100 (Incoming Group) 101 (DSPDB Voice Mail) 102 (In-Skin/External Voice Mail) 103 (Centralized Voice Mail)	1	Use this program to assign Normal Ring Trunks (22-02) to Incoming Ring Groups (22-04).	22-04 22-06

Conditions

None

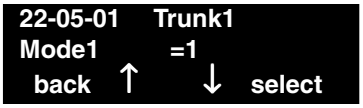
Feature Cross Reference

- Ring Groups

Telephone Programming Instructions

To enter data for Program 22-05 (Incoming Trunk Ring Group Assignment):

1. Enter the programming mode.
2. 22 05



3. Enter the number of the item you want to program.

4. Select the trunk number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 30 : DSS/DLS Console Setup
30-01 : DSS Console Operating Mode

Level:	Aspire
IN	• Available.

Description

Use **Program 30-01 : DSS Console Operating Mode** to set the mode of the system's DSS Consoles. The entry you make in this option applies to all the system's DSS Consoles. The available options are:

- Regular (Business) Mode (0)
- Hotel Mode (1)
- ACD Monitor Mode (2)

Input Data

DSS Console Number	01-32

DSS Operation Mode	Default
0- Business mode 1- Hotel mode 2- ACD monitor mode	0

Conditions

None

Feature Cross Reference

- Direct Station Selection (DSS) Console
- Hotel/Motel

Telephone Programming Instructions

To enter data for Program 30-01 (DSS Console Operating Mode):

1. Enter the programming mode.
2. 30 01

   30-01-01
   Operation_Mode0:Business
   back ↑ ↓ select

3. Enter the number of the item you want to program.

   30-01-nn
   nnnnn
   ← →

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 30 : DSS/DLS Console Setup
30-02 : DSS Console Extension Assignment

Level:	Aspire
IN	• Available.

Description

Use **Program 30-02 : DSS Console Extension Assignment** to identify which extensions have DSS Consoles connected.

- You can have up to 32 different extensions with DSS Consoles. A single extension can have up to 32 110-Button DSS Consoles (32 is the maximum allowed per system).
- Each extension in the system can have one 24-Button DLS Console (256 maximum). An extension can have a 24-Button DLS Console in addition to 110-Button DSS Consoles.

When programming, each extension/DSS Console(s) combination is called a Console Number. There are 32 Console Numbers (1-32). You assign Console Numbers to extensions. When entering data, you normally make the assignment for Console Number 1 first.

Input Data

110-Button DSS Console Number	01-32

The extension number for Key Telephone connected with the DSS console	Default
(Up to 8 digits)	No setting

Conditions

24-button DSS consoles cannot be daisy-chained.

Feature Cross Reference

- Direct Station Selection (DSS) Console

Telephone Programming Instructions

To enter data for Program 30-02 (DSS Console Extension Assignment):

1. Enter the programming mode.
2. 30 02

3. Enter the number of the item you want to program.

4. Select the DSS number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 30 : DSS/DLS Console Setup
30-03 : DSS Console Key Assignment

Level:	Aspire
SA	• Available.

Description

Use **Program 30-03 : DSS Console Key Assignments** to customize the key assignments for 110-Button DSS Consoles. A DSS Console key can have any function up to four digits long (e.g., extension number or Service Code).

To prevent lamping problems when reassigning DSS Console keys, it is recommended that you clear an extension's programmed key before reassigning it (Enter key to be cleared + FLASH key [If using Web or PC Programming, delete the key assignments and upload the change to the system before proceeding]). Without clearing an extension's key first, your DSS Console may not show the correct lamping, although the DSS function will work correctly.

If you are programming the system from the extension to which the DSS Console is connected, either by phone or using the Web or PC Program, you may need to unplug the DSS and plug it back in to reset the console's lamping.

Input Data

Index 1

DSS Console Number	01-32

Index 2

Key Number	Function number	Additional data
01-60 (Model A) 001-200 (Model C)	0-99 (General functional level) * 00-* 99 (Appearance functional level)	Refer to functional number list

Function Number List

[1] General functional level (00 – 99)

Function Number	Function	Additional Data	LED Indication
01	DSS / One-Touch	Extension number or any numbers (Up to 24 digits)	**Red On:** extension busy **Off:** extension idle **Rapid Blink (Red):** DND or Call Forward
02	Microphone Key (ON/OFF)		**Red On:** Mic On **Off:** Mic Off
03	DND Key		**Red On:** DND
04	BGM (ON/OFF)		**Red On:** BGM On **Off:** BGM Off
05	Headset		**Red On:** Under headset operation
06	Transfer Key		None
07	Conference Key		**Red On:** Under conference operation
08	Incoming Call Log		**Rapid Blink (Red):** New call log **Red On:** Call log **Off:** No call log
09	Operation Mode Switch	Mode number (1 – 8)	**Red On:** On mode
10	Call Forward - Immediate		**Slow Blink (Red):** Forwarding state **Rapid Blink (Red):** Forwarded state
11	Call Forward - Busy		**Slow Blink (Red):** Forwarding state **Rapid Blink (Red):** Forwarded state
12	Call Forward - No Answer		**Slow Blink (Red):** Forwarding state **Rapid Blink (Red):** Forwarded state
13	Call Forward - Busy/No Answer		**Slow Blink (Red):** Forwarding state **Rapid Blink (Red):** Forwarded state
14	Call Forward – Both Ring		**Slow Blink (Red):** Forwarding state **Rapid Blink (Red):** Forwarded state
15	Follow Me		**Rapid Blink (Red):** Setting state **Slow Blink (Red):** Set-ed state
16	Call Forward to Station		**Slow Blink (Red):** Forwarding state **Rapid Blink (Red):** Forwarded state
17	Call Forward to Device		**Slow Blink (Red):** Forwarding state **Rapid Blink (Red):** Forwarded state
18	Text Message Setup	Message Numbers (01-20)	**Red On:** Feature active by Function Key

Program 30 : DSS/DLS Console Setup

30-03 : DSS Console Key Assignment

Function Number	Function	Additional Data	LED Indication
19	External Group Paging	External Paging Number (1-8)	**Red On:** Active
20	External All Call Paging		**Red On:** Active
21	Internal Group Paging	Internal Paging Number (01-64)	**Red On:** Active
22	Internal All Call Paging		None
23	Meet-Me Answer to Internal Paging		None
24	Call Pickup		None
25	Call Pickup for Another Group		None
26	Call Pickup for Specified Group	Call Pickup Group Number	None
27	Abbreviated Dial – Common/Private	Abbreviated dial number (Common / Private)	None
28	Abbreviated Dial - Group	Abbreviated dial number (Group)	None
29	Repeat Redial		**Rapid Blink (Red):** Under a repeat dial
30	Saved Number Redial		None
31	Memo Dial		None
32	Meet – Me Conference		None
33	Override (Off-Hook Signaling)		None
34	Break - In		None
35	Camp On		**Red On:** Under camp-on or reservation
36	Step Call		None
37	DND / FWD Override Call		None
38	Message Waiting		None
39	Room Monitoring		**Rapid Blink (Red):** Under monitored **Slow Blink (Red):** Under monitoring
40	Handset Transmission Cutoff		**Red On:** Transmission cut-off
41	Buzzer	Extension Number	**Red On:** Transmission side **Rapid Blink (Red):** Receiver side
42	Boss – Secretary Call	Extension Number	**Red On:** Boss — Secretary mode

Function Number	Function	Additional Data	LED Indication
43	Series Call		None
44	Common Hold		None
45	Exclusive		None
46	Department Group Log Out		**Red On:** Logged Out
47	Reverse Voice Over	Extension Number	**Red On:** extension busy **Off:** extension idle **Rapid Blink (Red):** DND or Call Forward
48	Voice Over		Calling party - Slow Blink (Red): Under a call, Under a response Called party - Slow Blink (Red): Under a call, Under a response
49	Call Redirect	Extension Number or Voice Mail Number	None
50	Account Code		None
51	General Purpose Relay	Relay No (0, 1-8)	**Red On:** Relay On
52	Incoming Call Queuing Setup	Incoming Group Number	**Red On:** Under setting
53	Queuing Message Starting		**Red On:** Active
54	External Call Forward by Door Box		**Red On:** Active
55	Extension Name Edit		None
56	Department Incoming Call - Automatic Transfer		
57	Department Incoming Call - Delayed		
58	Department Incoming Call - Immediate	Extension Group Number (01 – 64)	
59	Department Incoming Call - Delay	Extension Group Number (01 – 64)	
60	Department Incoming Call - DND	Extension Group Number (01 – 64)	
61	ID Entry - Not Used -		
63	Outgoing Call Without Caller ID (ISDN)		**Red On:** Active
64	Key Pad Facility		**Red On:** Active

Function Number	Function	Additional Data	LED Indication
65	Not Used		
66	CTI		**Red On:** CTI active
67	Mail Box	Extension Number or Department Group Number	**Rapid Blink (Green):** New message received **Red On:** Listening to messages.
68	Voice Mail Service	0- Skip 1- Back Skip 2- Monitor	2-In case of monitor mode **Slow Blink (Red):** Monitor setting - Automatic **Red On:** Monitor setting - Manual
69	- Not Used -		
70	Automated Attendant for Extension	Extension Number or Department Group Number	None
71	Message Change for Voice Attendant	Extension Number or Department Group Number	None
72	Keypad Facility Key		
73	Keypad Hold Key		
74	Keypad Retrieve Key		
75	Keypad Conference Key		
76	Toll Restriction in Credit		
77	Voice Mail (In-Skin)	Extension Number or Pilot Number	**Red On:** Access to Voice Mail **Rapid Blink (Green):** New Message
78	Conversation Recording	0=Conversation recording 1=Delete, Re-recording 2=Delete	**Rapid Blink (Red):** Recording
79	Automated Attendant (In-Skin)	Extension Number or Pilot Number	**Red On:** Set Up for All Calls **Slow Blink (Red):** Set Up for Busy/No Answer Calls
80	Tandem Ringing	1=Set or 0=Cancel Extension Number to Tandem Ring	**Red On:** Active

[2] Appearance Function Level (*00 - *99) (Service Code 852)

Function Number	Function	Additional Data	LED Indication
*00	Not Used		
*01	Trunk Key	Trunk Number (001-200)	
*02	Trunk Group/Loop Key	Trunk Group Number (001-100)	
*03	Virtual Extension Key	Extension Number or Department Group Number	
*04	Park Key	Park Number (01 – 64)	
*05	Loop Keys	• 0=Incoming + Trunk Group Number (001-100) • 1=Outgoing + Trunk Group Number (001-100) • 2=Both + Trunk Group Number (001-100)	
*06	Trunk Access Via Networking	Network System Number (01-50)	
*10	ACD Log – In / Log – Out		**Red On:** Under log-on **Off:** Under log-off
*11	-Not Used -		
*12	ACD Emergency Call		Emergency call **Red On:** Under monitor, Override, Standby
*13	ACD Off Duty Mode		**Red On:** Under off duty **Slow Blink (Red):** Under reservation
*14	ACD Start / End		**Red On:** ACD operation end
*15	ACD Monitor Mode		**Red On:** Under monitor
*16	ACD Standby Mode		**Red On:** Standby
*17	ACD Wrap-Up Mode		**Red On:** Under work time **Slow Blink (Red):** Under reservation
*18	ACD Overflow Control	ACD Group Number	**Red On:** Enable **Slow Blink (Red):** Disable

Default

The DSS keys 01-60 of all DSS consoles = DSS/One touch key 100-159.

Conditions

None

Program 30 : DSS/DLS Console Setup
30-03 : DSS Console Key Assignment

Feature Cross Reference

- Direct Station Selection (DSS) Console

Telephone Programming Instructions

To enter data for Program 30-03 (DSS Console Key Assignment):

1. Enter the programming mode.
2. 30 03

3. Enter the number of the item you want to program.

4. Select the DSS number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Level:	Aspire
IN	• Available.

Description

Use **Program 32-04 : Alternate DSS Console Extension Assignment** to identify the alternate DSS console extension use when in off-duty mode (by pressing ALT key on the DSS console).

Input Data

DSS Console Number	01-32

Alternate DSS Number	Default
0-32 (0 = Not Specified)	0

Conditions

24-button DSS consoles cannot be daisy-chained.

Feature Cross Reference

- Direct Station Selection (DSS) Console

Telephone Programming Instructions

To enter data for Program 30-04 (Alternate DSS Console Extension Assignment):

1. Enter the programming mode.
2. 30 04

   ```
   30-04-01    DSS1
   TRANSFER DSS NO    0
    back  ↑     ↓  select
   ```

3. Enter the number of the item you want to program.

   ```
   30-04-nn    DSSnn
   nnnnn
     ←            →
   ```

4. Select the DSS number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 30 : DSS/DLS Console Setup
30-05 : DSS Console Lamp Table

Level:	Aspire
IN	• Available.

Description

Use **Program 32-05 : DSS Console Lamp Table** to define the LED patterns for functions on each DSS console.

Input Data

Item No.	Item	Lamp Pattern Data	Default
01	Idle Extension	0-7	0 (Off)
02	Busy Extension	0-7	7 (On)
03	DND Extension	0-7	3 (RW)
04	ACD Agent Busy	0-7	7 (On)
05	Out of Schedule (ACD DSS)	0-7	0 (Off)
06	ACD Agent Log Out (ACD DSS)	0-7	5 (IL)
07	ACD Agent Log In (ACD DSS)	0-7	4 (IR)
08	ACD Agent Emergency (ACD DSS)	0-7	6 (IW)
09	Hotel Status Code 1 (Hotel DSS)	0-7	7 (On)
10	Hotel Status Code 2 (Hotel DSS)	0-7	1 (FL)
11	Hotel Status Code 3 (Hotel DSS)	0-7	2 (WK)
12	Hotel Status Code 4 (Hotel DSS)	0-7	3 (RW)
13	Hotel Status Code 5 (Hotel DSS)	0-7	5 (IL)
14	Hotel Status Code 6 (Hotel DSS)	0-7	3 (RW)
15	Hotel Status Code 7 (Hotel DSS)	0-7	6 (IW)
16	Hotel Status Code 8 (Hotel DSS)	0-7	4 (IR)
17	Hotel Status Code 9 (Hotel DSS)	0-7	3 (RW)
18	Hotel Status Code 0 (Hotel DSS)	0-7	0 (Off)
19	Hotel Status Code * (Hotel DSS)	0-7	4 (IR)
20	Hotel Status Code # (Hotel DSS)	0-7	5 (IL)

LED Pattern 0 : [OFF]

LED Pattern 1 : [FL: On(500ms)/Off(500ms)]

LED Pattern 2 : [WK: On(250ms)/Off(250ms)]

LED Pattern 3 : [RW: On(125ms)/Off(125ms)]

LED Pattern 4 : [IR: On(125ms)/Off(125ms)/On(125ms)/Off(625ms)]

LED Pattern 5 : [IL: On(875ms)/Off(125ms)]

LED Pattern 6 : [IW: On(625ms)/Off(125ms)/On(125ms)/Off(125ms)]

LED Pattern 7 : [ON]

Conditions

24-button DSS consoles cannot be daisy-chained.

Program 30 : DSS/DLS Console Setup
30-05 : DSS Console Lamp Table

Feature Cross Reference

- Direct Station Selection (DSS) Console

Telephone Programming Instructions

To enter data for Program 30-02 (DSS Console Extension Assignment):

1. Enter the programming mode.
2. 30 02

3. Enter the number of the item you want to program.

4. Select the DSS number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Level:	Aspire
IN	• Available.

Description

In **Program 41-01 : System Options for ACD** define the system options for the ACD feature.

Input Data

Item No.	Item	Input Data	Default	Description
01	System Supervisory Extension	Up to 8 digits	No setting	
02	Login ID Code Digit	0-20 (0 : No Login ID)	0	Define the digit of Login ID.
03	ACD MIS Connection Ports	0- No setting 1- -- Reserve -- 2- -- Reserve -- 3- LAN (NTCPU)	0	

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-01 (System Options for ACD):

1. Enter the programming mode.
2. 41 10

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-02 : ACD Group and Agent Assignments

Level:	Aspire
SA	• Available.

Description

In **Program 41-02 : ACD Group and Agent Assignments**, for each ACD extension number, assign an ACD Group (1-64). An ACD Group number is assigned to each Work Period number (1-8).

The assigned extension will work as an ACD agent extension in the following cases;

- The trunk belonging to an ACD group receives an incoming call while an ACD agent is logged in.
- An extension calls or transfers a call to an ACD group using the ACD group pilot number.
- An incoming call is received with a DID/DISA number which is assigned as an ACD pilot number.

Input Data

Extension Number	Up to 8 digits

ACD Work Period Mode Number	ACD Group No	Default
1-8	0-64	0

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-02 (ACD Group and Agent Assignments):

1. Enter the programming mode.
2. 41 02

3. Enter the number of the item you want to program.

4. Select the telephone number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup

41-03 : Incoming Ring Group Assignment for ACD Group

Level:	Aspire
SA	• Available.

Description

In **Program 41-03 : Incoming Ring Group Assignments for ACD Group**, for each incoming trunk group set up in Program 14-05, designate into which ACD Group (1-64) the trunks should ring for each of the eight Work Periods. Also use this program to assign an Incoming Trunk Ring Group as priority or normal. Use Program 41-05 and 41-06 to set up the Work Schedules and Work Periods for trunks. Use Program 41-07 to assign the Work Schedules to the days of the week.

Input Data

Incoming Ring Group Number	1-100

ACD Work Period Mode Number	1-8

Item No.	Item	Input Data	Default
01	ACD Group Number	0-64	0
02	Night Announcement Service	0- No 1- Yes	0
03	**Priority Data** Determine whether an incoming call to a trunk ring group should follow a priority assignment (0=normal, 1-7 [1=lowest priority, 7=highest priority]).	0, 1-7 (0 = No priority) (7 = Highest priority)	0

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)
- Ring Groups

Telephone Programming Instructions

To enter data for Program 41-03 (Incoming Ring Group Assignment for ACD Group):

1. Enter the programming mode.
2. 41 03

3. Enter the number of the item you want to program.

4. Select the Incoming Ring Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-04 : ACD Group Supervisor

Level:	Aspire
SA	• Available.

Description

For each ACD Group (1-64), use **Program 41-04 : ACD Group Supervisor** to assign the group's supervisor extension and operating mode. Operating modes are:

- 0 = Supervisor's extension does not receive ACD Group calls.
- 1 = Supervisor's extension receives ACD Group overflow calls only.
- 2 = Supervisor's extension receives ACD Group calls just like all other agents.

An ACD Group can have only one supervisor. In addition, an extension can be a supervisor for only one ACD Group.

Input Data

ACD Group No	01-64

Item No.	Item	Input Data	Default
01	Group Supervisor Extension	Extension Number (Up to 8 digits)	No setting
02	Operation Type	0- Not receive any ACD incoming calls 1- Receive ACD incoming calls in case of overflow 2- Receive ACD incoming calls all the time	0

Conditions

If you assign an extension as a ACD Group Supervisor in this program, you cannot program the same extension as a System Supervisor in Program 41-01-01.

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-04 (ACD Group Supervisor):

1. Enter the programming mode.
2. 41 04

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-05 : ACD Agent Work Schedules

Level:	Aspire
SA	• Available.

Description

Use **Program 41-05 : ACD Agent Work Schedules** to set up the Work Schedules for ACD Agents and Groups. For each ACD Work Schedule (1-4), designate the start and stop times for each of the eight Work Periods. Once you set up the schedules in this program, assign them to days of the week in Program 41-07. (This is the same program used by the Trunk Work Schedules.)

ACD extensions can log in only during their work period. ACD extensions will receive the following types of calls when they are logged in;

- ACD Call on a Trunk
  If the incoming ring group is assigned in the operating time (Program 41-03 and 41-06).
- ACD Pilot Number Call
  Any time if ACD extensions are available.

Input Data

ACD Work Schedule Time Pattern	1-4

Work Period Mode Number	Start Time	End Time	Default
1-8	0000-2359	0000-2359	(Start) 0000 (End) 0000

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-05 (ACD Agent Work Schedules):

1. Enter the programming mode.
2. 41 05

3. Enter the number of the item you want to program.

4. Select the Time Pattern number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-06 : Trunk Work Schedules

Level:	Aspire
SA	• Available.

Description

Use **Program 41-06 : Trunk Work Schedules** to set up the Work Schedules for trunks. For each Work Schedule (1-4), designate the start and stop times for each of the eight Work Periods. Once you set up the schedules, assign them to days of the week in Program 41-07. (This is the same program used by the ACD Agent Work Schedules.)

Input Data

ACD Work Schedule Time Pattern Number	1-4

Work Period Mode Number	Start Time	End Time	Default
1-8	0000-2359	0000-2359	(Start) 0000 (End) 0000

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-06 (Trunk Work Schedules):

1. Enter the programming mode.
2. 41 06

3. Enter the number of the item you want to program.

4. Select the Time Pattern number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-07 : ACD Weekly Schedule Setup

Level:	Aspire
SA	• Available.

Description

Use **Program 41-07 : ACD Weekly Schedule Setup** to assign the four Work Schedules (1-4) to days of the week. The assignments you make in this program apply to both the ACD Agent Work Schedules (Program 41-05) and the Trunk Work Schedules (Program 41-06).

Input Data

Day Number	Time Pattern	Default
1 : Sunday	0-4 (0 : No ACD)	0
2 : Monday		
3 : Tuesday		
4 : Wednesday		
5 : Thursday		
6 : Friday		
7 : Saturday		

Conditions

None

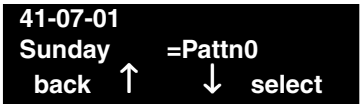
Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-07 (ACD Weekly Schedule Setup):

1. Enter the programming mode.
2. 41 07



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-08 : ACD Overflow Options

Level:	Aspire
SA	• Available.

Description

For each ACD Group (1-64), use **Program 41-08 : ACD Overflow Options** to assign the overflow mode (0-9), destination and announcement message types. Delay announcement functions are not available for ACD pilot number call. Each ACD Group can have unique overflow options. The table below outlines the entry options.

Input Data

ACD Group No	01-64

Item No.	Item	Input Data	Default
01	Overflow Operation Mode	0- No overflow 1- Overflow with No Announcement 2- No Overflow with First Announcement Only 3- No Overflow with First & Second Announcements 4- Overflow with First Announcement Only 5- Overflow with First & Second Announcement 6- -- Not used -- 7- -- Not used -- 8- No Overflow with Second Announcement Only 9- Overflow with Second Announcement Only	0
02	ACD Overflow Destination	0-66 (0 : No setting) 65: Overflow Table (Program 41-09) 66: Voice Mail Integration	0
03	Delay Announcement Source Type	0- ACI 1- VRS (DSPDB) 2- Voice Mail Integration	0
04	ACD Overflow Transfer Time	0-64800 (Sec.)	30

Conditions

Delay announcement functions are not available for ACD pilot number call.

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-08 (ACD Overflow Options):

1. Enter the programming mode.
2. 41 08

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-09 : ACD Overflow Table Setting

Level:	Aspire
SA	• Available.

Description

Use **Program 41-09 : ACD Overflow Table Setting** to define the ACD group to which a call will be transferred when overflow occurs.

Input Data

ACD Group No	01-64

Priority Order Number	Transfer ACD Group Number With Overflow	Default
1-7	0-65 (0: No setting, 65: In-Skin Voice Mail Integration)	0

Conditions

If, while the call is ringing, the extension to which the call was transferred becomes available, both the extension and the overflow ACD group will ring.

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-09 (ACD Overflow Table Setting):

1. Enter the programming mode.
2. 41 09

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-10 : PGDAD Delay Announcement

Level:	Aspire
SA	• Available.

Description

Use **Program 41-10 : PGDAD Delay Announcement** to define the PGDAD port number to be used for the delay announcement.

This program is activated when the delay announcement source and options are assigned as PGDAD in Program 41-08.

Input Data

ACD Group No	01-64

Item No.	Item	Input Data	Default
01	1st Delay Announcement PGDAD Port Number	0-96 (0: No setting)	0
02	2nd Delay Announcement PGDAD Port Number	0-96 (0: No setting)	0
03	1st Delay Announcement Connection Timer	0-64800	4
04	2nd Delay Announcement Connection Timer	0-64800	60
05	Delay Announcement sending duration	0-64800	0

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-10 (PGDAD Delay Announcement):

1. Enter the programming mode.
2. 41 10

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-11 : VRS Delay Announcement

Level:	Aspire
SA	• Available.

Description

Use **Program 41-11 : VRS Delay Announcement** to assign the VRS message number to be used as the message source for the 1st and 2nd Delay Announcement Messages. Turn to Program 41-08 for more on setting up the ACD overflow options.

This program is activated when the delay announcement source and options are assigned as VRS in Program 41-08.

Input Data

ACD Group No	01-64

Item No.	Item	Input Data	Default
01	Delay Message Start Time	0-64800	0
02	1st Delay Message Number	0-49 (0: No message, 49: Fixed message)	0
03	1st Delay Message Sending Count	0-255	0
04	2nd Delay Message Number	0-49 (0: No message, 49: Fixed message)	0
05	2nd Waiting Message Sending Count	0-255	0
06	Tone Kind at Message Interval	0- Ring Back Tone 1- MOH Tone 2- BGM Source	0
07	Disconnect Time After the End of VRS Delay Message	0-64800	60

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-11 (VRS Delay Announcement):

1. Enter the programming mode.
2. 41 11

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-12 : Night Announcement Setup

Level:	Aspire
SA	• Available.

Description

Use **Program 41-12 : Night Announcement Setup** to define the night announce voice resource and sending time for each ACD group. Night announcement availability depends on the setting in Program 41-03-02. The night announcement function is not available for ACD pilot number call.

Input Data

ACD Group Number	01-64

Item No.	Item	Input Data	Default
01	Night Announcement Source Type	0- ACI 1- VRS (DSPDB)	0
02	Night Announcement ACI Port Number	0-96 (0: No setting)	0
03	ACD Night Announce Sending Time	0-64800	30

Conditions

The night announcement function is not available for ACD pilot number call.

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-12 (Night Announcement Setup):

1. Enter the programming mode.
2. 41 12

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-13 : VRS Night Announcement

Level:	Aspire
SA	• Available.

Description

Use **Program 41-13 : VRS Night Announcement** to define the VRS message number to be used as the night announcement. This program is activated when the night announcement source is assigned as VRS in Program 41-12.

Input Data

ACD Group No	01-64

Item No.	Item	Input Data	Default
01	VRS Message Number	0-48 (0: No message)	0
02	Tone Kind at Message Interval	0- Ring Back Tone 1- MOH Tone 2- BGM Source	0

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-13 (VRS Night Announcement):

1. Enter the programming mode.
2. 41 13

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-14 : ACD Options

Level:	Aspire
SA	• Available.

Description

Use **Program 41-14 : ACD Options** to set various options for ACD Groups. When you set an option for an ACD Group, the setting is in force (if applicable) for all agents within the group. The chart below shows each of the ACD options, they entries available, and the default entry.

Input Data

ACD Group No	01-64

Item No.	Item	Input Data	Default
01	**Emergency Call Operation Mode** The supervisor must be logged in and have an Emergency Key programmed for this feature. By pressing the key once, the supervisor monitors the call - pressing twice barges in on the call.	0=Call to system supervisory extension when group supervisory extension is busy. 1=Not call to system supervisory extension when group supervisory extension is busy.	0
02	Wrap up mode	0=After wrap up mode key is pressed. 1=After call is finished automatically.	0
03	**ACD Priority for Overflow Calls** Determine whether the ACD group should use its own priority assignment or if it should follow the priority assigned in Program 41-03-03.	0=Own group priority 1=Priority order by Program 41-03-03	0
04	Automatic Answer in Headset Mode	0=Off 1=On	0
05	-- Not used --		
06	**Call Queuing after 2nd Announcement** Use this option to determine whether an outside caller should hear a final announcement [ex: the company closed] (1) or whether the caller should be placed back into queue for the ACD group (0).	0=Enable 1=Disable	0
07	Automatic off duty for SLT	0=No change to off duty mode 1=Change to off duty mode automatically	0

08	ACD off duty mode	0=Can not receive internal call 1=Can receive internal call	0
09	Automatic Wrap Up End Time	0-64800 (Seconds)	0
10	ACD No Answer Skip Time	0-64800 (Seconds)	10
11	Cancel Headset Ear Piece Ringing (for KST)	0-64800 (Seconds)	0
12	Start Headset Ear Piece Ringing (for SLT)	0-64800 (Seconds)	0

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-14 (ACD Options):

1. Enter the programming mode.
2. 41 14

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-15 : ACD Queue Alarm Information

Level:	Aspire
SA	• Available.

Description

Use **Program 41-15 : ACD Queue Alarm Information** to assign the options for "Audible Indication" for Log Out / Off Duty mode for each ACD group.

Input Data

ACD Group No	01-64

Item No.	Item	Input Data	Default
01	The number of calls in ACD Queue to activate Alarm information	0-200 (0: No Alarm)	0
02	The interval time of Alarm information	0-64800 (Sec.)	0

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-15 (ACD Queue Alarm Information):

1. Enter the programming mode.
2. 41 15

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-16 : ACD Threshold Overflow

Level:	Aspire
SA	• Available.

Description

Use **Program 41-16 : ACD Threshold Overflow** to define the value of the ACD threshold call overflow and the mode for each ACD group.

Input Data

ACD Group No	01-64

Item No.	Item	Input Data	Default
01	**Number of Calls in Queue** Define the maximum number of calls allowed in the ACD queue before overflow occurs.	0-200 (0: No limitation)	0
02	**Operation Mode for ACD Queue** Define how the system should handle calls when the number of calls in queue exceeds the threshold.	0- The longest waiting call is transferred 1- The last waiting call is transferred 2- Send Busy Tone	0

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-16 (ACD Threshold Overflow):

1. Enter the programming mode.
2. 41 16

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-17 : ACD Login Mode Setup

Level:	Aspire
SA	• Available.

Description

Use **Program 41-17 : ACD Login Mode Setup** to define the ACD login mode for each extension. If the AIC Login Mode is enabled, set the AIC Login and AIC Logout service codes for the AIC members in Program 11-13-08 and 11-13-09.

Input Data

Extension Number	Up to 8 digits

Login Mode	Default
0- Normal Login Mode 1- AIC Login Mode	0

Conditions

If set to '1', note that a supervisor can not log in/out an AIC member as they are not normal ACD agents.

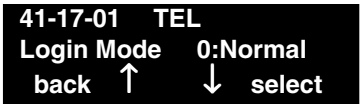
Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-17 (ACD Login Mode Setup):

1. Enter the programming mode.
2. 41 17



3. Enter the number of the item you want to program.

4. Select the telephone number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-18 : ACD Agent Identity Code Setup

Level:	Aspire
SA	• Available.

Description

Use **Program 41-18 : ACD Agent Identity Code Setup** to define the ACD Agent Identity Code Table.

Input Data

AIC Table No	001-512

Item No.	Item	Input Data	Default
01	ACD Agent Identity Code	Up to 4 digits	No setting
02	Default ACD Group Number	0-64 (0 : No setting)	0
03	ACD Group Number in Mode 1	0-64 (0 : No setting)	0
04	ACD Group Number in Mode 2	0-64 (0 : No setting)	0
05	ACD Group Number in Mode 3	0-64 (0 : No setting)	0
06	ACD Group Number in Mode 4	0-64 (0 : No setting)	0
07	ACD Group Number in Mode 5	0-64 (0 : No setting)	0
08	ACD Group Number in Mode 6	0-64 (0 : No setting)	0
09	ACD Group Number in Mode 7	0-64 (0 : No setting)	0
10	ACD Group Number in Mode 8	0-64 (0 : No setting)	0

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-18 (ACD Agent Identity Code Setup):

1. Enter the programming mode.
2. 41 18

3. Enter the number of the item you want to program.

4. Select the Agent Identity Code (AIC) number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 41 : ACD Setup
41-19 : Voice Mail Delay Announcement

Level:	Aspire
SA	• Available.

Description

Use **Program 41-19 : Voice Mail Delay Announcement** to assign voice mail ACD Announcement Mailboxes as the message source for the 1st and 2nd Announcement Messages. This option is only applicable to ACD Overflow Modes 1, 4, 6 and 9 (source 0/type2). Refer to Program 41-08 for more on setting up the ACD overflow options.

Input Data

ACD Group No	01-64

Item No.	Item	Input Data	Default
01	Delay Message Start Timer	0-64800	0
02	Mailbox Number for 1st Announcement Message	Dial (Up to 8 digits)	No Setting
03	1st Delay Message Sending Count	0-255	0
04	Mailbox Number for 2nd Announcement Message	Dial (Up to 8 digits)	No Setting
05	2nd Delay Message Sending Count	0-255	0
06	Tone Kind at Message Interval	0- Ring Back Tone 1- MOH Tone 2- BGM Source	0
07	ACD Forced Disconnect Time After 2nd Announcement	0-64800	60
08	Delayed Message Interval Time	0-64800	20

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)
- Voice Response Service (VRS)

Telephone Programming Instructions

To enter data for Program 41-19 (Voice Mail Delay Announcement):

1. Enter the programming mode.
2. 41 19

3. Enter the number of the item you want to program.

4. Select the ACD Group number to be programmed by pressing the FLASH or the VOLUME ▲ or VOLUME ▼ keys.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 90 : Maintenance Program
90-20 : Traffic Report Data Setup

Level:	Aspire
IN	• Available.

Description

Use **Program 90-20 : Traffic Report Data Setup** to define the details of the traffic report.

Input Data

Item No.	Item	Input Data	Default
01	Call Traffic Output	0- Not measured 1- Measure	0
02	- Not Used -	-	0
03	All Line Busy Output	0- Not detected 1-256 (Report when the data is reached to the defined value)	0
04	DTMF Receiver Busy Output		0
05	Dial Tone Detector Busy Output		0
06	Caller ID Receiver Busy Output		0
07	Voice Mail Channel All Busy Output		0
08	ACD Operator All Busy Output		0
09	Attendant Channel All Busy Output		0
10	Base Station All Busy Output		0

Conditions

None

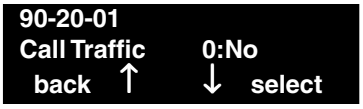
Feature Cross Reference

- Traffic Management Reporting (TMS)

Telephone Programming Instructions

To enter data for Program 90-20 (Traffic Report Data Setup):

1. Enter the programming mode.
2. 90 20



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Program 90 : Maintenance Program
90-21 : Traffic Report Output

Level:	Aspire
IN	• Available.

Description

Use **Program 90-21 : Traffic Report Output** to define the output port to be used as the traffic report output.

Input Data

Item No.	Item	Input Data	Default
01	Output port type	0- No setting 1- COM port (NTCPU) 2- USB port (NTCPU)	0

Conditions

None

Feature Cross Reference

- Traffic Management Reporting (TMS)

Telephone Programming Instructions

To enter data for Program 90-21 (Traffic Report Output):

1. Enter the programming mode.
2. 90 21

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

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