UNIVERGE

NEC

UNIVERGE SV8100

AUTOMATIC CALL DISTRIBUTION (ACD)
INSTALLATION MANUAL

INT-2039
Issue 4.0

NEC Corporation of America reserves the right to change the specifications, or features, at any time, without notice.

NEC Corporation of America
6535 N. State Highway 161
Irving, TX 75039-2402

Communications Technology Group

TABLE OF CONTENTS

THIS PAGE INTENTIONALLY LEFT BLANK

Introduction

SECTION 1 WHAT IS ACD?

1.1 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

1.2 Unique Considerations

Simplifying Multiline Operation with One-Touch Keys

A Multiline 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 Multiline 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 Features and Specifications Manual.

Programmable Keys

When reading an instruction using programmable keys, you will see a notation similar to *(Program 15-07-01 or SC 751: 05).* This means that the key requires function code 05, and you can program this code through Program 15-07-01 or by dialing Service Code 751. Service Code 752 is also used and requires a previously programmed “751” key to be undefined before the system will accept the 752 programming (if a key is programmed with a function using the 751 code, undefine the key using 751 + 000). Refer to the Programmable Function Keys feature in your Features and Specifications 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 the SPEAKER key to answer or place a call. For extensions without Automatic Handsfree, the user must:

- Lift the handset or press the SPEAKER key for Intercom dial tone
- Lift the handset or press the SPEAKER key, 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.

Setting Up ACD for the First Time

2

When setting up ACD for the first time, perform the following procedures in the sequence listed below.

1. Arrange Extensions into ACD Groups.
2. Set up Work Schedules and Work Periods.
3. Assign Extension to ACD Groups for each Work Period.
4. Arrange Trunks into incoming Ring Groups.
5. Determine Trunk Work Schedules.
6. Assign incoming Ring Groups to ACD Groups.

SECTION 1 ARRANGE EXTENSIONS INTO ACD 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 2-3 and the Sample ACD Group Worksheet on page 2-3 to arrange extensions into ACD Groups.

- ❑ ACD requires that the CD-CP00-US have the ACD license.
- ❑ There are 512 ACD Agents, 64 ACD Groups and 100 Trunk Groups.

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 SIE 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 on page 2-3, in the *Member Extensions* column, enter the member extensions for each ACD Group.

✎ *If an extension is a member of more than one ACD Group, ensure that extension is active in only one ACD Group during a particular Work Period. Refer to Assign Extensions for Each Work Period on page 2-7.*

The Sample ACD Group Worksheet on page 2-3 shows extensions 105, 107, 117 and 139 in ACD Group 1. Extensions 109, 111 and 115 are shown in ACD Group 2.

2. Choose an ACD Master Number.

The ACD Master Number is the *extension number* for the ACD Group. Calls transferred to an ACD Master Number enter that ACD Group and are routed to the group member extensions accordingly. Although the master number can be any valid extension number, it is recommended you choose a number that is not in close sequence with those numbers typical for that group of member extensions.

In the ACD Group Worksheet on page 2-3**,** enter the Master Number for each of the ACD Groups. The sample worksheet below uses 3998 for ACD Group 1 and 3999 for ACD Group 2.

3. Enter an ACD Group Name.

In the **ACD Group Worksheet,** 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 105 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**, enter the Skip Time interval. The sample worksheet below uses 10 seconds for the Skip Time.

Sample ACD Group Worksheet			
ACD Group Number (1-64) (41-02-01)	**ACD Master Number (11-17-01)**	**ACD Group Name**	**Member Extensions (41-02-01)[1]**
1	3998	Tech Service	105, 107, 117, 139
2	3999	Customer Support	109, 111, 115
Skip Time Interval (41-14-10)		10	

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

ACD Group Worksheet			
ACD Group Number (1-64) (41-02-01)	**ACD Master Number** (11-17-01)	**ACD Group Name**	**Member Extensions (41-02-01)[1]**

ACD Group Worksheet (Continued)			
ACD Group Number (1-64) **(41-02-01)**	**ACD Master Number** (11-17-01)	**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.

SECTION 2 SET UP WORK SCHEDULES AND WORK PERIODS

A Work Schedule allows you to divide a day into segments (called Work Periods) for scheduling the activity in your ACD Groups.

- ❑ You can set up as many as four Work Schedules, with up to eight Work Periods in each Work Schedule.
- ❑ Each day of the week has one Work Schedule.
- ❑ Different days can share the same Work Schedule.

For example, you can designate two Work Periods for the work week, Monday through Friday. Work Period 1 can be from 8:00 AM to 5:00 PM, when your business is open. Work Period 2 can be from 5:00 PM to 8:00 AM, when your business is closed.

Use the ACD Agent Work Schedule Worksheet (41-05-01) on page 2-6 to set up your Work Schedules and Work Periods. Refer to Sample ACD Agent Work Schedule Worksheet (41-05-01) on page 2-6.

✎ *To set up the work schedule for trunks, refer to* *Determine Trunk Work Schedules on page 2-12*.

1. **Designate a worksheet for each Work Schedule.**

   Make additional copies of the ACD Agent Work Schedule Worksheet (41-05-01) on page 2-6 so you will have enough for all of your work schedules.

   In the upper right corner of each worksheet, write the number of the corresponding work schedule.

2. **Assign Days of the Week to each Work Schedule.**

   In the *Day(s) of Week* row of each worksheet, indicate which days of the week to use the Work Schedule. The sample worksheet is for Monday through Friday.

3. **Set the start and stop time of each work Period.**

   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 no ACD service is available. Try to accommodate the typical divisions of time during the 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 ACD Agent Work Schedule Worksheet (41-05-01)		
ACD Work Schedule Number (1-4)		1
Day(s) 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

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

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

SECTION 3 ASSIGN EXTENSIONS FOR EACH WORK PERIOD

In this step you will assign ACD Groups and the member extensions, set up in Arrange Extensions into ACD Groups on page 2-1, for each daily Work Period. ACD will use the Work Schedules and Work Period durations you have already set up in Set Up Work Schedules and Work Periods on page 2-4. Your system automatically implements the schedules and periods you have set up.

Use the ACD Assignment Worksheet (41-02-01) on page 2-9 and the Sample ACD Assignment Worksheet (41-02-01) on page 2-8 to assign ACD Groups and the member extensions for each daily Work Period.

1. Enter the extension number in an ACD Group.

   In the *Extension* column of the worksheet, enter the extension you entered in the ACD Group Worksheet on page 2-3. Make additional copies of the *ACD Assignment Worksheet* as required. The sample worksheet below includes extensions 105, 107, 117, 139, 109, 111, and 115. To make it easier to visualize the groups, the extensions are entered consecutively by ACD Group.

2. Enter an ACD Number for each extension number.

   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 Number* column of the ACD Assignment Worksheet (41-02-01) on page 2-9, enter the ACD number for each extension number. In the sample below, the ACD numbers are consecutive within each basic ACD Group.

3. Assign Extensions to ACD Groups for each Work Period

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.

Using the ACD Assignment Worksheet (41-02-01) on page 2-9, enter the ACD Group number (1~64) for each extension for each available Work Period WP1~WP8. Refer to ACD Agent Work Schedule Worksheet (41-05-01) on page 2-6 to review Work Schedule setup.

In the sample below, extension ports 105, 107 and 117 are 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 139 covers group 1 calls during the evenings. ACD Group 1 is unavailable during lunch. Extensions 109, 111 and115 are in ACD Group 2 from 8:00 AM to 5:00 PM. Extension 109 is part of ACD Group 1 in the evening, and extension 139 is part of ACD Group 2 during lunch.

Sample ACD Assignment Worksheet (41-02-01)

ACD Number (1-512)	Extension Number	For each extension number, enter ACD Group for each work period (WP) (41-05-01)							
		WP 1	WP 2	WP 3	WP 4	WP 5	WP 6	WP 7	WP 8
1	105	1		1					
2	107	1		1					
3	117	1		1					
4	139		2		1				
5	109	2	2	2	1				
6	111	2	2	2					
7	115	2	2	2					

ACD Assignment Worksheet (41-02-01)									
ACD Number (1-512)	Extension Number	For each extension number, enter ACD Group for each work period (WP) (41-05-01)							
		WP 1	WP 2	WP 3	WP 4	WP 5	WP 6	WP 7	WP 8

SECTION 4 ARRANGE TRUNKS INTO INCOMING RING GROUPS

ACD can be set to automatically answer incoming calls.

Incoming trunk calls can automatically route to specific ACD Group (200 trunks ports and 100 Ring groups are available). These types of calls ring directly into the ACD Group without being transferred by a co-worker or the Automated Attendant. Calls can route directly to ACD:

- ❑ Assign the trunk to an Incoming Trunk Ring Group (in this section).
- ❑ Set up the trunk work schedules (Refer to Determine Trunk Work Schedules on page 2-12.)
- ❑ Assign Incoming Ring Groups to ACD Groups (Refer to Assign Incoming Trunk Ring Groups to ACD Groups on page 2-14.)

  ✎ *DISA, DID and tie trunks can ring an ACD master number directly.*

Use the ACD Incoming Trunk Ring Group Worksheet (22-05-01) on page 2-11 and the sample below when completing this step.

1. Determine which trunks you want answered by ACD Groups.

In the *Trunk Port* column of the worksheet, enter the number of each trunk 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 *Incoming 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 that will be assigned the same priority in Assign Incoming Trunk Ring Groups to ACD Groups on page 2-14 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.*

✎ *Assign Incoming Trunk Ring Groups to ACD Groups on page 2-14 sets the Incoming Trunk Ring Group 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 ACD Incoming Trunk Ring Group Worksheet (22-05-01)								
Trunk Number	**Incoming Ring Group**							
	Day	**Night**	**Rest**	**Midnight**	**Day 2**	**Night 2**	**Rest 2**	**Midnight 2**
1	2	2	2	2				
2	3	3	3	3				

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

SECTION 5 DETERMINE TRUNK WORK SCHEDULES

Trunk Work Schedules are similar to normal ACD Work Schedules except that they apply only to trunks assigned to ACD groups. Refer to Assign Incoming Trunk Ring Groups to ACD Groups on page 2-14. The Trunk Work Schedule allows you to divide a day into segments (called Work Periods) to determine when trunks route to ACD Groups. You can set as many as 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 can have the same daily schedule where Work Period 1 lasts from 8:00 AM to 5:00 PM. Saturday can have a Work Period 1 lasting from 8:00 AM to 1:00 PM. Use the Trunk Work Schedule Worksheet (41-06-01) on page 2-13 and the sample below to set up Trunk Work Schedules.

1. Designate a worksheet for each Trunk Work Schedule.

   Make additional copies of the Trunk Work Schedule Worksheet (41-06-01) on page 2-13 so you will have one worksheet for each Work Schedule.

   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.

   The day of the week assignment for each Trunk Work Schedule must correspond to the weekday assignments made in Set Up Work Schedules and Work Periods on page 2-4. For example, if Work Schedule 1 is set for Monday through Friday in Set Up Work Schedules and Work Periods on page 2-4, that assignment must be reflected in the Trunk Work Schedule.

3. Set the start and stop time of each work period.

   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 typical divisions of time periods during the day. For example, the sample worksheet below shows two Work Periods corresponding to day (1) and night (2).

Sample Trunk Work Schedule Worksheet (41-06-01)		
Trunk Work Schedule Number (1-4)		1
Day(s) 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

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

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

SECTION 6 ASSIGN INCOMING TRUNK RING GROUPS TO ACD GROUPS

This section explains how to customize Trunk Ring ACD Groups for each Work Period. You will 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) on page 2-16 and the sample below when completing this step.

✎ *There are 100 Ring Groups, eight Work Periods and 64 ACD Groups.*

You can assign whether the night announcement is used for the ring group. The night announcement function is not available for ACD pilot number calls.

Set the Incoming Trunk Ring Group 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.

1. Select the Incoming Trunk Ring Group you want to program.

   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, refer to Determine Trunk Work Schedules on page 2-12. The sample worksheets on the next page are for Incoming Ring Groups 2 and 3.

2. Enter the Incoming Trunk Ring Group for each Work Period.

   In the *ACD* column for each Work Period, enter the number of the ACD group (1~64) that will answer the Incoming Ring Group calls. Only one ACD Group can answer an Incoming Ring Group 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.

3. Set whether or not the Incoming Trunk Ring Group entered in the previous step should play the Night Announcement.

   Select whether the Incoming Trunk Ring Group should have the Night Announcement enabled. Night Announcement used is selected from either an ACI port or the VRS.

4. Set the priority of the Incoming Trunk Ring Group being defined.

   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 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 trunks (ACD Groups: 1-64) (41-03-01)**								
N			**Night Announcements (0 = Disable, 1 = Enable) (41-03-02)**								
P			**Trunk priority (0 = Normal, 1 ~ 9 = Priority) (41-03-03)**								
WP1			**WP2**			**WP3**			**WP4**		
ACD	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**
1	1	1	2	1	0	1	0	0			
WP5			**WP6**			**WP7**			**WP8**		
ACD	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**
Work periods use the same Work Schedules as ACD Agents. See ACD Agent Work Schedule Worksheet (41-05-01) on page 2-6.											

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 trunks (ACD Groups: 1-64) (41-03-01)**								
N			**Night Announcements (0 = Disable, 1 = Enable) (41-03-02)**								
P			**Trunk priority (0 = Normal, 1 ~ 9 = Priority) (41-03-03)**								
WP1			**WP2**			**WP3**			**WP4**		
ACD	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**
2	1	1	1	1	0	2	0	0			
WP5			**WP6**			**WP7**			**WP8**		
ACD	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**	**ACD**	**N**	**P**
Work periods use the same Work Schedules as ACD Agents. See ACD Agent Work Schedule Worksheet (41-05-01) on page 2-6.											

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 trunks (ACD Groups: 1-64) (41-03-01)								
N			Night Announcements (0 = Disable, 1 = Enable) (41-03-02)								
P			Trunk priority (0 = Normal, 1 ~ 9 = Priority) (41-03-03)								
WP1			WP2			WP3			WP4		
ACD	N	P	ACD	N	P	ACD	N	P	ACD	N	P
WP5			WP6			WP7			WP8		
ACD	N	P	ACD	N	P	ACD	N	P	ACD	N	P

Work periods use the same Work Schedules as ACD Agents. See ACD Agent Work Schedule Worksheet (41-05-01) on page 2-6.

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 trunks (ACD Groups: 1-64) (41-03-01)								
N			Night Announcements (0 = Disable, 1 = Enable) (41-03-02)								
P			Trunk priority (0 = Normal, 1 ~ 9 = Priority) (41-03-03)								
WP1			WP2			WP3			WP4		
ACD	N	P	ACD	N	P	ACD	N	P	ACD	N	P
WP5			WP6			WP7			WP8		
ACD	N	P	ACD	N	P	ACD	N	P	ACD	N	P

Work periods use the same Work Schedules as ACD Agents. See ACD Agent Work Schedule Worksheet (41-05-01) on page 2-6.

SECTION 7 BASIC PROGRAMMING

11-13-01 through 11-13-12 Service Code Setup (For ACD)

If required, customize the service codes used with the ACD feature.

✎ *Note that when using service code 669 to change an agent 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 669 04.*

11-13-13 Service Code Setup (for ACD) – ACD Agent Changing Own ACD Group

This Service Code (normally 670) 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 eight 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. Refer to Supervisor, ACD System on page 3-95.

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 Data

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 (1~9).

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 ACD Agent 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 Trunk Work Schedules.)

41-07-01 ACD Weekly Schedule Setup

Assign the Work Schedule (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 41-05-01) and the Trunk Work Schedules (Program 41-06-01).

41-12-01 Night Announcement Setup – Night Announcement Source Type

Define the night announce voice resource (0=ACI, 1=VRS 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 (0~100) 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 Tone, 2=BGM Source).

➲ **41-14-10 ACD Options Setup – 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.

SECTION 8 BASIC OPERATIONS

8.1 Transferring Calls to an ACD Group

To Transfer a call to an ACD Group:

1. At the multiline telephone, press the **Transfer** key.

   - OR -

   At single line telephone, 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.

8.2 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.*

Refer to *Arrange Trunks Into Incoming Ring Groups on page 2-10*, *Determine Trunk Work Schedules on page 2-12* and *Assign Incoming Trunk Ring Groups to ACD Groups on page 2-14* *for information on setting up other trunk types to ring ACD Groups. 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.

8.3 Agent Log In and Log Out

To log your extension into the ACD Group:

Multiline

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 the **Speaker** key.
2. Dial **∗5**.

   ✎ *You hear confirmation tone.*

   - OR -

   Press ACD Log On/Off key (PGM 15-07-01 or SC 752: 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. Refer to *Identification Codes for ACD Agents on page 3-45*.

Single Line Telephone

1. Lift handset.
2. Dial **∗5**.

   ✎ *You hear confirmation tone.*

   If your system has ACD Identification Codes enabled, enter it now. Refer to *Identification Codes for ACD Agents on page 3-45*.

To log your extension out of an ACD Group:

Multiline

Your display shows the ACD Group where you are logged in.

1. Press the **Speaker** key.
2. Dial **∗5**.

   - OR -

   Press ACD Log On/Off key (PGM 15-07-01 or SC 752: 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.

Single Line Telephone

1. Lift handset.
2. Dial **655**.

8.4 Changing ACD Group Assignment

To change your ACD Group Assignment:

1. Log out of your ACD Group. Refer to Agent Log In and Log Out on page 2-20.
2. Press the **Speaker** key.
3. Dial **670**.
4. Dial the number of the new ACD Group (1~64) you are logging into.

   ✎ *You hear confirmation tone.*
5. Log into the new ACD Group. Refer to Agent Log In and Log Out on page 2-20.

THIS PAGE INTENTIONALLY LEFT BLANK

Advanced ACD Features

SECTION 1 DETERMINING WHICH ADVANCED FEATURES ARE NEEDED

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		
ACD Capability	**Advanced ACD Feature**	**Page Number**
A supervisory extension that can manage an individual ACD Group.	Supervisor, ACD Group	3-89
A supervisory extension that can log an ACD Agent into or out of the group.	Supervisor, ACD Group	3-89
A supervisory extension that can manage an individual ACD Group.	Supervisor, ACD Group	3-89
A DSS Console that can show at a glance the status of ACD Groups and agents.	Supervisor, DSS Console	3-101
As a Group or System Supervisor, listen in on an ACD Agent's call.	Supervisor Monitor / ACD Monitor	3-105
When all agents are busy, incoming calls can route to other extensions, ACD groups or Voice Mail.	Overflow Options	3-63
Set various options for ACD Groups.	ACD Setup Options	3-3
Temporarily log out an ACD Agent.	Off-Duty Mode	3-55
Press a key to have your ACD Group Supervisor monitor your call.	Emergency Call	3-35
See the status of your ACD Group's calls at a glance.	Queue Status Display	3-83

Advanced Features Guide (Continued)		
ACD Capability	**Advanced ACD Feature**	**Page Number**
Set up SIE keys for ACD Groups.	SIE Key for ACD Groups	3-51
Get one-button ACD Group calling and Transfer as well as a unique BLF for ACD agents.	Hotline for ACD Agents	3-41
Temporarily busy out your phone to the ACD Group when you need to work at your desk.	Wrap-Up Time	3-111
Use a headset for privacy and convenience, and optionally answer calls automatically.	Headset Operation (with Automatic Answer)	3-39
For systems with UNIVERGE SV8100 ACD MIS installed, allow Reports and Monitor 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	3-45
Analyze system usage and calling patterns.	Traffic Reports	3-107
A caller can press a One-Digit Dial Out option to dial out of Queue.	One-Digit Dial Out	3-59
Route ACD Calls based on an Agent's skill level.	ACD Skill Based Routing	3-7

ACD Setup Options

Description

Use the ACD Setup Options to set various functions for ACD Groups. Each ACD Group (64 ACD groups available) 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-xx)

Item	Name	Option Function	Related Features	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.	Emergency Call	0 (Enabled)
02	Automatic Wrap-Up Mode	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	Automatic Answer at Headset	Enables (1) or Disables (0) Automatic Answer for agents using headsets.	Headset Operation (with Automatic Answer)	0 (Disabled)
06	Call Queuing after 2nd Announcement	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	Enable (1) or Disable (0) the ability to receive internal calls when in Off Duty Mode.	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)

ACD Setup Options (Program 41-14-xx) (Continued)				
Item	**Name**	**Option Function**	**Related Features**	**Default**
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
12	Start Headset Ear Piece Ringing (for SLT)	-	-	0
13	1st Data – ACD Queue 1-Digit Assignment	-	-	Blank
	2nd Data – Destination Number Type	-	-	0
	3rd Data – Destination Number	-	-	Blank
14	DTMF Detection Assignment during Delay Announcement	Is the DTMF Detection for Dial Out during (1) or after (0) the message is played	-	1
15	DTMF Detect Time after Delay Announcement Message	How long is the DTMF Detection after the Delay Announcement Message.	-	0

Conditions

None

Default Setting

Refer to ACD Setup Options (Program 41-14-xx) on page 3-3.

Programming

➲ **41-14-01 through 41-14-15** **ACD Options Setup**

Set various options for each ACD Group. Refer to ACD Setup Options (Program 41-14-xx) on page 3-3.

Related Features

Class of Service

Operation

Refer to ACD Setup Options (Program 41-14-xx) on page 3-3.

THIS PAGE INTENTIONALLY LEFT BLANK

ACD Skill Based Routing

Description

The SV8100 can distribute ACD calls based on the Agent's skill level when it receives ACD Calls. There are seven priority levels that the Agents can be set to for each ACD Queue. Each queue can have a different priority level. This will work for both AIC and Normal Agents. The skill levels are based on the Login ID that the Agents use. This requires both the Version 5000 Enhancement license and the ACD Skill Based Routing license.

Normal Login Mode

This section describes the skill level assignment for each agent in Normal Login Mode.

Ext 101

Login ID: 1010

Ext 102

Login ID: 1011

Ext 103

Login ID: 1012

Mode Assignment (PRG 41-05-01)

Mode 1	8:30~12:00
Mode 2	13:00~17:30

ACD Group Assignment (PRG 41-02-XX)

	Mode 1	Mode 2	---	Mode 8
Ext 101	Group 1	Group 1	---	0
Ext 102	0	Group 1	---	0
Ext 103	Group 1	Group 2	---	0

Login ID to Skill Table (PRG 41-21-01&02)

Login ID	Skill Table
1010	Table 1
1011	Table 2
1012	Table 3

Skill Table (PRG 41-23-01)

	Group 1	Group 2	---	Mode 64
Table 1	Level 1	Level 1	---	Level 1
Table 2	Level 2	Level 1	---	Level 1
Table 3	Level 2	Level 1	---	Level 1

ACD Group and Skill Assignment for each Agent :

	Time Schedule	ACD Group Assignment
Ext 101	8:30 ~ 12:00	ACD Group 1, Level 1
	13:00 ~ 17:30	ACD Group 1, Level 1
	Other time	Non-ACD Agent
Ext 102	8:30 ~ 12:00	Non-ACD Agent
	13:00 ~ 17:30	ACD Group 1, Level 2
	Other time	Non-ACD Agent
Ext 103	8:30 ~ 12:00	ACD Group 1, Level 2
	13:00 ~ 17:30	ACD Group 2, Level 1
	Other time	Non-ACD Agent

Login ID is not Assigned a Skill Level

If Login ID is not registered to the System Data and/or is registered, but the Skill Table is not assigned, then the system treats the agent as a highest level (level 1).

Ext 101

Login ID: 1010

Ext 102

Login ID: 1011

Ext 103

Login ID: 1012

Mode Assignment (PRG 41-05-01)

Mode 1	8:30~12:00
Mode 2	13:00~17:30

ACD Group Assignment (PRG 41-02-XX)

	Mode 1	Mode 2	---	Mode 8
Ext 101	Group 1	Group 1	---	0
Ext 102	0	Group 1	---	0
Ext 103	Group 1	Group 2	---	0

Login ID to Skill Table (PRG 41-21-01&02)

Login ID	Skill Table
1010	Table 1
1012	0

✎ *Login ID: 1011 is not registered. Login ID: 1012 has no Skill Table.*

Skill Table (PRG 41-23-01)

	Group 1	Group 2	---	Mode 64
Table 1	Level 1	Level 1	---	Level 1
Table 2	Level 2	Level 1	---	Level 1
Table 3	Level 2	Level 1	---	Level 1

ACD Group and Skill Assignment for each Agent:

	Time Schedule	ACD Group Assignment
Ext 101	8:30 ~ 12:00	ACD Group 1, Level 1
	13:00 ~ 17:30	ACD Group 1, Level 1
	Other time	Non-ACD Agent
Ext 102	8:30 ~ 12:00	Non-ACD Agent
	13:00 ~ 17:30	ACD Group 1, Level 1
	Other time	Non-ACD Agent

	Time Schedule	ACD Group Assignment
Ext 103	8:30 ~ 12:00	ACD Group 1, Level 1
	13:00 ~ 17:30	ACD Group 2, Level 1
	Other time	Non-ACD Agent

AIC Login Mode

This section describes the Skill Level assignment for each Agent on AIC Login Mode.

Agent A

Login ID: 1010
AIC: 1111

Agent B

Login ID: 1011
AIC: 2222

Mode Assignment (PRG 41-05-01)

Mode 1	8:30~12:00
Mode 2	13:00~17:30

ACD Group Assignment (PRG 41-18-XX)

AIC	Mode 1	Mode 2	---	Mode 8
1111	Group 1	Group 1	---	0
1111	0	Group 2	---	0
2222	Group 1	Group 2	---	0

Login ID to Skill Table (PRG 41-21-01&02)

Login ID	Skill Table
1010	Table 1
1011	Table 2

Skill Table (PRG 41-23-01)

	Group 1	Group 2	---	Mode 64
Table 1	Level 1	Level 2	---	Level 1
Table 2	Level 2	Level 1	---	Level 1

ACD Group and Skill Assignment for each Agent:

	Time Schedule	ACD Group Assignment
Agent A	8:30 ~ 12:00	ACD Group 1, Level 1
	13:00 ~ 17:30	ACD Group 1, Level 1 ACD Group 2, Level 2
	Other time	Non-ACD Agent
Agent B	8:30 ~ 12:00	ACD Group 1, Level 2
	13:00 ~ 17:30	ACD Group 2, Level 1
	Other time	Non-ACD Agent

Agents using the same AIC Login Code

This section describes the Skill Level assignment for each Agent on AIC Login Mode.

Agent A

Login ID: 1010
AIC: 1111

Agent B

Login ID: 1011
AIC: 2222

Mode Assignment (PRG 41-05-01)

Mode 1	8:30~12:00
Mode 2	13:00~17:30

ACD Group Assignment (PRG 41-18-XX)

AIC	Mode 1	Mode 2	---	Mode 8
1111	Group 1	Group 1	---	0
1111	0	Group 2	---	0
2222	Group 1	Group 2	---	0

Login ID to Skill Table (PRG 41-21-01&02)

Login ID	Skill Table
1010	Table 1
1011	Table 2

Skill Table (PRG 41-23-01)

	Group 1	Group 2	---	Mode 64
Table 1	Level 1	Level 2	---	Level 1
Table 2	Level 2	Level 1	---	Level 1

ACD Group and Skill Assignment for each Agent:

	Time Schedule	ACD Group Assignment
Agent A	8:30 ~ 12:00	ACD Group 1, Level 1
	13:00 ~ 17:30	ACD Group 2, Level 2
	Other time	Non-ACD Agent
Agent B	8:30 ~ 12:00	ACD Group 1, Level 2
	13:00 ~ 17:30	ACD Group 2, Level 1
	Other time	Non-ACD Agent

Agents using more than one AIC Code

This section describes the Skill Level assignment for each Agent on AIC Login Mode.

Mode Assignment (PRG 41-05-01)

Agent A	Mode 1	8:30~12:00
	Mode 2	13:00~17:30

Login ID: 1010
AIC: 1111
AIC: 3333

Agent B

Login ID: 1011
AIC: 2222
AIC: 3333

ACD Code Group Assignment				
AIC	**Mode 1**	**Mode 2**	**---**	**Mode 8**
1111	Group 1	Group 1	---	0
2222	Group 1	Group 2	---	0
3333	Group 2	0	---	0

Login ID to Skill Table (PRG 41-21-01&02)	
Login ID	**Skill Table**
1010	Table 1
1011	Table 2

Skill Table (PRG 41-23-01)				
	Group 1	**Group 2**	**---**	**Mode 64**
Table 1	Level 1	Level 2	---	Level 1
Table 2	Level 2	Level 1	---	Level 1

ACD Group and Skill Assignment for each Agent:

	Time Schedule	ACD Group Assignment
Agent A	8:30 ~ 12:00	ACD Group 1, Level 1 ACD Group 2, Level 2
	13:00 ~ 17:30	ACD Group 1, Level 1
	Other time	Non-ACD Agent
Agent B	8:30 ~ 12:00	ACD Group 1, Level 2 ACD Group 2, Level 1
	13:00 ~ 17:30	ACD Group 2, Level 1
	Other time	Non-ACD Agent

Conditions

- This feature requires Login ID (PRG41-01-02), and the skill level is set by each Login ID.
- The agents cannot input the same Login ID at the same time.
- The Skill Level has 7 levels, and priority level 1 is highest priority.
- Each ACD Group can be assigned a different priority for each Login ID.
- When the system receives ACD group call, the system distributes the call in order of the agent's skill level.
- When multiple agents have the same skill level, the call will then be delivered based on the longest idle.
- This feature supports both Normal Login Mode and AIC Login Mode.
- In case Login ID is not assigned to the system data or skill table is not assigned to the Login ID, then the system assigned to the agent as a highest level (level 1).
- When a Call overflows to another ACD Group, the call will follow the skill level of the new ACD Group.
- This feature requires the Version 5000 license (0034), and ACD Skill Based routing license (2105).
- If Agents are logged in when Programming ACD Skill Based Routing, or adding the licenses, the Agents have to logout and back in to allow for the changes

Programming

11-17-01 ACD Group Pilot Numbers

This program assigns the ACD Master Number for each ACD Group.

15-07-01 Programmable Function Keys

Use Programmable Function Keys to assign functions to a multiline terminal line keys. For certain functions, you can append data to the key 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. To clear any previously programmed key, press **000** to erase any displayed code.

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 Data

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 (1~9).

41-05-01 ACD Agent Work Schedules

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. After 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.)

41-06-01 Trunk Work Schedules

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. After 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.)

41-07-01 ACD Weekly Schedule Setup

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).

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), 67 = Speed Dial Area (41-08-05), 68 = Incoming Ring Group (41-08-06).

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).

41-08-05 ACD Overflow Options - System Speed Dial Bin

For each ACD Group (1~64), enter the speed dial area (0~1999) to overflow to when 41-08-05 is set to 67.

41-08-06 ACD Overflow Options - Incoming Ring Group when Overflow

For each ACD Group (1~64), enter the Incoming Ring Group to overflow to when 41-08-02 is set to 68.

41-09-01 ACD Overflow Options - ACD Overflow Table Setting

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

41-17-01 ACD Login Mode Setup

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.

41-18-01 ACD Agent Identity Code Setup – ACD Agent Identity Code

For each AIC Table (1~512), define the ACD Agent Identity Code (four digits).

41-18-02 ACD Agent Identity Code Setup – Default ACD Group Number

For each AIC Table (1~512), define the default ACD group number that is displayed with Queue Status (0=no setting, 1~64).

41-18-03 ACD Agent Identity Code Setup – ACD Group Number in Mode 1

For each AIC Table (1~512), define the ACD group number (0=No Setting, 1~64) in mode 1 work period.

41-18-04 ACD Agent Identity Code Setup – ACD Group Number in Mode 2

For each AIC Table (1~512), define the ACD group number (0=No Setting, 1~64) in mode 2 work period.

41-18-05 ACD Agent Identity Code Setup – ACD Group Number in Mode 3

For each AIC Table (1~512), define the ACD group number (0=no setting, 1~64) in mode 3 work period.

41-18-06 ACD Agent Identity Code Setup – ACD Group Number in Mode 4

For each AIC Table (1~512), define the ACD group number (0=no setting, 1~64) in mode 4 work period.

41-18-07 ACD Agent Identity Code Setup – ACD Group Number in Mode 5

For each AIC Table (1~512), define the ACD group number (0=no setting, 1~64) in mode 5 work period.

41-18-08 ACD Agent Identity Code Setup – ACD Group Number in Mode 6

For each AIC Table (1~512), define the ACD group number (0=No Setting, 1~64) in mode 6 work period.

41-18-09 ACD Agent Identity Code Setup – ACD Group Number in Mode 7

For each AIC Table (1~512), define the ACD group number (0=No Setting, 1~64) in mode 7 work period.

41-18-10 ACD Agent Identity Code Setup – ACD Group Number in Mode 8

For each AIC Table (1~512), define the ACD group number (0=No Setting, 1~64) in mode 8 work period.

41-21-01 ACD Login Setup - Login ID Code (Version 5000 or higher)

Input the Login ID(s) to be used.

41-21-02 ACD Login Setup - Skill Table Number (Version 5000 or higher)

Input the Skill Table number to be used for each Login ID.

41-22-01 Skill Base Routing (Version 5000 or higher)

This option determines if the Skill Based Routing is Used (1), or Not Used (0).

41-23-01 Skill Level (Version 5000 or higher)

Input the Skill Level for each Queue for each Skill Table number.

Related Features

None

Operation

None

THIS PAGE INTENTIONALLY LEFT BLANK

ACD Caller ID Based Routing

Description

The SV8100 can allocate an ACD incoming call to an agent by using Caller ID registered in a buffer. This is done by an ACD Agent pressing the [ACD Caller ID Marking Setup] Function Key. By the ACD Agent pressing the Function Key that marks the Caller ID to the system, and then the next time the same Caller ID calls back into ACD, the Caller ID based routing tries to route the call to the agent that marked the call. It provides smoother call center operation. ACD Caller ID based Routing requires both the Version 8000 license (0037) and the ACD Advance License (2105).

Conditions

- By ACD Agent press the “Marking” LK while talking, routing information (Caller ID and ACD Agent) is registered in the CID buffer.
- After CID registration is completed to the buffer, “Save Completed” is displayed in LCD, then “Marked” indication is displayed.
- When more than one ACD Agents answer and mark the same CID, the information of last ACD Agent who pressed LK is registered.
- When one ACD call is transferred and more than one ACD Agents have pressed LK, the information of the ACD Agent who has pressed LK lastly is registered
- Even if the call transferred to ACD Agent which is in different groups, the information of the ACD Agent who has pressed LK lastly is registered to buffer.
- When agent presses LK to mark a CID which has been marked by someone else, the LCD indicates “Marking Overwrite” to notify the CID is overwritten, and then indicates “Marked”.
- Even though the CID information is registered by pressing the LK once, it is possible to cancel registration to press LK again during an ACD call.
- When canceling CID information on buffer, the LCD will be back to ACD normal display after indicating “Canceled”.
- When pressing LK with non-CID marking situation (see below), the LCD indicates “Marking Unavailable”, and then back to ACD normal display.
  - PRG41-24-01=Disable
  - Non-CID inbound call

- Group Supervisor is able to register Caller ID regardless of the setting PRG41-04-01.
- System Supervisor is not able to register the Caller ID information.
- CID marking by pressing LK is possible while Group supervisor monitor/ barge-in to ACD agent.
- When multiple callers who has same Caller ID (e.g. same billing number) calls to ACD group, the system cannot distinguish that these calls.
- When receiving ACD inbound call which is marked by last talked agent, LCD indicates “Marked” to show the call is marked on last talking.
- If the agent which is the destination of CID base routing is not available because of busy status (see below for more status), the destination of call distribution is decided by current ACD rules.
  - Busy
  - Log out
  - Wrap up
  - Off-Duty
- When receiving ACD inbound call which is marked by other agent, LCD indicates “Rerouted” to show the call is routed as marked call by someone else.
- Caller ID base routing feature becomes the highest priority than other ACD related features. Call ID Base Routing >Skill Base Routing > Normal ACD
- Both Call ID Base Routing and Skill Base Routing can be function at the same time.
- If CID record exceeds the maximum buffer size of PRG41-24-04, the alarm report (#71) threshold for the CID buffer is shown as “Error”.
- When total number of CID record is decrease and under the threshold (PRG41-24-04), alarm report (#71) is shown as “Recover”.
- The CID record which is in buffer can be stored within the time specified by PRG41-24-03, and then it will be cleared automatically within 60 min if the time is over.
- Registration information in a buffer includes ACD extension number or ACD Agent ID and Caller ID.
- Caller ID buffer is shared by all the ACD Agent.
- Information will be removed from the buffer when 2nd call comes to system and route to agent, regardless of whether ACD Agent answers the call.

- If PRG41-24-02 is changed during system is running, all buffer records will be forced to delete.
- CID buffer is not replicated to the NetLink system(s) so when the NetLink Failover occurs the CID data in the buffer will not be carried over.
- When the system is rebooting, the CID data in the buffer will not be stored.
- Since this feature needs a Function Key, Single Line Terminals are not supported.

Default Settings

Not enabled

System Availability

Terminals

DT300/*D*^{term} ®85

DT700 excluding MH240

ML440

Programming

15-07-01 Programmable Function Keys

Define an ACD Caller ID Marking Setup (*34) key on the ACD agents that would like to Mark calls.

41-24-01 Caller ID marking setup

Enable/Disable the availability of setting that the ACD Agent can mark the originator caller ID, system base.

41-24-02 ACD Agent info for Caller ID

Set wither the Agent ID or extension number of the ACD Agent is used to mark with the CID in the buffer.

41-24-03 Caller ID Buffer Clear Timer

Set time interval for clearing stored caller ID record in buffer.

41-24-04 CID Buffer Store size

Set the CID Buffer Size. When the number of CID record is over the limit, CID buffer threshold alarm of PRG90-10-10(71) would be reported.

➲ **90-10-01 System Alarm Setup - Alarm Type**

Assign a Major or Minor alarm status for Alarm 71 (Alarm for threshold of CID buffer). This program also assigns whether or not the alarm is displayed to a key telephone and whether or not the alarm information is reported to the predefined destination.

➲ **90-10-02 System Alarm Setup - Report**

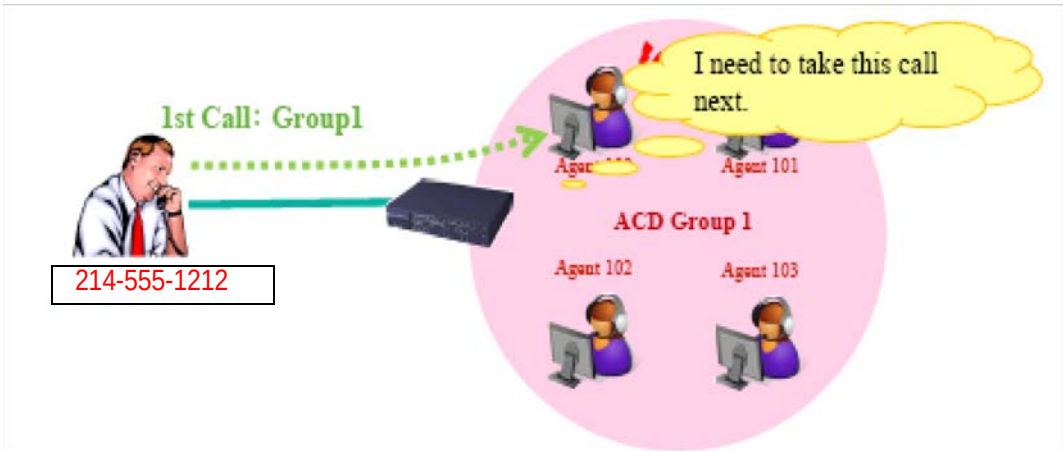
Assign whether or not the alarm is displayed to a multiline terminal and whether or not the alarm information is reported to the predefined destination in Program 90-11.

Related Features

ACD Skill Based Routing

Operation

When Caller ID is Marked during an ACD Call

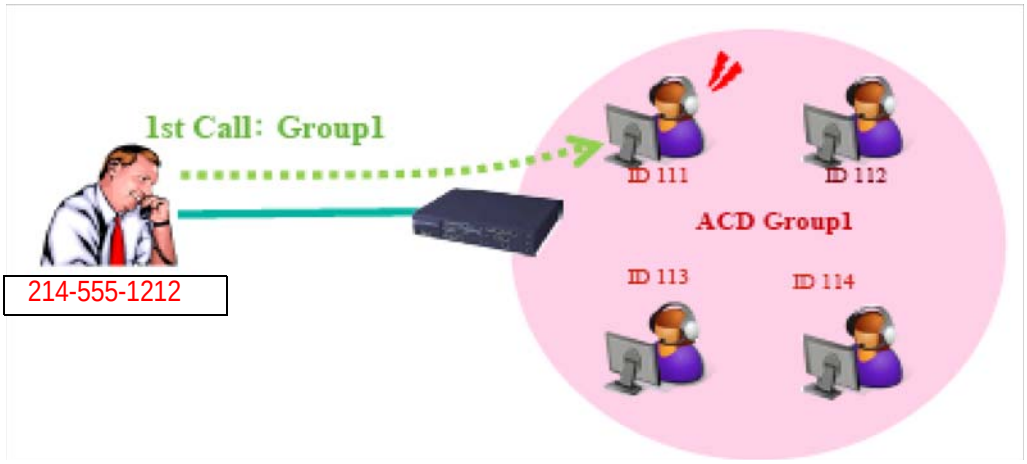


When CID marking by pressing LK during an ACD call (ACD Agent Extension No)
Assumption:

PRG41-24-02 ACD Agent info for Caller ID 0 : Agent Extension number

1. Receive ACD inbound call (Group1) from originator (214-555-1212), and answers the call by Agent100.
2. Agent100 is pressing Marking LK.
   =>LCD display [Save completed] -> [Marked]
   =>CID registers buffer [CID=214-555-1212, ACD Agent Extension =100]

–



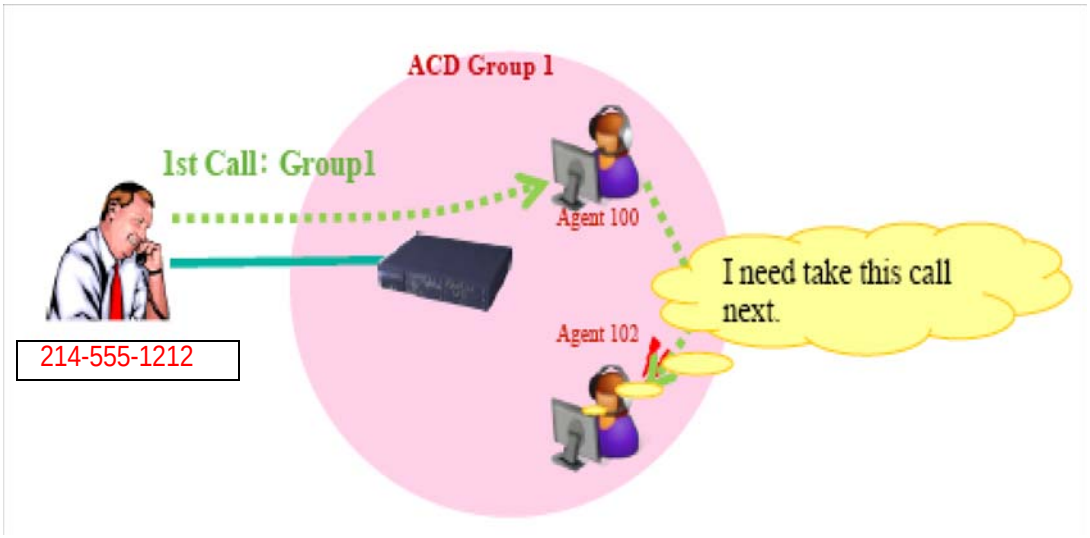
When CID marking by pressing LK during an ACD call (ACD Agent ID)
Assumption:

PRG41-24-02 ACD Agent info for Caller ID 1 : ACD Agent ID

1. Receive ACD inbound call (Group1) from originator (214-555-1212), and answers the call by Agent ID111.

2. Agent ID111 is pressing Marking LK.
   =>LCD display [Save completed] -> [Marked]

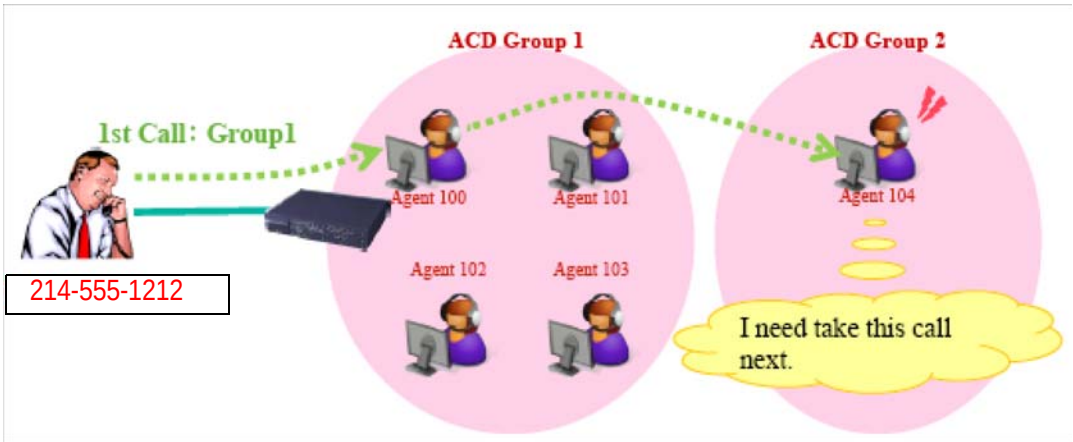
   =>CID registers buffer [CID=214-555-1212, Agent ID =111]



When CID marking by pressing LK (It is transferred from another Agent in the same group)
Assumption:

PRG41-24-02 ACD Agent info for Caller ID : Agent Extension number

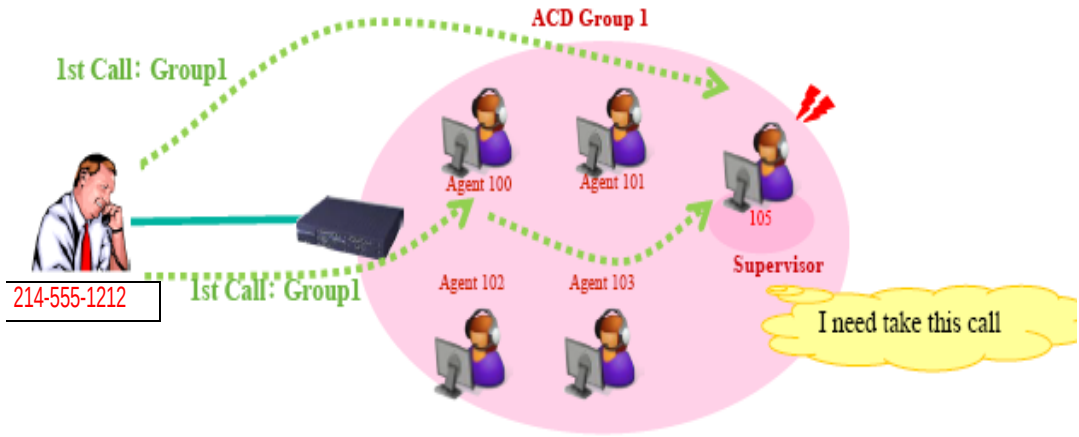
1. Receive ACD inbound call (Group1) from originator (214-555-1212), and answers the call by Agent100.
2. Agent100 transfers ACD call to Agent102 in same ACD group.
3. Agent102 answers the transferred ACD call.
4. Agent 102 is pressing Marking LK.
   => LCD display [Save completed] -> [Marked]
   => CID registers buffer [CID=214-555-1212, Agent Extension number=102]



When CID marking by pressing LK (It is transferred from another Agent in the another group)
Assumption:

PRG41-24-02 ACD Agent info for Caller ID 0 = Agent Extension number

1. Receive ACD inbound call (Group1) from originator (214-555-1212), and answers the call by Agent100.
2. Agent100 transfers ACD call to Agent104 (in another ACD group 2.)
3. Agent104 answers the transferred ACD call.
4. Agent 104 is pressing Marking LK.
   => LCD display [Save completed] -> [Marked]
   => CID registers buffer [CID ＝ 214-555-1212、Agent Extension number ＝ 104]



When CID marking by pressing LK during an ACD call (By Group Supervisory)
Assumption:

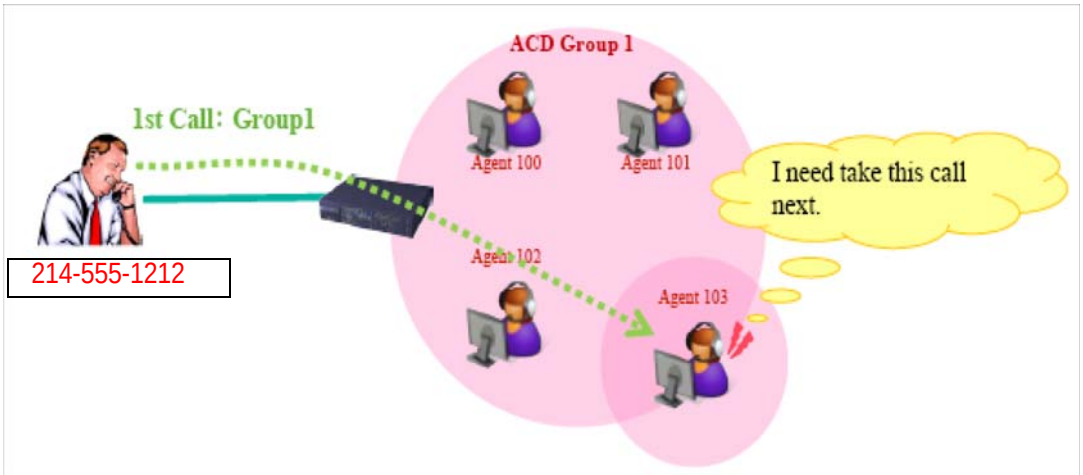
PRG41-24-02 ACD Agent info for Caller ID 0：Agent Extension number

1. Receive ACD inbound call (Group1) from originator (214-555-1212) or by transferring from someone, and answers the call by Group supervisor 105.

2. Group Supervisory 105 is pressing Marking LK.
   => LCD display [Save completed] -> [Marked]
   => CID registers buffer [CID ＝ 214-555-1212, Agent Extension number ＝ 105]

✎ *Group Supervisory can be registered Caller ID regardless of the setting PRG41-04-01.*

✎ *System Supervisory cannot press LK to store CID information.*

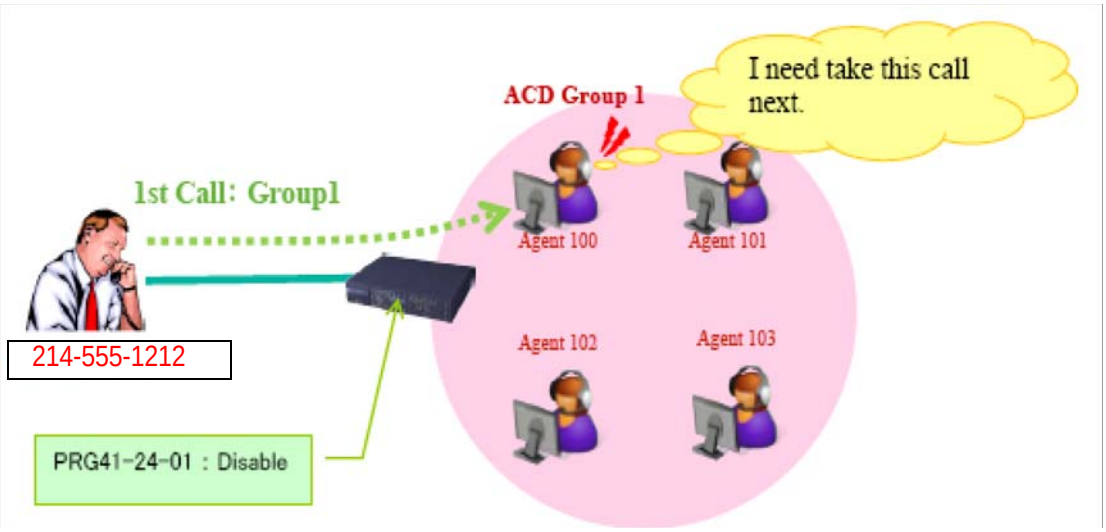


When CID marking by pressing LK (Agent which logs in to multi group in AIC)
Assumption:

PRG41-24-02 ACD Agent info for Caller ID 0 = Agent Extension number

1. Receive ACD inbound call (Group1) from originator (214-555-1212), and answers the call by Agent100 (AIC login: Group1/3).

2. Agent 103 is pressing Marking LK.
   => LCD display [Save completed] -> [Marked]
   => CID registers buffer [CID = 214-555-1212, Agent Extension number = 103]

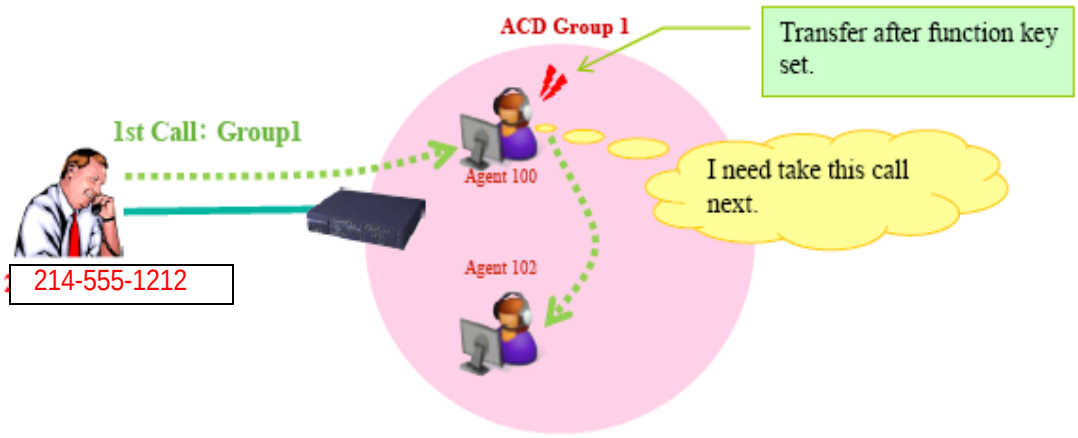


When CID marking by pressing LK (Marking unavailable)
Assumption:

PRG41-24-01 Caller ID marking setup : Disable

PRG41-24-02 ACD Agent info for Caller ID 0: Agent Extension number

1. Receive ACD inbound call (Group1) from originator (214-555-1212), and answers the call by Agent100.
2. Agent 100 is pressing Marking LK.
   => LCD display [Marking unavailable] -> Normal ACD call screen
   => Buffer is not retained.



When it transfer by setting the [ACD Caller ID Marking Setup] Function Key Assumption:

PRG41-24-02 ACD Agent info for Caller ID 0: Agent Extension number

1. Receive ACD inbound call (Group1) from originator (214-555-1212), and answers the call by Agent100.
2. Agent 100 is pressing Marking LK.
   => LCD display [Save completed] -> [Marked]
   => CID registers buffer [CID ＝ 214-555-1212、Agent Extension number ＝ 100]
3. Agent100 transfers ACD call to Agent102.
4. Agent102 answers the transferred ACD call
5. Agent 102 is pressing Marking LK.
   => LCD display [Marking overwrite] -> [Marked]
   => CID registers buffer [CID ＝ 214-555-1212、Agent Extension number ＝ 102]

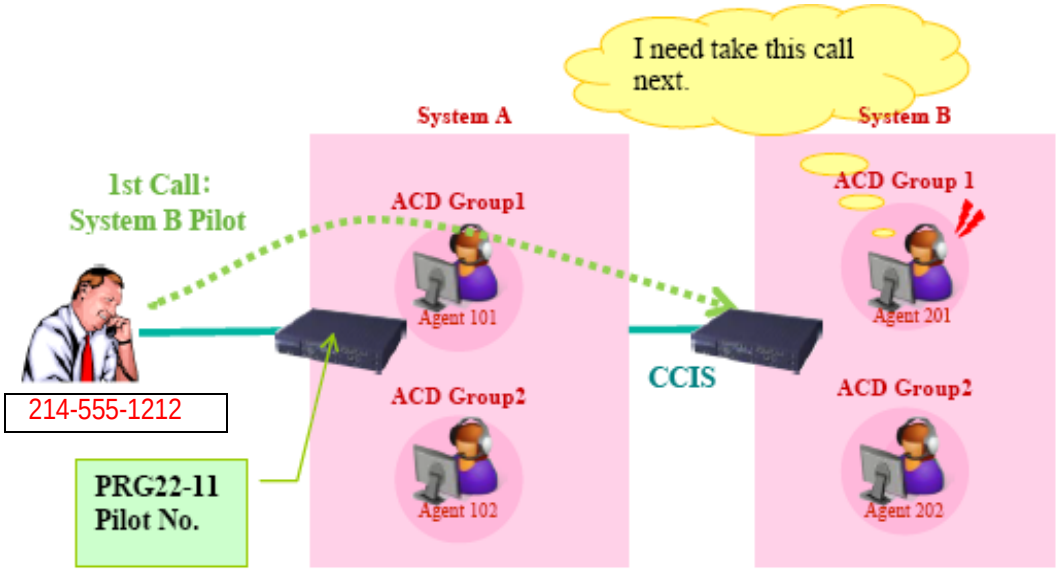
When it cancel CID marking by pressing LK
Assumption:

PRG41-24-02 ACD Agent info for Caller ID 0：Agent Extension number

1. Receive ACD inbound call (Group1) from originator (214-555-1212), and answers the call by Agent100.

2. Agent 100 is pressing Marking LK.
   => LCD display [Save completed] -> [Marked]
   => CID registers buffer [CID ＝ 214-555-1212、Agent Extension number ＝ 100]

3. Agent is pressed Marking Key again to cancel.
   => LCD display [Canceled] ->Normal ACD call screen
   => Buffer is not retained.



When agent is received call above system by CCIS
Assumption:

ACD agent that is in another system cannot resist to ACD group.

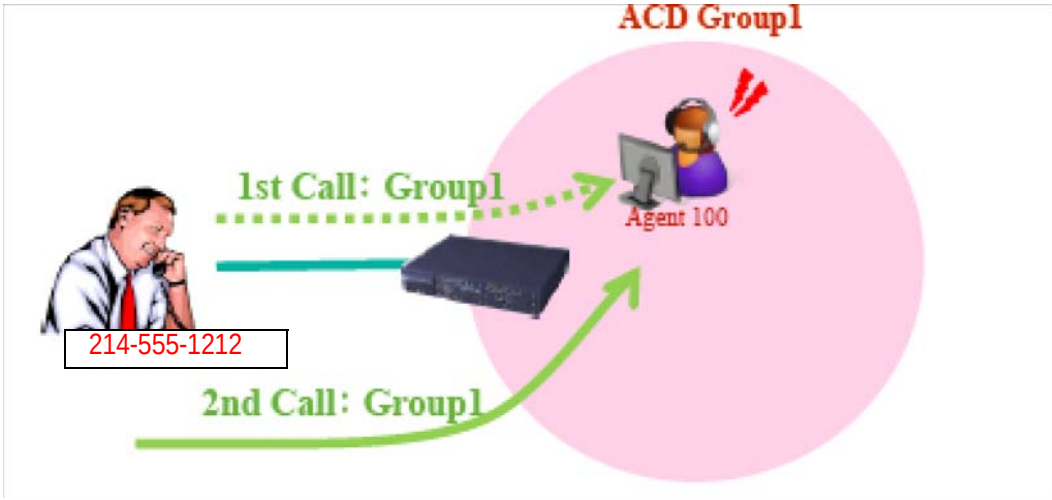
PRG41-24-02 ACD Agent info for Caller ID 0：Agent Extension number

1. Receive ACD inbound call (Pilot number of Group1 in System B) from originator (214-555-1212), and answers the call by Agent100 (System B).

2. Agent 201 is pressing Marking LK.
   => LCD display [Save completed] -> [Marked]
   => CID registers buffer (System B) [CID ＝ 214-555-1212、Agent Extension number ＝ 201]

✎ *When an agent in System A calls an agent in System B by ACD pilot outgoing, it is possible to mark.*

✎ *When ACD Group received ACD inbound call from extension, the Caller ID is extension number, and the Caller ID is resist buffer.*

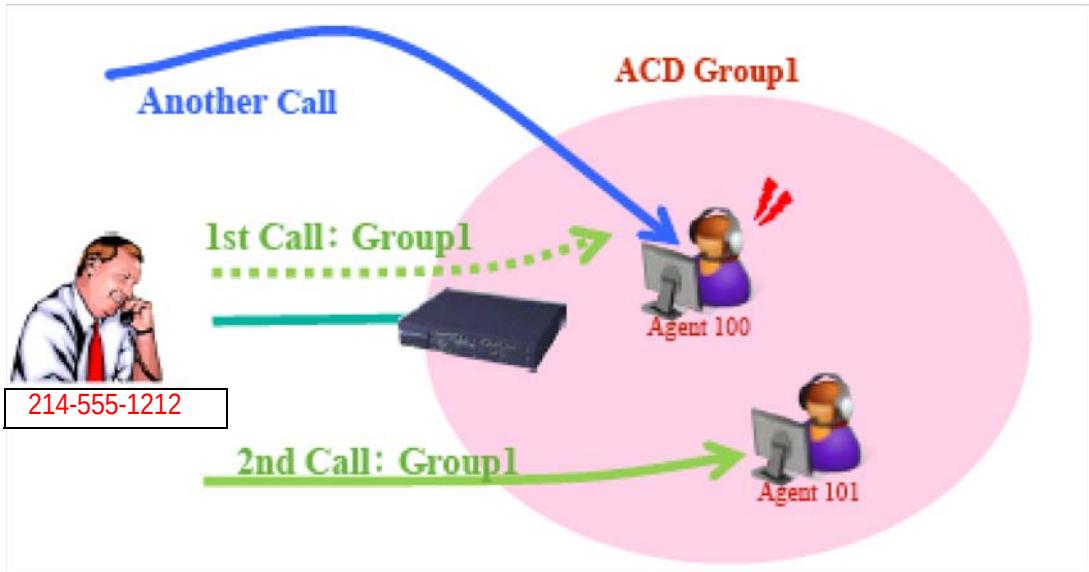


When the agent who stored the CID is available. (Marked by the agent)
Assumption:

Buffer Data：CID ＝ 214-555-1212、Agent Extension number ＝ 100

Group1 Agent = 100 (Busy)/101 (Idle)/102 (Idle)

1. Receive ACD incoming call to Group1 from originator (214-555-1212).
2. ACD call goes to Agent 100.
   => LCD display [Marked]



When the agent who stored the CID is not available. (Busy, Break mode, Wrap up, Logoff)
Assumption:

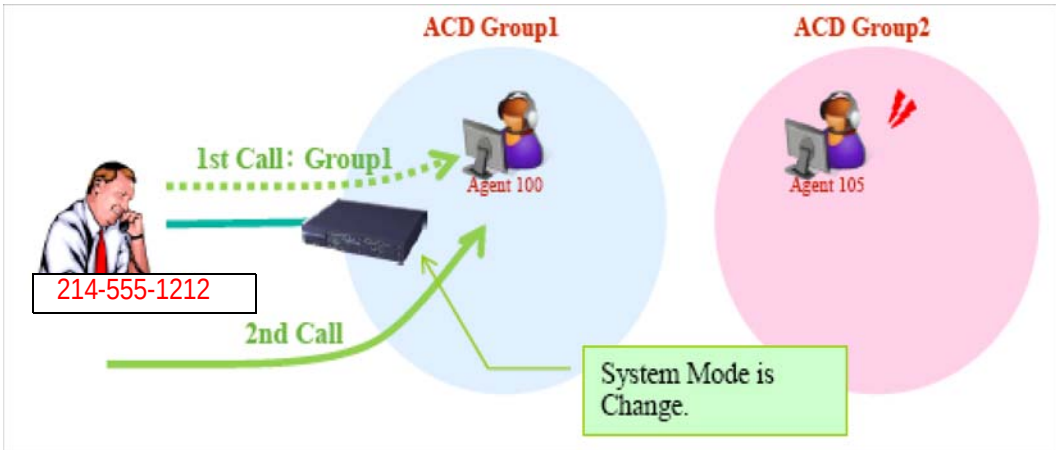
Buffer Data : CID = 214-555-1212, Agent Extension number = 100

Group1 Agent=100 (Busy)/101 (Idle)/102 (Idle)

1. Incoming caller for Group1 (214-555-1212)
2. ACD call goes to Agent 100.
   => LCD display [Rerouted]

✎ *Since Agent100 is busy; the ACD call is not routed to the agent by CID base routing.*

✎ *Agent101 is determined by the rules of normal ACD call.*



When ACD group which belongs to the destination Agent has changed (by changing system mode)

Assumption:

Buffer Data：CID ＝ 214-555-1212、Agent Extension number ＝ 100

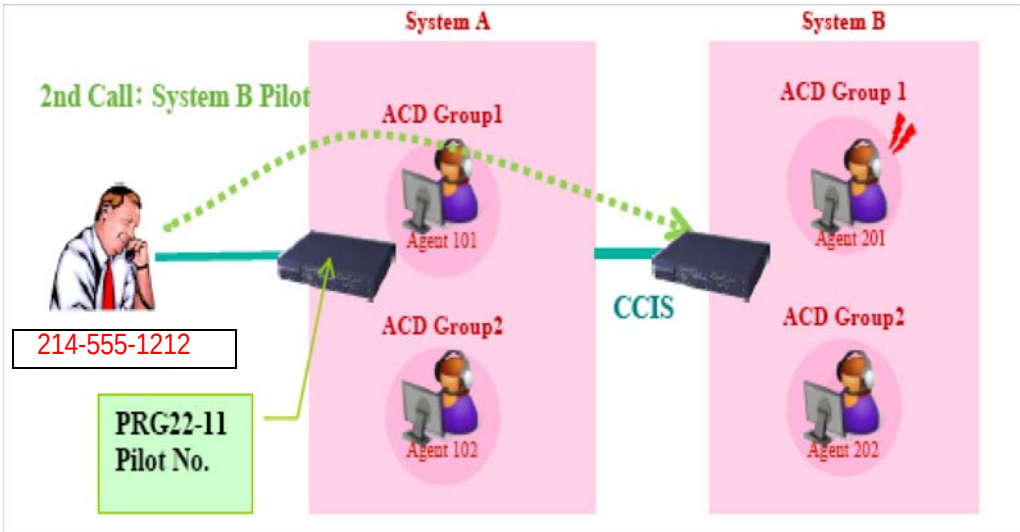
Group1 Agent = 100 (Busy)/101 (Idle)/102 (Idle)

Group2 Agent ＝ 105（Vacant)/106（Vacant)

1. Receive ACD incoming call from originator (214-555-1212) to Agent100.
   => LCD display [Marked]

✎ *Basically this ACD call goes to group2 instead of group1 because of system mode change. However, in this case the incoming call goes to Agent100 by CID base routing.*

✎ *Similar case: the same originator calls to the different DID number (different ACD group)*



When agent is received call above system by CCIS
Assumption:

ACD agent that is in another system cannot resist to ACD group.

Buffer Data (System B): CID ＝ 214-555-1212、Agent Extension number ＝ 201

System A Agent = 101 (Idle)/102 (Idle)

System B Agent = 201 (Idle)/202 (Idle)

1. Receive ACD inbound call (Pilot number of Group1 in System B) from originator (214-555-1212)

2. ACD call goes to Agent 201
   => LCD display [Marked]

Emergency Call

Description

If an ACD Agent needs assistance with a caller, they can place an 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 Setup – Emergency Call Operation Mode

Set the Emergency 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).

✎ *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

Operation

To place an Emergency Call to your ACD Group Supervisor:

1. While talking to your caller, press Emergency Call Key (Program 15-07-01 or SC 752: *12).

✎ *Your Emergency Call key lights steadily. Your 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 (Program 15-07-01 or SC 752: *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 your 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 (Program 15-07-01 or SC 752: *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 (Program 15-07-01 or SC 752: *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 -

3. 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.*

THIS PAGE INTENTIONALLY LEFT BLANK

Headset Operation (with Automatic Answer)

Description

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.

Conditions

None

Default Setting

- No headset keys defined (Program 15-07-01 = 05).
- Automatic Answer disabled (Program 41-14-04 = 0).

Programming

15-07-01 Programmable Function Keys

Assign a function key for Headset operation (05).

20-13-06 Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)

Allows a busy extension ability to manually (0) or automatically (1) receive off-hook signals.

41-14-04 ACD Options Setup – Automatic Answer at Headset

For each ACD Group, enable (0) or disable (1) Automatic Answer for agents using headsets.

Related Features

Handsfree and Monitor

Handsfree Answerback/Forced Intercom Ringing

Operation

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

To enable the headset:

1. Plug in the headset into the bottom of the phone.
2. Program a Headset Key (Program 15-07-01 or SC 751: 05).

To use the headset:

1. Press the **Headset** Key (Program 15-07-01 or SC 751: 05).
2. Press a line key to make a trunk call.

✎ *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 multiline telephone, the next waiting call is automatically answered by the agent.*

To Enable Automatic Answer for an Agent:

Press the **Feature** key and then press the **Headset** Key (Program 15-07-01 or SC 751: 05).

✎ *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.*

✎ *Incoming CO calls to the agent will automatically be answered. Ringing intercom calls are not automatically answered. Voice-announced intercom calls can be responded to handsfree.*

To Disable Automatic Answer for an Agent:

Press the **Feature** Key and then press the **Headset** Key (Program 15-07-01 or SC 751: 05).

✎ *The Headset key goes out.*

Hotline for ACD Agents

Description

Hotline gives a multiline terminal 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 (BLF) 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	
BLF Indicator	**ACD Agent Status**
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 who are not ACD Agents	
BLF Indicator	**Co-worker Status**
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.
- The DSS Console will show agent status only if it is programmed as a ACD DSS Console in Program 30-01-01.
- Hotline does not override Do Not Disturb.

- Hotline always follows the Handsfree Answerback/Forced Intercom Ringing mode set at the called extension. The Hotline caller can override the setting, if desired.
- If the partner's extension is busy, Hotline does not automatically activate Off Hook Signaling.

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).

20-13-06 Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)

Program 20-13-06 sets 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.

30-05-02 through 30-05-21 DSS Console Lamp Table

Customize the flash rates for the system DSS console.

Related Features

Direct Station Selection (DSS) Console

Do Not Disturb

Handsfree Answerback/Forced Intercom Ringing

Off-Hook Signaling

Programmable Function Keys

Operation

To place a call to your Hotline partner:

1. Press the **Hotline** key (Program 15-07-01 or SC 751: 01 + partner extension number).

   ✎ *You can optionally lift the handset after this step for privacy.*

To transfer your outside call to your Hotline partner:

1. Press the **Transfer** key.
2. Press the **Hotline** key.
3. 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 telephone.

   - OR -

   If your telephone rings, lift the handset.

THIS PAGE INTENTIONALLY LEFT BLANK

Identification Codes for ACD Agents

Description

Agent Identity Code (AIC)

An Agent Identity Code (AIC) allows ACD agents to log in any extension without setting Program 41-02-01 (ACD 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 can be set in Program 41-18-01 as shown in the following example.

Table #	AIC	Operation Group	Work Period							
			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 Work Period 1, ACD agents will belong to ACD groups 1, 2, and 16 at the same time.
- ❏ During Work Period 2, ACD agents will belong to only ACD group 1.
- ❏ During Work Periods 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 Work Periods 1~8, ACD agents will belong to only ACD group 10.

Example 3: Log In with AIC 678

- ❏ During Work Periods 1~8, ACD agents will belong to ACD groups 2, 3 and 5 at the same time.

✎ *A supervisor cannot 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 three). Using the example setup above, ACD will work as follows:

Example 1: Log In with AIC 789 and 567

- ❏ During Work Period 1, ACD agents will belong to ACD groups 1, 2, 10 and 16 at the same time.
- ❏ During Work Period 2, ACD agents will belong to ACD groups 1 and 10.
- ❏ During Work Periods 3~8, ACD agents will belong to only ACD group 10.

Example 2: Log In with AIC 789, 567 and 678

- ❏ During Work Period 1, ACD agents will belong to ACD groups 1, 2, 3, 5, 10 and 16 at the same time.
- ❏ During Work Period 2, ACD agents will belong to ACD groups 1, 2, 3, 5 and 10.
- ❏ During Work Periods 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 41-17-01.
- ❏ If the extension is set to AIC log in mode in Program 41-17-01, the system will ignore the setting of Program 41-02-01 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" logs in extension 151 with the same AIC 789, ACD agent "B" can also log in to extension 351 with the same AIC 789 at the same time.

Conditions

- ❍ A LAN connection from the UNIVERGE SV8100 system to a PC which has the UNIVERGE SV8100 ACD MIS program installed. Refer to the UNIVERGE SV8100 ACD MIS Supervisor's Manual, for further information.
- ❍ If the system has ID codes enabled, an agent must enter their ID code each time they log into an ACD Group.

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 (0~20). Enter **0** to disable the Login 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 Ports

Assign to LAN if you are going to use the UNIVERGE SV8100 ACD MIS.

41-17-01 ACD Login Mode Setup

Define the ACD login mode (0=Normal Login, 1=AIC Login) for each extension. If set to 1, a supervisor can not log in/out an AIC member as they are not normal ACD agents.

41-18-01 ACD Agent Identity Code Setup – ACD Agent Identity Code

For each AIC Table (1~512), define the ACD Agent Identity Code (four digits).

41-18-02 ACD Agent Identity Code Setup – Default ACD Group Number

For each AIC Table (1~512), define the default ACD group number that is displayed with Queue Status (0=no setting, 1~64).

41-18-03 ACD Agent Identity Code Setup – ACD Group Number in Mode 1

For each AIC Table (1~512), define the ACD group number (0=No Setting, 1~64) in mode 1 work period.

41-18-04 ACD Agent Identity Code Setup – ACD Group Number in Mode 2

For each AIC Table (1~512), define the ACD group number (0=No Setting, 1~64) in mode 2 work period.

41-18-05 ACD Agent Identity Code Setup – ACD Group Number in Mode 3

For each AIC Table (1~512), define the ACD group number (0=no setting, 1~64) in mode 3 work period.

41-18-06 ACD Agent Identity Code Setup – ACD Group Number in Mode 4

For each AIC Table (1~512), define the ACD group number (0=no setting, 1~64) in mode 4 work period.

➲ **41-18-07 ACD Agent Identity Code Setup – ACD Group Number in Mode 5**

For each AIC Table (1~512), define the ACD group number (0=no setting, 1~64) in mode 5 work period.

➲ **41-18-08 ACD Agent Identity Code Setup – ACD Group Number in Mode 6**

For each AIC Table (1~512), define the ACD group number (0=No Setting, 1~64) in mode 6 work period.

➲ **41-18-09 ACD Agent Identity Code Setup – ACD Group Number in Mode 7**

For each AIC Table (1~512), define the ACD group number (0=No Setting, 1~64) in mode 7 work period.

➲ **41-18-10 ACD Agent Identity Code Setup – ACD Group Number in Mode 8**

For each AIC Table (1~512), define the ACD group number (0=No Setting, 1~64) in mode 8 work period.

Related Features

Setting Up ACD for the First Time, Basic Operation

Operation

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

Multiline

✎ *Your display shows: WAIT ACD LOGIN*

1. Press the **Speaker** key.
2. Dial ∗**5**.

   ✎ *You hear confirmation tone.*

   - OR -

   Press ACD Log **On/Off** key (Program 15-07-01 or SC 752: 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.*

Single Line Telephone

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:

Multiline

1. Press the ACD **Log In/Log Out** key (Program 15-07-01 or SC 751: *10).

   - OR -

   Press the **Speaker** 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 four digits).

   ✎ *The ACD Log In/Log Out key lights.*

To log out (for single or multiple agent logins):

Multiline

All AIC log ins become logged out.

1. Press the ACD **Log In/Log Out** key (Program 15-07-01 or SC 751: *10).
2. Dial **1** to accept.

   - OR -

1. Press the **Speaker** key and dial the AIC Log Out service code (Program 11-13-09).

   ✎ *The ACD Log In/Log Out key goes out.*
2. Single Line Telephone

All AIC log ins become logged out.

1. Lift the handset.

2. Dial the AIC Log Out service code (Program 11-13-09).

- OR -

1. To log out of an ACD group without using AIC: Lift the handset.
2. Dial the ACD Log Out service code **655** (Program 11-13-02).

Multiple Agent Log In:

To log in:

Multiline

1. Once logged in with first AIC, press the ACD **Log In/Log Out** key (Program 15-07-01 or SC 751: *10).
2. Dial **0** to cancel the log out option.
3. Dial the Agent Identity Code (AIC) (up to four digits).

✎ *The ACD Log In/Log Out key lights.*

- OR -

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

✎ *The ACD Log In/Log Out key lights.*

Single Line Telephone

Follow Steps 1~3 to log in with additional AICs (up to three) 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 four digits).

✎ *You will hear a confirmation tone.*

Complete Steps 4 and 5 when immediately logging in with additional AICs.

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

✎ *You will hear a confirmation tone.*

5. For third agent log: Dial the third Agent Identity Code (AIC) (up to four digits).

✎ *You will hear a confirmation tone.*

SIE Key for ACD Groups

Description

Any Multiline Terminal can have SIE keys for ACD Groups. When a call comes into a covered ACD Group, the SIE key will ring immediately, ring after a delay or just flash (depending on system programming and user-set options). The Multiline Terminal user can answer the call by just lifting the handset and pressing the SIE key. ACD SIE 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 SIE keys for as many ACD Groups as it has available programmable keys.

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

Conditions

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

Default Setting

- SIE key delayed ringing occurs after 10 seconds (Program 20-04-03= 10).
- ACD SIE keys ring with the mid range tone (Program 15-02-02 = 2).
- No ACD SIE keys assigned (Program 15-07-01 not set for *03 + ACD master).
- 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 SIE keys use Tone Pattern 1 (Program 15-08-01 = 0).

Programming

15-02-02 Multiline Telephone Basic Data Setup – Trunk Ring Tone

For the SIE 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 SIE (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 SIE 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 720.

15-09-01 Virtual Extension Ring Assignment

Individually program an extension's SIE 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 SIE 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 SIE keys for Delayed Ringing (1) or Immediate Ringing (0). Also see Program 20-04-03 below.

20-04-03 System Options for Virtual Extensions – CAR/SIE/Virtual Extension Delay Interval

SIE 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

Operation

To answer a call ringing an ACD Group key:

1. Press flashing **SIE** key (Program 15-07-01 or SC 752: *03 + ACD master).

   ✎ *The SIE 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 **SIE** 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 SIE key:

1. Press the **Speaker** key.
2. Dial **752**.
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 immediate ring 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 delay ring for the Day, Night, Midnight, Rest, Day2, Night2, Midnight2, and Rest2 modes respectively.

   ✎ *You can make flexible entries. For example, you can have immediate ringing in the day and night modes and delay ringing for the midnight and rest modes.*

   ✎ *The ringing mode (delayed or immediate) follows system programming.*

7. Press the **Speaker** key to hang up.

THIS PAGE INTENTIONALLY LEFT BLANK

Off-Duty Mode

Description

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 telephone in Off-Duty Mode if it is not answered. This ensures callers will not have to wait while ACD rings an extension that won't be answered. For multiline terminals, the system enables Automatic Off-Duty Mode for all phones with Off-Duty Mode keys. For single line telephones, 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 single line telephone disabled (Program 41-14-07 = 0).

Programming

15-07-01 Programmable Function Keys

To enable Off-Duty Mode at a multiline telephone, assign a Off-Duty Mode key (code *13).

➲ **41-14-07 ACD Options Setup – Automatic Off-Duty for SLT**

For each ACD Group (01~64), determine whether or not a single line telephone automatically changes to off-duty mode (0=No Change, 1=Change automatically).

➲ **41-14-08 ACD Options Setup – 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

Wrap-Up Time

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 do not pick it up.

Multiline

1. Press your Off-Duty Mode Key (Program 15-07-01 or SC 752: *13)

   ✎ *Your Off-Duty Mode Key lights.*

Single Line Telephone

1. Lift the handset.
2. Dial **658**.

   ✎ *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:

Multiline

1. Press your Off-Duty Mode Key (Program 15-07-01 or SC 752: *13)

   ✎ *Your Off-Duty Mode Key goes out.*

Single Line Telephone

1. Lift the handset.
2. Dial **659.**

   ✎ *When you cancel Off-Duty Mode, your ACD Supervisor with a DSS Console sees your extension as available (logged in).*

THIS PAGE INTENTIONALLY LEFT BLANK

One-Digit Dial Out

Description

When a caller to an ACD Group is being played a VRS Delay Announcement they can dial a one-digit option to dial out of the Group. The One-Digit Dial Out option can be pressed during the Announcement only, for “x” seconds after the Announcement only.

There is one one-digit option (0~9, ✱ & #) that can be set to transfer the call to an Extension in the system, VM with integration (Group #), Ring Group, Speed Dial Bin, and another ACD Group.

Conditions

- The One-Digit Dial Out Option can not transfer out to a Department Group other then a VM Department Group.
- Delay Announcement with In-Mail and ACI ports will not allow for the One-Digit Dial Out option.
- Program 41-14-14 is used for **both** the 1st and 2nd Delay Announcements. You can not allow for one and not the other.

Programming

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).

41-11-01 VRS Delay Announcement – Delay Message Start Timer

For each ACD Group (01~64), determine how long the system waits (0~64800 seconds) before playing the delay message. This program is activated when the delay announcement source and options are assigned as VRS in Program 41-08-03.

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 (0~101). This program is activated when the delay announcement source and options are assigned as VRS in Program 41-08-03.

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 (0~101). This program is activated when the delay announcement source and options are assigned as VRS in Program 41-08-03.

41-11-05 VRS Delay Announcement – 2nd Waiting 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 Tone, 1 = MOH Tone, 2 = BGM) source.

41-11-07 VRS Delay Announcement – ACD Forced Disconnect Time After the 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.

41-11-08 VRS Delay Announcement – Queue Depth Announcement

For each ACD Group (01~64), use (0) to disable the Queue Depth Announcements, (1) after the 1st Delay Announcement only, (2) after the 2nd Delay Announcement only, or (3) after both the 1st and 2nd.

41-14-13-1 ACD Options Setup – ACD Queue 1 Digit Assignment

For each ACD Queue (1~64) assign the One-Digit number (0, 1~9, ✱, #) to be used for the One-Digit Dial Out Option.

41-14-13-2 ACD Options Setup – Destination Number Type

For each ACD Queue (1~64), assign the Destination Number Type. (0 = None, 1 = Ext/VM, 2 = Ring Group, 3 = Speed Dial Bin, 4 = ACD Group).

41-14-13-3 ACD Options Setup – Destination Number

For each ACD Queue (1~64), assign the destination number for the assigned Destination Type. (Up to eight digits).

41-14-14 ACD Options Setup – DTMF Detection Assignment during Delay Announcement

For each ACD Queue (1~64), assign if the One-Digit Dial Out option (1 = Detects) or (0 = Does not detect) during the Delay Announcements.

41-14-15 ACD Options Setup – DTMF Detect Time after Delay Announcement Message

For each ACD Queue (1~64), assign the amount (0~64800 seconds) of time after the Delay Announcement that the One-Digit Dial Out option will work.

Related Features

None

Operation

None

THIS PAGE INTENTIONALLY LEFT BLANK

Overflow Options

Description

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.

✎ *1st Announcement: 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.

✎ *2nd Announcement: 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, offsite via a speed dial bin, Ring Group, or the Voice Mail. 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 following overflow options are available:

- **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, offsite via a speed dial bin, Ring Group, or the Voice Mail 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 VRS message, a message from a PGD (2) port, message from an In-Mail, 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.

  When the PGD (2) is providing the 1st Announcement, it will continue to play until the call is answered or abandoned. This message will not start from the beginning because it is on a constant loop.

- **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 VRS message, a message from a PGD (2) port, message from an In-Mail, or the standard voice prompt, "Please hold on, all lines are busy. Your call will be answered when a line becomes free." Refer to Setting Up the 1st Announcement for Overflow Modes 2 and 4 on page 3-66.

  When the PGD (2) is providing the 1st Announcement it will continue to play until the call is answered, abandoned or timer in 41-10-04 expires and Starts to play the 2nd Announcement. The 2nd Announcement will continue to play until the call is answered, abandoned or timer in 41-10-05 expires and drops the call The messages will not start from the beginning because it is on a constant loop.

- **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, offsite via a speed dial bin, Ring Group, or the Voice Mail after a programmed interval. In addition, the caller periodically hears the 1st Announcement message. This message can be a VRS message, a message from a PGD (2) port, message from an In-Mail, 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.

  When the PGD (2) is providing the 1st Announcement it will continue to play until the call is answered or abandoned. This message will not start from the beginning because it is on a constant loop.

- **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, offsite via a speed dial bin, Ring Group, or the Voice Mail 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 VRS message, a message from a PGD (2) port,

message from an In-Mail, or the standard voice prompt, "Please hold on, all lines are busy. Your call will be answered when a line becomes free."

When the PGD (2) is providing the 1st Announcement it will continue to play until the call is answered, abandoned or timer in 41-10-04 expires and Starts to play the 2nd Announcement. The 2nd Announcement will continue to play until the call is answered, abandoned or timer in 41-10-05 expires and drops the call The messages will not start from the beginning because it is on a constant loop.

- **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 VRS message, a message from a PGD (2) port, message from an In-Mail, 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.

  When the PGD (2) is providing the 2nd Announcement it will continue to play until the call is answered, abandoned or timer in 41-10-05 expires and drops the call. This message will not start from the beginning because it is on a constant loop.

- **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, offsite via a speed dial bin, Ring Group, or the Voice Mail after a programmed interval. In addition, the caller periodically hears the 2nd Announcement message. This message can be a VRS message, a message from a PGD (2) port, message from an In-Mail, 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.

  When the PGD (2) is providing the 2nd Announcement it will continue to play until the call is answered, abandoned or timer in 41-10-05 expires and drops the call. This message will not start from the beginning because it is on a constant loop.

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 an ACI port. Refer to the *Hardware Manual* for more on connecting external music sources. Refer to the *Features and Specifications 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, offsite via a speed dial bin, Ring Group, 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 PRG 41-08-XX for the Queue that they are a Supervisor of and follow PRG 41-08-XX for the destination and timer of the Queue assigned under the key. 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 System Supervisor's programming will take priority and the system will overflow according to the System Supervisor's setting. Multiple Overflow Control keys can be programmed on a Multiline Terminal, 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:

➲ **41-08-04 ACD Overflow Options – 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. When it times out, the system overflows the caller to the destination defined in Program 41-09-01.

With a PGD(2) set as the announcement source:

➲ **41-10-01 ACI Delay Announcement – 1st Delay Announcement ACI Port Number**

For each ACD group (01~64), set the 1st Delay Announcement ACI Port Number (0~96).

➲ **41-10-03 ACI 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).

With a VRS set as the announcement source:

- **22-01-11 System Options for Incoming Calls – VRS Waiting Message Interval Time**
  Set the timer for the interval between the Delayed Messages (0~64800 seconds).

- **41-11-01 VRS Delay Announcement – Delay Message Start Time**
  For each ACD group (01~64), set how long the system waits before playing the first delay announcement (0~64800 seconds).

- **41-11-02 VRS Delay Announcement – 1st Delay Message Number**
  For each ACD group (01~64), set the 1st Delay Message Number (01~101).

- **41-11-03 VRS 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).

- **41-11-08 VRS Delay Announcement – Queue Depth Announcement**
  For each ACD Group (01~64), use (0) to disable the Queue Depth Announcements, (1) after the 1st Delay Announcement only, (2) after the 2nd Delay Announcement only, or (3) after both the 1st and 2nd.

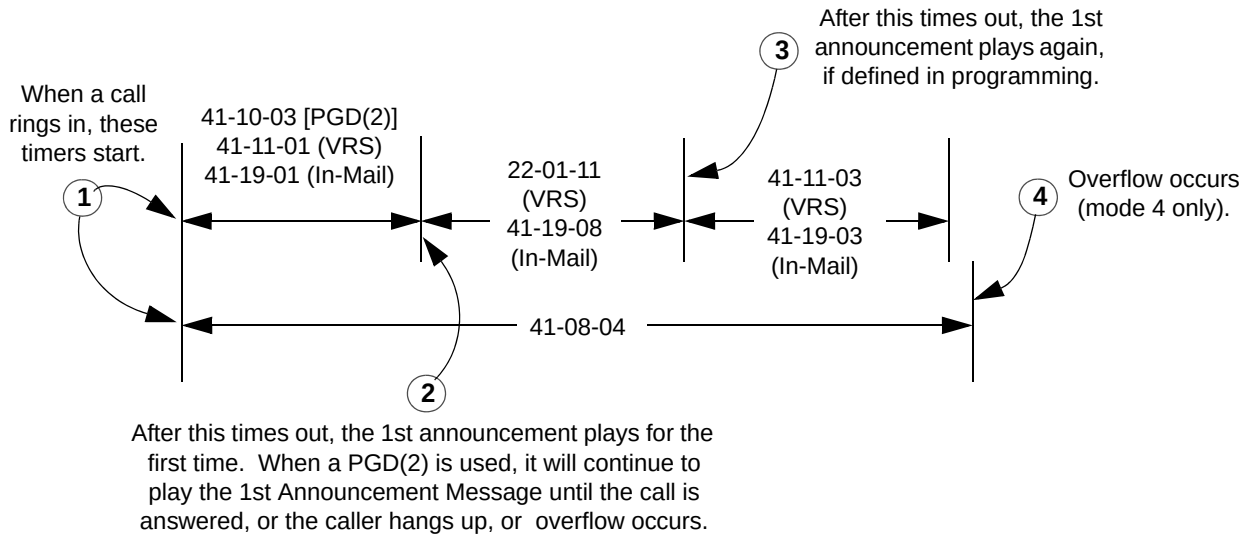
With In-Mail set as the announcement source:

- **41-19-01 ACD Voice Mail Delay Announcement – Delay Message Start Time**
  For each ACD Group (01~64), set how long the system waits before playing the first Delay Announcement (0~64800 seconds).

- **41-19-02 ACD Voice Mail Delay Announcement – Mailbox Number for 1st Announcement Message**
  For each ACD Group (01~64), set the mailbox number to be used for the 1st Delay Announcement.

- **41-19-03 ACD 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).

- **41-19-08 ACD Voice Mail Delay Announcement – Delay 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:

➲ **41-08-04 ACD Overflow Options – 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.

✎ *If Program 41-10-05, 41-11-07 or 41-19-07 is set, call will disconnect.*

When it times out, the system overflows the caller to the destination defined in Program 41-09-01.

With a PGD(2) set as the announcement source:

➲ **41-10-01 ACI Delay Announcement – 1st Delay Announcement ACI Port Number**

For each ACD group (01~64), set the 1st Delay Announcement ACI Port Number (0~96).

➲ **41-10-02 ACI Delay Announcement – 2nd Delay Announcement ACI Port Number**

For each ACD group (01~64), set the 2nd Delay Announcement ACI Port Number (0~96).

41-10-03 ACI 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).

41-10-04 ACI 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 ACI 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 set as the announcement source (Program 41-08-03):

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 (0~64800 seconds).

41-11-02 VRS Delay Announcement – 1st Delay Message Number

For each ACD group (01~64), set the 1st Delay Message Number (01~101).

41-11-03 VRS 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).

41-11-04 VRS Delay Announcement – 2nd Delay Message Number

For each ACD group (01~64), set the 2nd Delay Message Number (01~101).

41-11-05 VRS Delay Announcement – 2nd Waiting 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 the 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).

41-11-08 VRS Delay Announcement – Queue Depth Announcement

For each ACD Group (01~64), use (0) to disable the Queue Depth Announcements, (1) after the 1st Delay Announcement only, (2) after the 2nd Delay Announcement only, or (3) after both the 1st and 2nd.

- **22-01-11 System Options for Incoming Calls – VRS Waiting Message Interval Time**
  Set the timer for the interval between the Delayed Messages (0~64800 seconds).

With a In-Mail set as the announcement source:

- **41-19-01 ACD Voice Mail Delay Announcement – Delay Message Start Time**
  For each ACD Group (01~64), set how long the system waits before playing the first Delay Announcement (0~64800 seconds).

- **41-19-02 ACD Voice Mail Delay Announcement – Mailbox Number for 1st Announcement Message**
  For each ACD Group (01~64), set the mailbox number to be used for the 1st Delay Announcement.

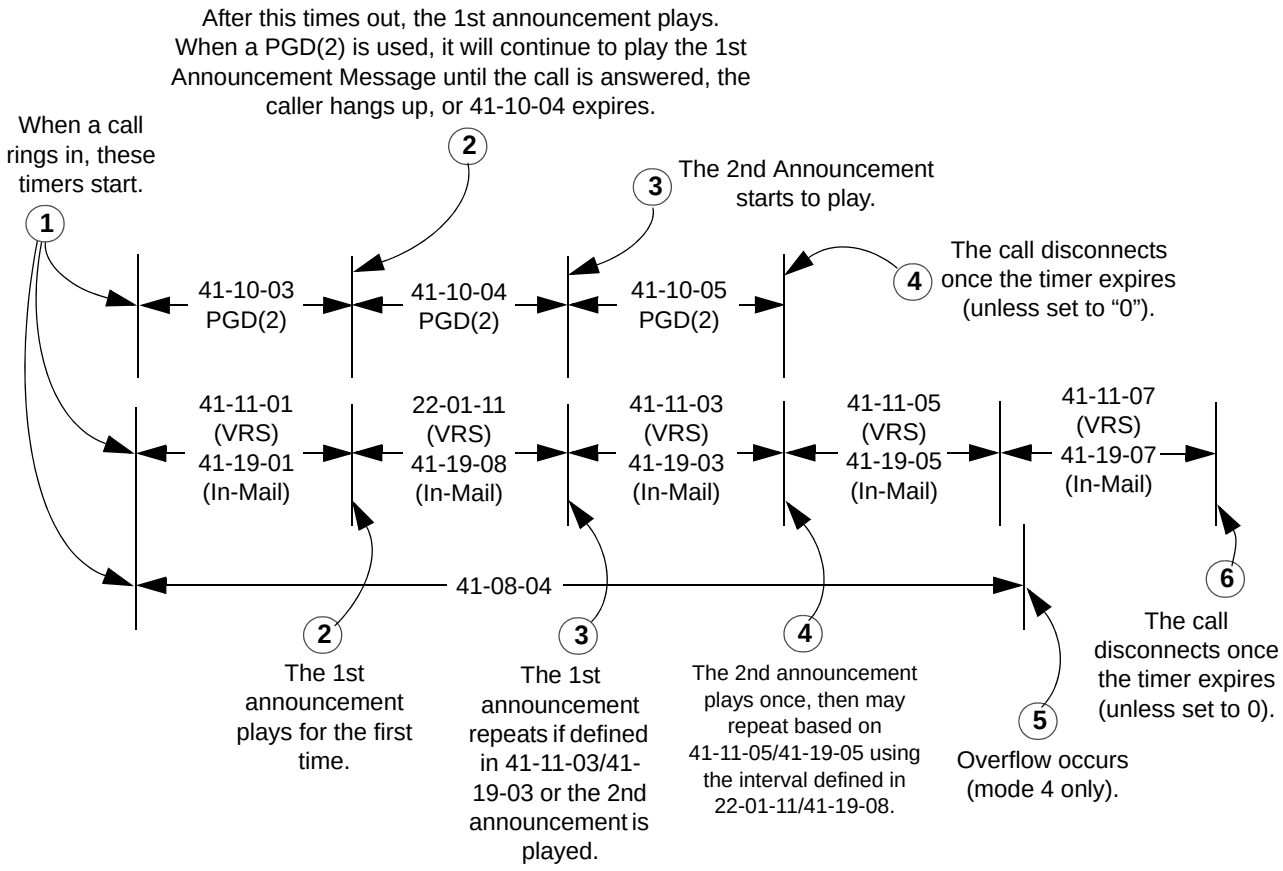
- **41-19-03 ACD Voice Mail Delay Announcement – 1st Delay Message Sending Count**
  For each ACD Group (01~64), determine how many times the 1st Delay Message is played to the caller (0~255).

- **41-19-04 ACD Voice Mail Delay Announcement – Mailbox Number for 2nd Announcement Message**
  For each ACD Group (01~64), set the mailbox number to be used for the 2nd Delay Announcement.

- **41-19-05 ACD 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).

- **41-19-07 ACD Voice Mail Delay Announcement – ACD Forced Disconnect Time After 2nd Announcement**
  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 seconds).

- **41-19-08 ACD Voice Mail Delay Announcement – Delay Message Interval Time**
  For each ACD Group (01~64), set the timer for the interval between the Delayed Messages (0~64800 seconds).



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:

➲ **41-08-04 ACD Overflow Options – 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). When it times out, the system overflows the caller to the destination defined in Program 41-09-01.

With a PGD(2) set as the announcement source:

- **41-10-02 ACI Delay Announcement – 2nd Delay Announcement ACI Port Number**

  For each ACD group (01~64), set the 2nd Delay Announcement ACI Port Number (0~96).

- **41-10-04 ACI Delay Announcement – 2nd Delay Announcement Connection Timer**

  For each ACD group (01~64), set how long the how long the system waits before playing the second delay announcement (0~64800 seconds).

- **41-10-05 ACI 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 set as the announcement source:

- **22-01-11 System Options for Incoming Calls – VRS Waiting Message Interval Time**

  For each ACD group (01~64), set the timer for the interval between the Delayed Messages (0~64800 seconds).

- **41-11-01 VRS 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).

- **41-11-04 VRS Delay Announcement – 2nd Delay Message Number**

  For each ACD group (01~64), set the 2nd Delay Message Number (01~101).

- **41-11-05 VRS Delay Announcement – 2nd Waiting 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).

- **41-11-07 VRS 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).

- **41-11-08 VRS Delay Announcement – Queue Depth Announcement**

  For each ACD Group (01~64), use (0) to disable the Queue Depth Announcements, (1) after the 1st Delay Announcement only, (2) after the 2nd Delay Announcement only, or (3) after both the 1st and 2nd.

With In-Mail set as the announcement source:

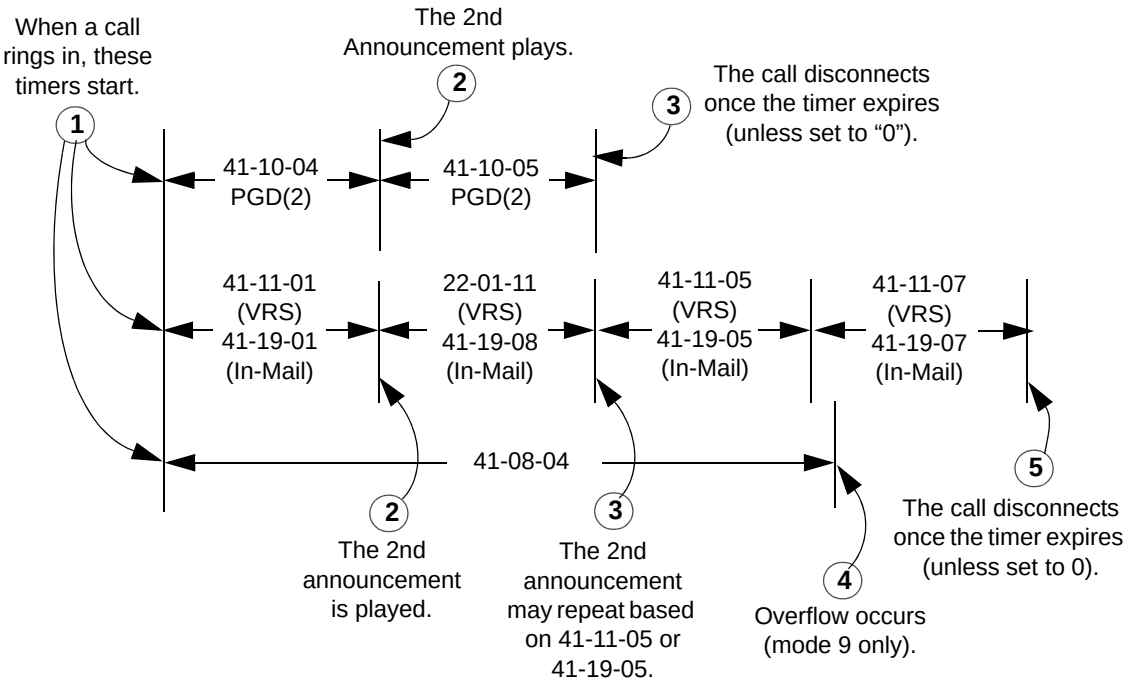
- **41-19-01 ACD Voice Mail Delay Announcement – Delay Message Start Time**
  For each ACD Group (01~64), set how long the system waits before playing the first Delay Announcement (0~64800 seconds).

- **41-19-04 ACD Voice Mail Delay Announcement – Mailbox Number for 2nd Announcement Message**
  For each ACD Group (01~64), set the mailbox number to be used for the 2nd Delay Announcement.

- **41-19-05 ACD 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).

- **41-19-07 ACD Voice Mail Delay Announcement – ACD Forced Disconnect Time After 2nd Announcement**
  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 seconds).

- **41-19-08 ACD Voice Mail Delay Announcement – Delay Message Interval Time**
  For each ACD Group (01~64), set the timer for the interval between the Delayed Messages (0~64800 seconds).



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 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), 67 = Speed Dial Area (41-08-05), 68 = Incoming Ring Group (41-08-06).
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 = In-Mail
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) In-Mail (see Program 41-19-02 and 41-19-04)

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)
1													
2													
3													
4													
5													
6													
7													

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)
8													
9													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													
24													
25													
26													
27													
28													
29													
30													
31													
32													
33													
34													

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)
35													
36													
37													
38													
39													
40													
41													
42													
43													
44													
45													
46													
47													
48													
49													
50													
51													
52													
53													
54													
55													
56													
57													
58													
59													
60													
61													

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)
62													
63													
64													

Conditions

- The queue Announcements will not play to a caller when agents are available and ringing.
- After recording the VRS overflow message, the VRS may have to be reset before the message will be played.
- In-Mail can be used to play Delay Announcements.
- When all In-Mail talk paths (ports) are simultaneously being accessed by an In-Mail Mailbox subscribers or Voice Mail Delay Announcements, or combination of the two, the next incoming call to the In-Mail will Ring No Answer until an available talk path becomes idle (First Come – First Served).

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 (Program 15-07-01 or SC 752: *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

For each ACD group (01~64), set the timer for the interval between the Delayed Messages (0~64800 seconds).

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), 67 = Speed Dial Area (41-08-05), 68 = Incoming Ring Group (41-08-06).

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).

41-08-05 ACD Overflow Options – System Speed Dial Bin

For each ACD Group (1~64), enter the speed dial area (0~1999) to overflow to when 41-08-05 is set to 67.

41-08-06 ACD Overflow Options – Incoming Ring Group when Overflow

For each ACD Group (1~64), enter the Incoming Ring Group to overflow to when 41-08-02 is set to 68.

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 seven 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 ACI Delay Announcement – 1st Delay Announcement ACI Port Number

For each ACD group (01~64), set the 1st Delay Announcement ACI Port Number (0~96).

41-10-02 ACI Delay Announcement – 2nd Delay Announcement ACI Port Number

For each ACD group (01~64), set the 2nd Delay Announcement ACI Port Number (0~96).

41-10-03 ACI Delay Announcement – 1st Delay Announcement Connection

For each ACD group (01~64), determine how long the system waits before playing the Delay Message (0~64800 seconds).

41-10-04 ACI Delay Announcement – 2nd Delay Announcement Connection Timer

For each ACD group (01~64), set the timer the system waits before playing the second.

41-10-05 ACI 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. 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 41-08-03.

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 (0~101). This program is activated when the delay announcement source and options are assigned as VRS in Program 41-08-03.

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 (0~101). This program is activated when the delay announcement source and options are assigned as VRS in Program 41-08-03.

41-11-05 VRS Delay Announcement – 2nd Waiting 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 Tone, 1=MOH Tone, 2=BGM source).

41-11-07 VRS Delay Announcement – ACD Forced Disconnect Time After the 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**.

41-11-08 VRS Delay Announcement – Queue Depth Announcement

For each ACD Group (01~64), use (0) to disable the Queue Depth Announcements, (1) after the 1st Delay Announcement only, (2) after the 2nd Delay Announcement only, or (3) after both the 1st and 2nd.

41-14-03 ACD Options Setup – 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 Setup – Call Queuing after 2nd Announcement

Use this option to determine whether the caller should hear the 2nd Delay Announcement and then be taken out of queue [(1=Disable), or placed back into queue (0=Enable)].

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=Last Waiting Call is Transferred, 1=Longest Waiting Call is Transferred, 2=Send Busy Tone).

41-19-01 ACD Voice Mail Delay Announcement – Delay Message Start Time

For each ACD Group (01~64), set how long the system waits before playing the first Delay Announcement (0~64800 seconds).

41-19-02 ACD Voice Mail Delay Announcement – Mailbox Number for 1st Announcement Message

For each ACD Group (01~64), set the mailbox number to be used for the 1st Delay Announcement.

41-19-03 ACD 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).

41-19-04 ACD Voice Mail Delay Announcement – Mailbox Number for 2nd Announcement Message

For each ACD Group (01~64), set the mailbox number to be used for the 2nd Delay Announcement.

41-19-05 ACD 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).

➲ **41-19-06 ACD Voice Mail Delay Announcement – Wait Tone Type at Message Interval**

For each ACD Group (01~64), determine what the caller should hear between messages (0 = Ring Back Tone, 1 = MOH Tone, 2 = BGM source).

➲ **41-19-07 ACD Voice Mail Delay Announcement – ACD Forced Disconnect Time After 2nd Announcement**

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 seconds).

➲ **41-19-08 ACD Voice Mail Delay Announcement – Delay Message Interval Time**

For each ACD Group (01~64), set the timer for the interval between the Delayed Messages (0~64800 seconds).

Related Features

Music on Hold

Off-Duty Mode

Voice Announce Unit

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 (Program 15-07-01 or SC 752: code *18).

   ✎ *The key flashes while active.*

To Deactivate ACD Overflow Control:

1. Press the ACD Overflow Control key (Program 15-07-01 or SC 752: code *18)

   ✎ *The key goes out and the system follows overflow.*

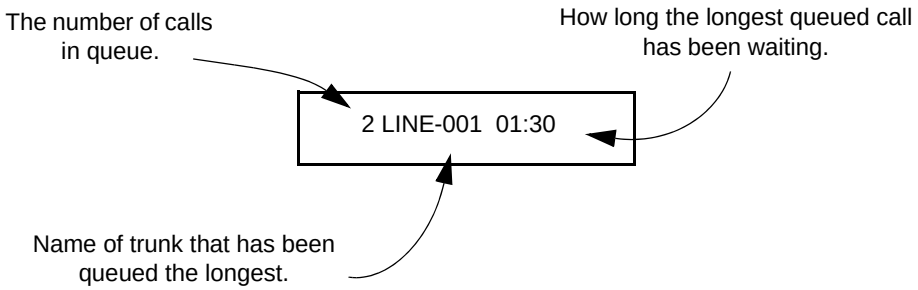
THIS PAGE INTENTIONALLY LEFT BLANK

Queue Status Display

Description

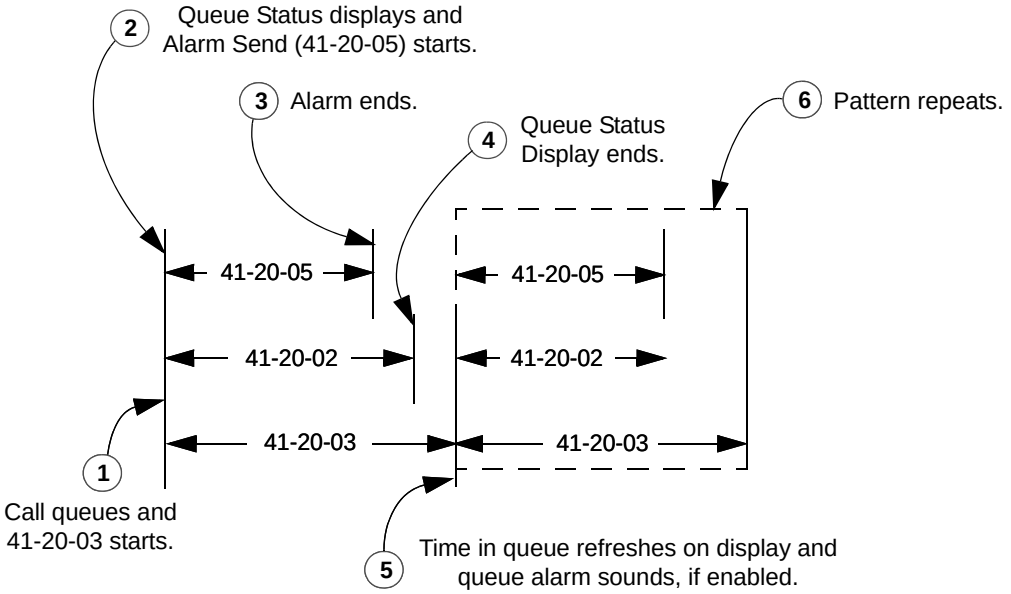
When all agents in an ACD Group are unavailable, an incoming call will queue and cause the Queue Status Display to occur on the ACD Group Supervisor and/or agent's display. The display helps the supervisor keep track of the traffic load within their group. In addition, any display Multiline Terminal can have a Queue Status Display Check programmable function key. The Multiline Terminal user can press this key any time while idle, and using the volume ▲ or ▼, 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

- Do not use number of calls in queue and time in queue to set the ACD queue alarm. Select either one or the other for the system to follow.
- If a telephone is not idle, the Queue Status Display Programmable Function key cannot be used.
- 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.
- 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.
- 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 41-15-02 or 41-20-05 expire.
- 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.
- 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 and Queue Alarm disabled (Program 41-20-01 = 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 Class of Service (1~15) to an extension.

20-13-39 Class of Service Options (Supplementary Service) – ACD Queue Status Display

Turns Off (0) or On (1) the ACD Queue Status Display for an extension Class of Service. Any extension which has this option enabled also hears the queue alarm.

41-15-01 ACD Queue Alarm Information – Number of Calls in ACD Queue to Activate Alarm Information

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 Program 41-20-05.

41-15-02 ACD Queue Alarm Information – Interval Time of Alarm Information

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 Program 41-20-05.

Feature	Available in Program 41-15-xx	Available in Program 41-20-xx
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 Hold Time**

Set how long the Call Waiting Alarm should sound (0~64800 seconds; Default=0).

Related Features

Off-Duty Mode

Operation

When Logged Into ACD Group

1. With an idle multiline terminal, press the Queue Status Display Programmable Function Key (Program 15-07-01 or SC 752: 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 volume ▲ or ▼ to scroll through the Queue Status Displays of all the ACD Groups.

3. Press the **Exit** 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 telephones 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 telephone to idle until the timer in Program 41-20-03 expires again.

THIS PAGE INTENTIONALLY LEFT BLANK

Supervisor, ACD Group

Description

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. There are 64 available ACD Groups.

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 752: 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.
- ❍ An extension assigned as an ACD Group Supervisor cannot also be a System Supervisor.

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.

➲ **41-04-01 ACD Group Supervisor – Group Supervisor Extension**

For each ACD Group (1~64), assign the Group Supervisor's extension. (You cannot use the port entered in this program in Program 41-01-01 as a System Supervisor.)

➲ **41-04-02 ACD Group Supervisor – Operation Type**

For each ACD Group (1~64), assign the operating mode for the Group Supervisor. Operating modes are 0 [do not receive ACD calls (no)], 1 [receive ACD incoming calls in case of overflow (Busy)] and 2 [receive ACD incoming calls all the time (Yes)].

Related Features

Supervisor, DSS Console

Supervisor, System

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 the **Speaker** key.
2. Dial ***5**.

   ✎ *You hear confirmation tone.*

   - OR -

Press ACD **Log On/Off** key (Program 15-07-01 or SC 752: 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 the **Speaker** key.
2. Dial **∗5**.

   - OR -

   Press ACD **Log On/Off** key (Program 15-07-01 or SC 752: 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 (Program 15-07-01 or SC 752: 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 (Program 15-07-01 or SC 752: 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 (Program 15-07-01 or SC 752: 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 (Program 15-07-01 or SC 752: 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 the **Speaker** key.
2. Dial **667**.
3. Dial the ACD Agent's extension number.

   ✎ *You hear confirmation tone.*

4. Press **Speaker** 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 the **Speaker** key.
2. Dial **668**.
3. Dial the ACD Agent's extension number.

   ✎ *You hear confirmation tone.*

4. Press **Speaker** 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 the **Speaker** key.
2. Dial **669**.

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 **Speaker** to hang up.

THIS PAGE INTENTIONALLY LEFT BLANK

Supervisor, ACD System

Description

You can designate an extension as an ACD System Supervisor. The system can have only one ACD System Supervisor.

Once a user is assigned as an ACD System Supervisor, he can perform the following tasks:

- ❑ Take all the system's ACD Groups out of service simultaneously. Outside callers will hear ringback or the ACI recording.
- ❑ Check the log out status of each agent after the groups are taken down.
- ❑ Restore all the ACD Groups to service simultaneously.
- ❑ 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 (Program 15-07-01 or SC 752: 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.
- ❍ An extension assigned as an ACD System Supervisor cannot also be an ACD Group Supervisor.

Default Setting

- ❍ ACD System Supervisors not programmed.

Programming

➲ **11-13-10 Service Code Setup (for ACD) – ACD Agent Login by Supervisor**

This Service Code (normally 667) 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 668) 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 669) 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.

41-01-01 System Options for ACD – System Supervisory Extension

Assign an extension as the ACD System Supervisor.

41-04-01 ACD Group Supervisor – Group Supervisor Extension

For each ACD Group (1~64), assign the Group Supervisor's extension. (You cannot use the port entered in this program in Program 41-01-01 as a System Supervisor.)

41-04-02 ACD Group Supervisor – Operation Type

For each ACD Group (1~64), assign the operating mode for the Group Supervisor. Operating modes are 0 [do not receive ACD calls (no)], 1 [receive ACD incoming calls in case of overflow (Busy)] and 2 [receive ACD incoming calls all the time (Yes)].

Related Features

Supervisor, ACD Group

Supervisor, DSS Console

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 the **Speaker** key.
2. Dial ∗**5**.

   ✎ *You hear confirmation tone.*

   - OR -

   Press ACD **Log On/Off** key (Program 15-07-01 or SC 752: 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 the **Speaker** key.
2. Dial ∗**5**.

   - OR -

   Press ACD **Log On/Off** key (Program 15-07-01 or SC 752: 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 (Program 15-07-01 or SC 752: 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 (Program 15-07-01 or SC 752: 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.

3. Press ACD **Log On/Off** key (Program 15-07-01 or SC 752: 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 (Program 15-07-01 or SC 752: 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 the **Speaker** key.
2. Dial **667**.
3. Dial the ACD Agent's extension number.

   ✎ *You hear confirmation tone.*

4. Press **Speaker** 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 the **Speaker** key.
2. Dial **668**.
3. Dial the ACD Agent's extension number.

   ✎ *You hear confirmation tone.*
4. Press **Speaker** 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 the **Speaker** key.
2. Dial **669**.
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 **Speaker** to hang up.

THIS PAGE INTENTIONALLY LEFT BLANK

Supervisor, DSS Console

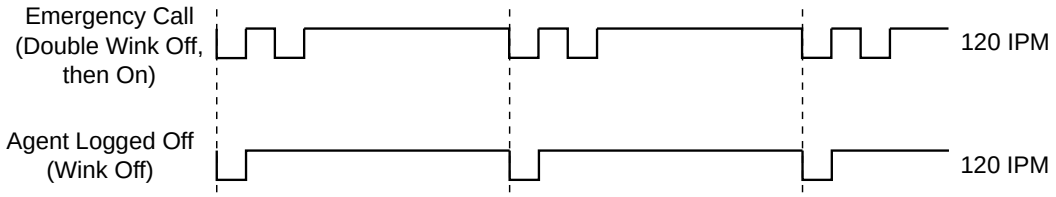
Description

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 Multiline's programmable keys, unless Hotline keys are assigned.

When the supervisor presses a button for an ACD Group, the console key flash rates provide information to the supervisor about these activities of the group agents.

- ❑ Logged into 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. Refer to Emergency Call on page 3-35.
- ❑ Not available or installed

The following diagram shows the DSS console flash rates for ACD Supervisors.



A maximum of four consoles are available per extension.

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

Conditions

- ❍ 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 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 10-03-01 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.

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), ACD Monitor Mode (2) and Business/ACD Mode (3).

30-02-01 DSS Console Extension Assignment – Extension Number

Designate the 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 DSS Console keys assigned to ACD Agents are programmed as DSS keys.

30-04-01 DSS Console Alternate Answer – DSS Console Alternate Answer

If the console should have Alternate Answering, use this program to assign the Alternate Answering Destination.

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

Related Features

Door Box

Paging, External

Paging, Internal

Night Service

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 the **Hold** key 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 does not want the call, press the flashing line key to retrieve it.*

5. Press **Speaker** to hang up.

Supervisor Monitor / ACD Monitor

Description

Caution

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

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

- 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

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 Multiline 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 an extensions.

➲ **20-13-06 Class of Service Options (Supplementary Service) – Automatic Off-Hook Signaling (Automatic Override)**

Allows a busy extension ability to manually (0) or automatically (1) receive off-hook signals.

Related Features

Supervisor, ACD Group

Supervisor, ACD System

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 (Program 15-07-01 or SC 752: *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 (Program 15-07-01 or SC 752: *15).
   - ✎ *Monitoring also stops when the ACD Agent hangs up.*

Traffic Reports

Description

The system provides the ability to send data to a PC connected to the UNIVERGE SV8100. 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 totaled 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 – Output Port Type

Define the output port to be used for the traffic reports (0=No Setting, 3=LAN). The reports will print hourly when connected to the output device.

Related Features

Data Communications

Station Message Detail Recording

Operation

Operation is automatic once programmed.

THIS PAGE INTENTIONALLY LEFT BLANK

Wrap-Up Time

Description

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 656 (Program 11-13-03).
- Service Code to cancel Wrap-Up Mode for SLT is 657 (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 Setup – Automatic 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 Setup – 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

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.

Multiline

1. Press your Wrap-Up Time Key (Program 15-07-01 or SC 752: *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).*

Single Line Telephone

1. Lift the handset.
2. Dial **656**.

   ✎ *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:

Multiline

1. Press your Wrap-Up Time Key (Program 15-07-01 or SC 752: *17).

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

Single Line Telephone

1. Lift the handset.
2. Dial **657**.

   ✎ *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).*

THIS PAGE INTENTIONALLY LEFT BLANK

Programming

SECTION 1 BEFORE YOU START PROGRAMMING

This chapter provides detailed information about the system programs. By changing a program, you change the way the feature associated with that program works. In this chapter, 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 before reading Chapter Setting Up ACD for the First Time on page 2-1.***

SECTION 2 HOW TO USE THIS CHAPTER

This chapter 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 access level. You can only use the program if your access level meets or exceeds the level the program requires. Refer to Section 4 How to Enter and Exit Programming Mode on page 4-3 for a list of the system access levels and passwords.

Feature Cross Reference provides you with a table of all the features affected by the program. You may 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 did not intend.

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

1. Enter the programming mode.

   15-07-01 tells you to enter the programming mode, dial 150701 from the telephone dial pad.

   After you do, you will 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, refer to Section 4 How to Enter and Exit Programming Mode on page 4-3.

SECTION 3 UNIQUE PROGRAMMING CONSIDERATIONS

When entering data, you must consider three characteristics of a program: 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 database. Program 10-12 (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 performance.
- ❏ **Updates CEU –** The system updates blades in the CEU after you change the program 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 data. For example, you can copy many of the trunk and extension programs. This saves a lot of time during initial system programing.

SECTION 4 HOW TO ENTER AND EXIT PROGRAMMING MODE

4.1 Entering Programming Mode

To enter programming mode:

1. Go to any working display telephone.

   ✎ *In a newly installed system, use extension 101 (port 1).*

2. Do not lift the handset.
3. Press **Speaker**.
4. # * # *
   Password
5. Dial the system password + **Transfer**.

   ✎ *Refer to the following table for the default system passwords. To change the passwords, use Program 90-02-01.*

Password	User Name	Level	Programs at this Level
47544	necii	1 (MF)	All programs
12345678	tech	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

4.2 Exiting Programming Mode

To exit programming mode:

When you are done programming, you must be out of a program options to exit. Press **Answer** to exit the program option.

1. Press **Answer** to exit the program options, if needed.

2. Press **Speaker**. You see, Saving System Data if changes to system programming are made.
3. The display shows Complete Data Save when completed and exits the phone to idle mode.

SECTION 5 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.

Use this key...	When you want to. . .
0~9, ✱ and #	Enter data into a program.
Transfer	Complete the programming step you just made. When a program entry displays, press Transfer to bypass the entry without changing it.
Recall	Delete the entry to the left.
Answer	Exit one step at a time from the program window currently being viewed. For example, if you're programming item 5 in 15-03, press **Answer** to enter a new option in program 15-03. Press **Answer** again to select a new program in the 15- series. Press **Answer** a third time to enter a new program beginning with 1. Press **Answer** one last time to bring you to the beginning program display, allowing you to enter any program number.
Mic	To switch extension, line, etc. being programmed press **Redial**. The cursor moves up to the top row of the display. Press **Redial** again to move the cursor back to the middle row.
Line Keys	Use 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 is On steady. The display may also indicate Softkeys which allow you to select the values as well (-1 and +1 step through these programmed settings.)
Line Key 1	Program a pause in a Speed Dial bin.
Line Key 2	Program a recall/flash in a Speed Dial bin.
Line Key 3	Program @ in a Speed Dial bin.
Vol ▲	Scroll backward through a list of entry numbers (e.g., from extension 101 to 102, 103, etc.) or through entries in a table (e.g., Common Permit Table). *If you enter data and press this key, the system accepts the data before scrolling forward.*
Vol ▼	Scroll forward through a list of entry numbers (e.g., from extension 101 to 102, 103, etc.) or through entries in a table (e.g., Common Permit Table). *If you enter data and press this key, the system accepts the data before scrolling backward.*

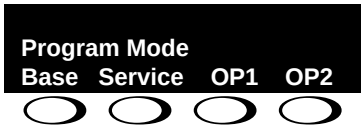
SECTION 6 PROGRAMMING NAMES AND TEXT MESSAGES

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 the “2” key three times. Press the key six times to display the lower case letter.

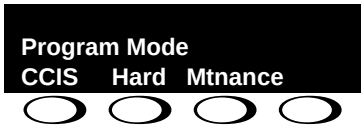
Use this keypad digit . . .	When you want to. . .
1	Enter characters: 1 @ [¥] ^ _ ‘ { | } ← → Press repeatedly to scroll through the list. After selecting your entry, press the next letter or use the left scroll or right scroll Softkey to move the cursor.
2	Enter characters: A~C, a~c, 2. After selecting your entry, press the next letter or use the left scroll or right scroll Softkey 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 Softkey 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 Softkey 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 Softkey 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 Softkey 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 Softkey 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 Softkey 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 Softkey 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 Softkey 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 Softkey to move the cursor.
Softkey Left/ Right Arrows	Accepts an entry (only required if two letters on the same key are needed - ex: TOM) 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.

SECTION 7 USING SOFTKEYS FOR PROGRAMMING

Each UNIVERGE SV8100 display telephone provides interactive Softkeys for intuitive feature access. The options for these keys automatically change depending on where you are in the system programming. Simply press the Softkey located below the option you wish and the display changes accordingly.



Pressing the volume ▲ or ▼ scrolls between the menus.



SECTION 8 WHAT THE SOFTKEY DISPLAY PROMPTS MEAN

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

Softkey Display Prompts	
If you press this Softkey . . .	**The system will. . .**
back	Go back one step in the program display. You can press volume ▲ or ▼ 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.

SECTION 9 PROGRAMMING

The remainder of this chapter provides instructions for programming individual program blocks.

11-13 : Service Code Setup (for ACD)

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 ~ 11-12 and Programs 11-14 ~ 11-16. The following chart shows:

- ❏ The number of each code (01~13).
- ❏ The function of the Service Code.
- ❏ The type of telephones that can use the Service Code.
- ❏ The 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)**	MLT, SLT	✱ 5	
02	**ACD Log Out (for SLT)**	SLT	655	
03	**Set ACD Wrap-Up Time (for SLT)**	SLT	656	
04	**Cancel ACD Wrap-Up Time (for SLT)**	SLT	657	
05	**Set ACD Off Duty (for SLT)**	SLT	658	
06	**Cancel ACD Off Duty (for SLT)**	SLT	659	
07	**--- Not Used ---**			
08	**Agent ID Code Login** Allows an AIC Agent to log into a group.	MLT	No Setting	
09	**Agent ID Code Logout** Allows an AIC Agent to log out of a group.	MLT	No Setting	
10	**ACD Agent Login by Supervisor** Allows an ACD Supervisor to log into a group.	MLT	667	
11	**ACD Agent Logout by Supervisor** Allows an ACD Supervisor to log out of a group.	MLT	668	

Input Data

Item No.	Item	Terminals	Default	New
12	**Change Agent ACD Group by Supervisor** When using service code 669 to change an agent 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 669 04.	MLT	669	
13	**ACD Agent Changing Own ACD Group** Using this service code, an ACD Agent can reassign themselves to another ACD Group.	MLT	670	

✎ *MLT = Multiline Terminal*
✎ *SLT = Single Line Telephone*

Conditions

None

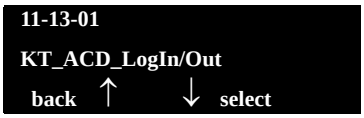
Feature Cross Reference

❑ 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 exit that series programming section.

THIS PAGE INTENTIONALLY LEFT BLANK

11-17 : ACD Group Pilot Number

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. Normally, you should use unassigned extension numbers (e.g., 500) for the master number. If you want to use an extension number which, by default, has a port number assigned (for example: in the 101~199, 3101~3257), first remove the default assignment. For example, to use extension number 125 as an ACD Master Number, first give extension port 025 a different extension assignment.

Input Data

ACD Group Number	01~64

Item No.	ACD Group Pilot Number
01	Dial (Up to eight digits)

Default

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

Conditions

None

Feature Cross Reference

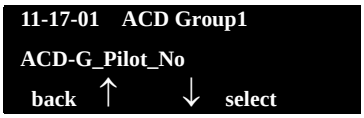
- Automatic Call Distribution (ACD)
- Multiple Directory Numbers/Call Coverage Keys

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. To select the ACD group number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

15-02 : Multiline Telephone Basic Data Setup

Description

Use **Program 15-02 : Multiline Telephone Basic Data Setup** to set up various multiline telephone options.

Input Data

Extension Number	Maximum eight digits

Item No.	Item	Input Data	Default	Related Program
01	**Display Language Selection** (To select options 8~10, press either 8 or Recall, then press line keys 1~3. Key 1 is option 8, Key 2 is option 9, and Key 3 is option 10.)	0 = Japanese 1 = English 2 = German 3 = French 4 = Italian 5 = Spanish 6 = Dutch 7 = Portuguese 8 = Norwegian 9 = Danish 10 = Swedish 11 = Turkish 12 = Latin American Spanish 13 = Romanian 14 = Polish	1	11-11-13
02	**Trunk Ring Tone** Use this option to set the tone (pitch) of the incoming trunk ring for the extension port you are programming. ✎ *DTU/DTP style telephones only follow high, medium and low range ring tone settings. They do not follow Melodies.*	1 = High 2 = Medium 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
03	**Extension Ring Tone** Use this option to set the tone (pitch) of the incoming extension call ring for the extension port you are programming. Also see program 15-08. ✎ *DTU/DTP style telephones only follow high, medium and low range ring tone settings. They do not follow Melodies.*	1 = High 2 = Medium 3 = Low 4 = Ring Tone 1 5 = Ring Tone 2 6 = Ring Tone 3 7 = Ring Tone 4 8 = Ring Tone 5	8	

Item No.	Item	Input Data	Default	Related Program
04	**Redial (Speed Dial) Control** Use this option to control the function of the extension Redial key when used with Speed Dialing. The Redial key can access either the Common or Group Speed Dialing numbers.	0 = Common and Individual Speed Dialing 1 = Group Speed Dialing	0	
05	**Transfer Key Operation Mode** Use this option to set the operating mode of the extension CONF key. The keys can be for Call Transfer, Serial Calling or Flash. When selecting the Flash option (selection 2), refer also to Program 81-01-14.	0 = Transfer 1 = Call back 2 = Hook	0	
06	**Hold Key Operating Mode** Use this option to set the function of the Multiline Hold key. The Hold key can activate normal Hold or Exclusive Hold.	0 = Normal (Common) 1 = Exclusive Hold	0	
07	**Automatic Hold for CO Lines** When talking on a CO call and another CO line key is pressed, the original trunk is placed on Hold (0) or Disconnected (1).	0 = Hold 1 = Disconnect (Cut)	1	
08	**Automatic Handsfree** Use this option to set whether pressing a key accesses a One-Touch Key or if it preselects the key.	0 = Pre-select 1 = One-Touch (Automatic Handsfree)	1	
10	**Ringing Line Preference for Trunk Calls** Use this option to select between Idle and Ringing Line Preference for trunk calls.	0 = Idle (Off) 1 = Ringing (On)	1	

Item No.	Item	Input Data	Default	Related Program
11	**Callback Automatic Answer** Use this option to enable or disable automatic answer of calls recalling to a station. For example, if a Transfer Recall or Hold Recall is ringing back to a station, the following happens: If PRG 15-02-11 is enabled, the station will automatically answer the recall when it goes off-hook. If PRG 15-02-11 is disabled, a station will not automatically answer the recall when it goes off-hook. The user must first press the line appearance of the recalling call or press the answer key.	0 = Off 1 = On	1	
12	**Off-Hook Ringing** Use this option to set the telephone Off-Hook signaling. Off-hook signaling occurs when a telephone user receives a second call while busy on a handset call. To enable/disable Off-Hook Signaling for an extension Class of Service, use Program 20-13-06	0 = Muted Off-Hook Ringing 1 = No Off-Hook Ringing 2 = Not Used 3 = Beep in Speaker (SP) 4 = Beep in Handset (HS) 5 = Speaker and Handset Beep	5	
13	**Redial List Mode** Select whether the Redial List feature should store internal and external numbers (0), or only external numbers (1).	0 = ICM/Trunk (Extension/Trunk Mode) 1 = Trunk Mode	1	
15	**Storage of Caller-ID for answered call**	0 = Disable (Off) 1 = Enable (On)	1	
16	**Handsfree Operation** Enable or disable an extension ability to use the speakerphone on **outside** calls. When disabled, users can hear the conversation, but cannot respond handsfree.	0 = Disable (Off) 1 = Enable (On)	1	
18	**Power-Saving Mode**	0 = Normal mode 1 = Power-Saving Mode (Eco-Mode)	1	20-02-10

Item No.	Item	Input Data	Default	Related Program
19	**CTA Data Communication Mode** Select 0 if the dip switch settings on the CTA Adapter are set to PC connection (1=on, 2~8=off) or select 1 if the DIP switches are set to printer connection (1~2=on, 3~8=off).	0 = CTI Mode 1 = Non Procedural Mode (Non-SCS)	0	15-02-20
20	**Baud Rate for CTA Port** Select the baud rate to be used by the CTA Adapter.	0 = 4800 1 = 9600 2 = 19200	2	15-02-19
21	**Virtual Extension Access Mode (when idle Virtual Extension key pressed)** Determine whether a Virtual Extension/Call Arrival Key(CAR) should function as a DSS key, a Virtual Extension, or a CAR key. When DSS (0) is selected, the key functions as a DSS key to the extension and for incoming calls to that extension. When Outgoing (1) is selected, the key functions as a virtual extension and can be used for incoming and outgoing calls. When Ignore (2) is selected, the key functions as a CAR key and can receive incoming calls only.	0 = DSS 1 = Outgoing (OTG) 2 = Ignore	2	
22	**Multiple Incoming From Intercom and Trunk** If enabled, this affects how a Hotline key lights, based on the setting in Program 22-01-01. If 22-01-01 is set to 1 for trunk priority, the Hotline key lights solid when a trunk call rings in. If 22-01-01 is set to 0 for intercom priority, the Hotline key does not light for incoming trunk calls, but lights solid for intercom calls. If 15-02-22 is disabled, Hotline keys light solid for any incoming calls regardless of the setting in Program 22-01-01.	0 = Disable 1 = Enable	1	22-01-01

Item No.	Item	Input Data	Default	Related Program
23	**Speed Dial Preview Mode** This option defines how a speed dial key functions when pressed. If set to Preview (0), the speed dial number can be previewed before dialing. If set to Outgoing Immediate (1), the number is dialed immediately.	0 = Preview 1 = Outgoing Immediately	0	
24	**Conference Key Mode** This option allows an extension CONF key to be programmed for Conference or for Transfer. When set for Transfer (1), the user places a call on hold, dials the extension to which it should be transferred, then presses the CONF key. The call is then transferred. When set for Conference (0), with an active call, the user presses the CONF key, places a second call, then presses the CONF key twice. All the calls are then connected.	0 = Conference 1 = Transfer	0	
26	**MSG Key Operation Mode** Determine whether an extension MSG key should function as a Message key or Voice Mail key. If set as a Message key, users can press the key to call the voice mail only when they have new messages.	0 = Message Key 1 = Voice Mail Key	0	
27	**Handset Volume** Determine how an extension handset volume is set after it is adjusted during a call. ✎ *When **1** is assigned in this program and a user sets the volume to maximum, the volume is reset to a level to meet FCC standards when the user hangs up.*	0 = Back to Default (Back) 1 = Stay at previous level (Stay)	1	
28	**Message Waiting Lamp Color** Determine whether an extension Message Waiting Lamp lights Green (0) or Red (1) when a message is received.	0 = Green 1 = Red	1	15-02-35 15-02-36 15-02-37 15-02-38
29	**PB Back Tone Level** This program allows adjustment of the PB Back Tone Level when you are calling an ISDN Line.	1~63 (-15.5dB ~ +15.5dB)	32 (0dB)	

Item No.	Item	Input Data	Default	Related Program
30	**Toll Restriction Class** Select the Toll Restriction Class to be used when placing a call from a virtual extension.	0 = Vir. Ext. (Virtual Extension Class) 1 = Real Ext (Real Extension Class)	1	
34	**Call Register Mode** The Caller ID Scroll stores Trunk calls only (0), or both Internal and Trunk calls (1).	0 = Trunk Mode 1 = Extension/Trunk Mode	0	
35	**Message Waiting Lamp Cycle for Calling Extension** Select the cycle method that the Large LED flashes when the extension has set Message Waiting.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7	7	15-02-28 15-02-36 15-02-37 15-02-38
36	**Message Waiting Lamp Cycle for Called Extension** Select the cycle method that the Large LED flashes when the extension has Message Waiting set to the extension.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7	3	15-02-28 15-02-35 15-02-37 15-02-38
37	**Voice Mail Message Wait Lamp Color** Select the color of the Large LED when a voice mail message is waiting at the extension.	0 = Green 1 = Red	1	15-02-28 15-02-35 15-02-36 15-02-38
38	**Voice Mail Message Wait Lamp Cycle** Select the cycle method that the Large LED flashes when the extension has a VM Message Waiting set to the extension.	1 = Cycle 1 2 = Cycle 2 3 = Cycle 3 4 = Cycle 4 5 = Cycle 5 6 = Cycle 6 7 = Cycle 7	3	15-02-28 15-02-35 15-02-36 15-02-37
40	**Additional Dial for Caller ID Call Return** Enter the digits to be dialed in front of the Caller ID when using the Caller ID Return function.	Up to four digits (0, 1~9, #, ✱)		10-02-04
41	**Incoming Ring Setup**	0 = Speaker Normal Ring 1 = Headset Ring	0	
42	**Incoming Off-Hook Ring Setup**	0 = Speaker Off-Hook Ring 1 = Headset Off-Hook Ring	0	

Item No.	Item	Input Data	Default	Related Program
43	**Headset Ring Duration**	0 = No Switch to Speaker Ring 1 = 10 seconds 2 = 20 seconds 3 = 30 seconds 4 = 40 seconds 5 = 50 seconds 6 = 1 minute	0	
44	**Reversing Display Indication** The display on the DT300/DT700 style telephones can be set to Normal (0) or Reversed (1).	0 = Normal Indication 1 = Reversing Indication	0	
45	**Double Height Character Indication** On the DT300/DT700 style phones Name and Number Line (2), Calender Line (1) or No Line (0) set to has double height characters.	0 = Normal Indication 1 = Double height character indication of calendar display 2 = Double height character indication of name and number display line	0	
46	**Backlight LCD Duration** On the DT300/DT700 style phones set how long the Backlight LCD stays on.	0 = Continuous On 1 = 5 seconds 2 = 10 seconds 3 = 15 seconds 4 = 30 seconds 5 = 60 seconds	2	
47	**Icon Display of DESI-less** On the DTL/ITL-8LD style phones will icons be displayed (1), or not displayed (0).	0 = OFF 1 = ON	1	11-11-17 15-07-01 15-20-01
48	**Short Ring Setup**	0 = Disable 1 = Enable	0	80-09-01
49	**Button Kit Information for Multiline Telephone**	0 = No setting 1 = Not Used 2 = Type-A with Cursor Key 3 = Type-B with Cursor Key 4~9 = Not Used 10 Type-A without Cursor Key (Retrofit)	0	90-48-01
51	**Alarm Notification to other Netlink System**	0 = Disable 1 = Enable	1	20-08-16

Item No.	Item	Input Data	Default	Related Program
52	**Voice Mail Message Waiting Lamp Setup**	0 = Light the VM function key only. 1 = Light the Message Waiting lamp only. 2 = Light the MW lamp and VM key.	0	15-07-01
53	**Aspire Model –C Phone Operation Mode**	0 = Original Operation Mode 1 = CTI Special Operation Mode	0	
54	**Menu Operation Mode**	0 = Automatic Close 1 = Manual Close	0	
57	**Caller Log on Busy**	0 = Off 1 = On	1	15-02-34
58	**Display Mode of Incoming Trunk**	0 = Caller ID 1 = Memo Information	0	13-04-08 13-04-09 13-04-10
69	**Microphone Operation on Handsfree**	0 = No change for MIC status 1 = Start from MIC enabled 2 = Start from MIC muted	0	
70	**MIC Key Operation**	0 = Enabled 1 = Disabled	0	
71	**Disable Softkey**	0 = Off 1 = On	0	

Table 4-1 Lamp Cycle On/Off Timing Pattern

Programs 15-02-35, 36, and 38		
Input		**Cycle**
1	Cycle 1	500ms – ON / 500ms – OFF
2	Cycle 2	250ms – ON / 250ms – OFF
3	Cycle 3	125ms – ON / 125ms – OFF
4	Cycle 4	125ms – ON / 125ms – OFF / 125ms – ON / 625ms – OFF
5	Cycle 5	875ms – ON / 125ms – OFF
6	Cycle 6	625ms – ON / 125ms – OFF / 125ms – ON / 125ms – OFF
7	Cycle 7	1000ms – ON

Table 4-2 Program 15 : 02 – Incoming Signal Frequency Patterns

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	1100Hz 660Hz 520Hz	1400Hz 760Hz 660Hz	8Hz 8Hz 8Hz
External Incoming Signal Frequency (Pattern 3)	High Middle Low	2000Hz 1400Hz 1100Hz	760Hz 660Hz 540Hz	16Hz 16Hz 16Hz
External Incoming Signal Frequency (Pattern 4)	High Middle Low	2000Hz 1400Hz 1100Hz	760Hz 660Hz 540Hz	8Hz 8Hz 8Hz
Internal Incoming Signal Frequency	High Middle Low	1100Hz 660Hz 520Hz	1400Hz 760Hz 660Hz	8Hz 8Hz 8Hz

Conditions

None

Feature Cross Reference

❑ Refer to the Input Data chart.

Telephone Programming Instructions

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

1. Enter the programming mode.
2. 15 02

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

2. To select the telephone number to be programmed, press the **FLASH** or the volume ▲ or ▼ keys.
3. Enter data for the item you selected + **Hold**.
4. Enter data for the next item in the program.

   - OR -

   Press **MSG** once to enter a new item number.

   - OR -

   Press **MSG** until you exit that series programming section.

15-07 : Programmable Function Keys

Description

Use **Program 15-07 : Programmable Function Keys** to assign functions to a multiline terminal line keys.

For certain functions, you can append data to the key 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.

To clear any previously programmed key, press **000** to erase any displayed code.

Input Data

Extension Number	Maximum eight digits

Default Settings

Line Key	Function Number	Additional Data
LK01	✱01 (Trunk Line Key)	1
:	:	:
LK08	✱01 (Trunk Line Key)	8
LK09	0 (No Setting)	0
:	:	:
LK48	0 (No Setting)	0

Item No.	Line Key Number	Function Number	Additional Data
01	1~48	0~99 (Normal Function Code) (Service Code 751 by default) * 00-* 99 (Appearance Function Code) (Service Code 752 by default)	Refer to Function Number List.

Default

Programmable keys 1~8 are Trunk Line keys (key 1 = Trunk Line 1, key 2 = Trunk Line 2, etc.). All other programmable keys are undefined.

Function Number List
[1] Normal Function Code (00 ~ 99) (Service Code 751)

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 Off **Off:** Mic On
03	DND Key		**Red On:** DND
04	BGM (ON/OFF)		**Red On:** BGM On **Off:** BGM Off
05	Headset		**Red On:** Headset in use
06	Transfer Key		None
07	Conference Key		**Red On:** Conference call setup occurring
08	Incoming Call Log		**Rapid Blink (Red):** New call log **Red On:** Call log **Off:** No call log
09	Day/Night Mode Switch	Mode number (1~8)	**Red On:** Mode active
10	Call Forward – Immediate		**Red On:** Forwarded
11	Call Forward – Busy		**Red On:** Forwarded
12	Call Forward – No Answer		**Red On:** Forwarded
13	Call Forward – Busy/No Answer		**Red On:** Forwarded
14	Call Forward – Both Ring		**Red On:** Forwarded
15	Follow Me		**Rapid 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:** Page Active
20	External All Call Paging		**Red On:** Page Active
21	Internal Group Paging	Internal Paging Number (01~64)	**Red On:** Page Active

Function Number List (Continued)
[1] Normal Function Code (00 ~ 99) (Service Code 751)

Function Number	Function	Additional Data	LED Indication
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	Speed Dial – Common/ Private	Speed Dial Number (Common / Private)	None
28	Speed Dial – Group	Speed Dial Number (Group)	None
29	Repeat Redial		**Red On:** Waiting to redial
30	Saved Number Redial		None
31	Memo Dial		None
32	Meet – Me Conference		None
33	Override (Off-Hook Signaling)		None
34	Barge-In		None
35	Camp On		**Red On:** While camp-on activated
36	Step Call		None
37	DND / FWD Override Call		None
38	Message Waiting		None
39	Room Monitoring		**Rapid Blink (Red):** While being monitored **Slow Blink (Red):** While 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

Function Number List (Continued)
[1] Normal Function Code (00 ~ 99) (Service Code 751)

Function Number	Function	Additional Data	LED Indication
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 **Green:** Reverse Voice Over to extension in progress
48	Voice Over		**Slow Blink (Red):** Voice Over – Active
49	Call Redirect	Extension Number or Voice Mail Number	None
50	Account Code		**Red On:** While account code being entered
51	General Purpose Relay	Relay No (0, 1~8)	**Red On:** Relay On
52	Automatic Answer with Delay Message Setup	Incoming Ring Group (001~100)	**Red On:** Under setting
53	Automatic Answer with Delay Message Start		**Red On:** Active
54	External Call Forward by Door Box		**Red On:** Active
55	Extension Name Change		None
56	General Purpose LED Operation		**Blink (Red):** Active
57	General Purpose LED Indication		**Blink (Red):** Active
58	Automatic Transfer at Department Group Call	Extension Group Number (01~64)	**Blink (Red):** Active
59	Delayed Transfer at Department Group Call	Extension Group Number (01~64)	**Blink (Red):** Active
60	DND at Department Group Call	Extension Group Number (01~64)	**Blink (Red):** Active
61	--- **Not Used** ---		
63	Outgoing Call Without Caller ID (ISDN)		**Red On:** Active

Function Number List (Continued)
[1] Normal Function Code (00 ~ 99) (Service Code 751)

Function Number	Function	Additional Data	LED Indication
64	--- **Not Used** ---		
66	--- **Not Used** ---		
67	--- **Not Used** ---		
68	--- **Not Used** ---		
69	Conversation Recording	0 = Conversation Recording (ACI)	**Red On:** Recording
70	--- **Not Used** ---		
71	--- **Not Used** ---		
72	Keypad Facility Key		None
73	Keypad HOLD Key		None
74	Keypad RETRIEVE Key		None
75	Keypad Conference Key		None
76	Application Key (3rd Party CTI) (R4000 or higher required)	Any dial data (8 digits)	None
77	Voice Mail	Extension Number or Pilot Number	**<InMail>** **Fast Flash (Green):** New Message(s) in own Mailbox. **Slow Flash (Red):** New Message(s) in other Mailbox. **<APSU(VM00)/External VM>** **Red On:** Access to Voice Mail **Fast Flash (Green):** New Message(s) in own Mailbox. **Slow Flash (Red):** New Message(s) in other Mailbox.
78	Conversation Recording – Voice Mail		**Rapid Blink (Red):** Recording
79	Automated Attendant (In-Skin)	Extension Number or Pilot Number	**Red On:** Set Up for All Calls **Fast Blink (Red):** Set Up for No Answer Calls **Stutter Blink (Red):** Set Up for Busy Calls **Slow Blink (Red):** Set Up for Busy/No Answer Calls

Function Number List (Continued)
[1] Normal Function Code (00 ~ 99) (Service Code 751)

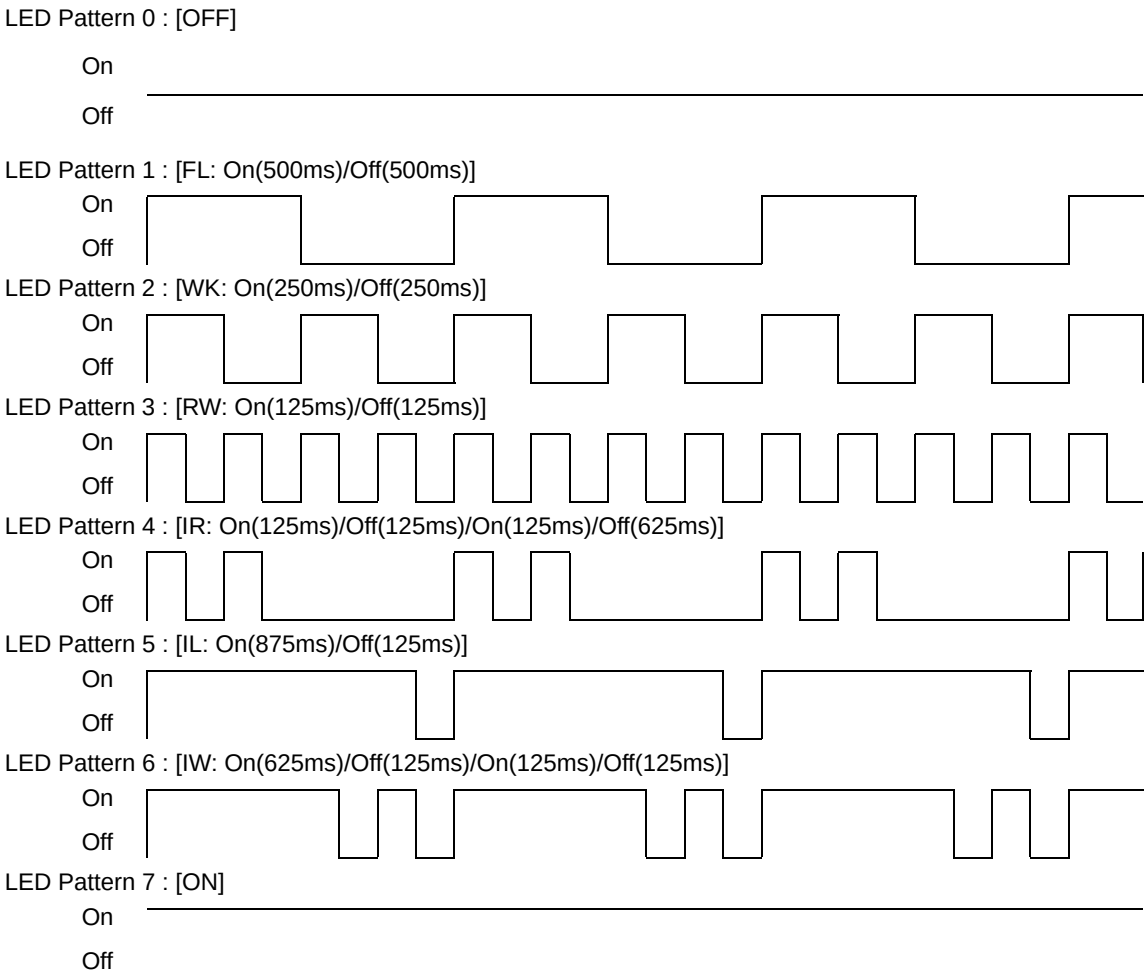
Function Number	Function	Additional Data	LED Indication
80	Tandem Ringing	1 = Set 0 = Cancel Extension Number to Tandem Ring	**Red On:** Active
81	Automatic Transfer to Transfer Key	Trunk Line No. (001~200)	**Slow Flash:** Set
82	*D*^{term} IP Call Log		
83	Conversation Recording Function (VMSU)	0 = Pause 1 = Re-recording 2 = Address 3 = Erase 4 = Urgent Page	
84	Drop Key	None	
85	Directory Dialing		
86	Private Call Refuse	None	**Slow Flash:** Set
87	Caller ID Refuse	None	**Slow Flash:** Set
88	Dial-In Mode Switching	Program 22-17 Table No. (1~100)	Off: Pattern 1, Pattern 5~8 On: Pattern 2 Slow flash: Pattern 3 Fast flash: Pattern 4
89	Do-Not-Call Setup		
90	Do-Not-Call Data Registration		
91	Live Recording Key IPK II In-Mail		
94	Call Attendant		Fast flash: Setup – No Answer Calls Slow flash: 125ms:on → 125ms:off → 125ms:on → 625ms:off On: Setup – Busy/No Answer Calls
97	Door Box Access Key	Door Box Number (1~8)	On: Door Box Busy Off: Door Box Idle Fast flash: Door Box Incoming
98~99	--- **Not Used** ---		

Function Number List
[2] Appearance Function Level (*00 ~ *99) (Service Code 752)

Function Number	Function	Additional Data	LED Indication
✱00	ICM Key	None	**Red On:** Off Hook on Intercom Call **Red Blink:** Intercom Call on Hold
✱01	Trunk Key	Trunk Number (001~200)	**Red On:** Trunk Busy by Another User **Green On:** Trunk Busy by Extension
✱02	Trunk Group	Trunk Group Number (001~100)	**Red On:** Trunk Busy by Another User **Green On:** Trunk Busy by Extension
✱03	Virtual Extension Key	Extension Number or Department Group Number	**Red On:** Trunk busy by another user **Slow Blink (Red):** Incoming Call
✱04	Park Key	Park Number (01 ~64)	**Slow Blink (Red):** Call Placed in Park by Another User **Fast Blink (Green):** Extension Placed Call in Park
✱05	Loop Key	0~2 (0:Incoming, 1:Outgoing, 2:Both)	**Green On:** Extension on an active call.
✱06	Trunk Access Via Networking	Network System Number (01~50)	
✱07	Station Park Hold None		
✱08	CAP Key	CAP Orbit No. (0001~9999) ✎ *If CAP Orbit No.0000 is used, the next available orbit is automatically selected.*	
✱10	ACD Log-In / Log-Out		**Red On:** Under log-on **Off:** Under log-off
✱12	ACD Emergency Call		**Red On:** Under monitor, Override, Standby **Fast Blink (Red):** Supervisor Telephone Receiving Emergency Call
✱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 Terminal Speech Monitor		**Red On:** Under Monitor
✱16	ACD Waiting		**Red On:** Standby
✱17	ACD Work Wrap Up Time		**Red On:** Under Work Time **Slow Blink (Red):** Under Reservation

Function Number List (Continued)
[2] Appearance Function Level (*00 ~ *99) (Service Code 752)

✱18	ACD Overflow Control	ACD Group Number	**Red On:** Enable **Slow Blink (Red):** Disable
✱19	ACD Queue Status Display Check		
✱32	Warning Message		**On(Red):** Play Warning Message **Off:** Stop Warning Message
✱33	Sensor Mode	Related Program 20-50-01	**On(Red):** Security Sensor On **Off:** Security Sensor Off
✱34	ACD Caller ID Marking Setup		



LED Indication Reference:

ON = LED pattern 7 (On).
OFF = LED pattern 0 (Off).
Rapid Blink = LED pattern 3 (RW).
Slow Blink (General Function Level) = LED pattern 5 (IL).
Slow Blink (Appearance Function Level) = LED pattern 1 (FL).
Fast Blink = LED pattern 3 (RW).
Stutter Blink = LED pattern 4 (IR).

Conditions

- When a key is programmed using service code 752, that key cannot be programmed with a function using the 751 code until the key is undefined (000). For example, with a Park Key programmed by dialing 752 + ✱04 must be undefined by dialing 752 + 000 before it can be programmed as a Voice Over key by dialing 751 + 48.
- When assigning a CAP key, ✱08, an orbit number must be used. If orbit 000 is used, it automatically assigns the next available orbit.

Feature Cross Reference

❑ Refer to Function Number List.

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. To select the telephone number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

15-08 : Incoming Virtual Extension Ring Tone Setup

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. There are 256 available extension ports.

Input Data

Extension Number	Maximum eight digits

Item No.	Incoming Ring Pattern	Default	Description
01	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Ring Tone Extension 5 = Tone Pattern 5 6 = Tone Pattern 6 7 = Tone Pattern 7 8 = Tone Pattern 8	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. For ACD CAR keys, only tone pattern 1 (entry 0) can be used. The remaining patterns are not checked with this feature.

Program 15 : 08 – Incoming Signal Frequency Patterns

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	2000 1400 1100	760 660 540	16Hz 16Hz 16Hz

Program 15 : 08 – Incoming Signal Frequency Patterns (Continued)

Pattern 4	High Middle Low	2000 1400 1100	760 660 540	8Hz 8Hz 8Hz
Internal Incoming Signal Frequency	High Middle Low	1100 660 520	1400 760 660	8Hz 8Hz 8Hz

Conditions

None

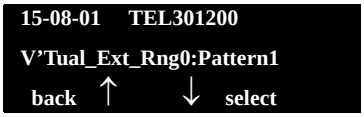
Feature Cross Reference

None

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. To select the telephone number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

15-09 : Virtual Extension Ring Assignment

Description

Use **Program 15-09 : Virtual Extension Ring Assignment** to assign the ringing options for an extension 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). There are 256 Virtual Extension Ports.

Input Data

Extension Number	Up to eight digits

Key Number	01~48

Item No.	Day/Night Mode	Ringing	Default
01	1~8	0 = No Ringing 1 = Ring	0

Conditions

- Program the Multiple Directory Number function keys **NOT** to ring before removing the key from keyset programming.

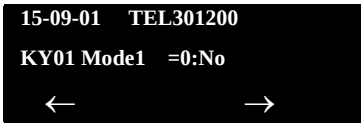
Feature Cross Reference

- 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



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

4. To select the telephone number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

15-10 : Incoming Virtual Extension Ring Tone Order Setup

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 only flash. There are 256 Virtual Extension ports.

Input Data

Extension Number	Up to eight digits

Item No.	Order	Data	Description	Related Program
01	1~4	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Extension Ring Tone 5 = Tone Pattern 5 6 = Tone Pattern 6 7 = Tone Pattern 7 8 = Tone Pattern 8	When 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 (Tone Pattern 1)
2	1 (Tone Pattern 2)
3	2 (Tone Pattern 3)
4	3 (Tone Pattern 4)

Conditions

None

Feature Cross Reference

None

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. To select the telephone number to be programmed, press the **FLASH** or the **Feature Cross Reference** 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 exit that series programming section.

15-11 : Virtual Extension Delayed Ring Assignment

Description

Use **Program 15-11 : Virtual Extension Delayed Ring Assignment** to assign the delayed ringing options for an extension Virtual Extension or Virtual Extension Group Answer keys (defined in Program 15-09). You make an assignment for each Night Service Mode. There are 256 Virtual Extension Ports.

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	Maximum eight digits

Key Number	01~48

Item No.	Day/Night Mode	Ringing	Default	Related Program
01	1~8	0 = Immediate Ring 1 = Delayed Ring	0	20-04-03 15-09-01

Conditions

- Program the Virtual Extension keys **NOT** to ring before removing the key from keyset programming.
- PRG 15-09-01 has to be assigned to Ring Immediately before assigning the CAR/VE key to Delay Ring.

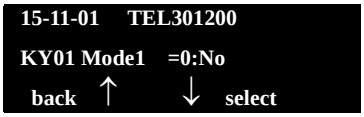
Feature Cross Reference

None

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. To Select the telephone number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

20-02 : System Options for Multiline Telephones

Description

Use **Program 20-02 : System Options for Multiline Telephones** to set various system options for multiline telephones.

Input Data

Item No.	Item	Input Data	Default	Related Programming
01	**Trunk Group Key Operation Mode**	0 = Display 1 = No Display *Mode* / *0 = Display* / *1 = No Display* *Incoming:* *300 IPM Red blink* *Talking:* *Green Lighting (on Talking TEL)* / *LED Off* *Holding:* *60 IPM Green blink (on holding TEL)* / *LED Off*	1	
02	**Trunk Group Access Key Operating Mode** Use this option to set the operating mode of the extension trunk group keys. The keys are for incoming access, outgoing access, or both.	0 = Outgoing/Incoming 1 = Outgoing 2 = Incoming	0	
04	**Retrieve the Line After Transfer** Enable (1) or Disable (0) an extension ability to answer a call after it has been transferred, but before it is answered.	0 = Not Holding (No Keep) 1 = Holding (Keep)	1	
05	**Headset Busy Mode** Set the conditions under which a headset extension is busy to incoming callers.	0 = No (Disable) 1 = Yes (Enable)	0	20-09-07
06	**Preselection Time** When a multiline terminal user preselects a line key, the system remembers the preselection for this time.	0~64800 seconds	5	

Input Data (Continued)

Item No.	Item	Input Data	Default	Related Programming
07	**Time and Date Display Mode** Set how the Time and Date appear on display telephones. There are eight display modes.	1~8 Type 1 = (12 hour) 10 MAR TUE 3:15PM Type 2 = (12 hour) 3:15PM MAR 10 TUE Type 3 = (12 hour) 3-10 TUE 3:15 PM Type 4 = (12 hour) 3:15PM TUE 10 MAR Type 5 = (24 hour) 10 MAR TUE 15:15 Type 6 = (24 hour) 15:15 MAR 10 TUE Type 7 = (24 hour) 3-10 TUE 15:15 Type 8 = (24 hour) 15:15 TUE 10 MAR	3	
08	**LCD Display Holding Time**	0~64800 seconds	5	
09	**Disconnect Supervision** Use this option to enable or disable disconnect supervision for the system trunks.	0 = Disable (Off) 1 = Enable (On)	1	
10	**Time Before Shifting to Power-Saving Mode**	0 = No shift 1 = 1 minutes 2 = 2 minutes 3 = 4 minutes 4 = 8 minutes 5 = 16 minutes 6 = 32 minutes 7 = 64 minutes	0	15-02-18
11	**Handsfree Microphone Control** Use this option to control the setting for Multiline Terminal Handsfree microphone after being disconnected and reconnected. If set to 0, the microphone is always off when the terminal is reconnected. If set to 1, the microphone remains in the same state it was in when the terminal is reconnected.	0 = Off 1 = On	1	
12	**Forced Intercom Ring (ICM Call Type)** Use this option to enable or disable Forced Intercom Ringing. If enabled, incoming Intercom calls normally ring. If disabled, Intercom calls voice-announce.	0 = Disable (Voice) 1 = Enable (Signal)	0	
13	**--- Not Used ---**			
15	**Caller ID Display Mode**	0 = Name and Number (Both) 1 = Name 2 = Number	0	
18	**Dialing Record Display Time**	0~64800 seconds	30	

Input Data (Continued)

Item No.	Item	Input Data	Default	Related Programming
19	**Virtual Extension Mode** Sets the mode of a virtual extension key that appears on a DSS console.	0 = No 1 = Yes	0	
23	**Phone Operation Mode** Selects the Loop Key operation like the UX5000 terminal, or the CAP Key operation like the SV8100 terminal.	0 = Original Operation Mode (CAP Key) 1 = UX5000 Special Operation Mode (Loop Key)	0	
26	**F-Route Outgoing Mode From Incoming Call History** Enable or disable the ability to route Calls in the Call History via F-Route if the leading digit(s) are set to F-Route. If set to 0 (Off), all Calls are routed via Normal Trunk Routing. If Set to 1 (On), if the leading digit(s) are set to F-Route in Program 11-01 or 11-20 the call will follow that F-Route Programming.	0 = Off 1 = On	0	11-01 11-20
27	**ACD Monitor for Business Mode** Select whether or not Call Monitor provided in ACD Mode works in normal business mode.	0 = Off 1 = On	0	

Conditions

None

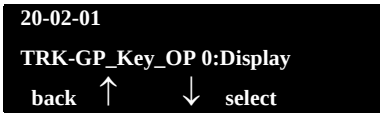
Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 20-02 (System Options for Multiline 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 exit that series programming section.

20-04 : System Options for Virtual Extensions

Description

Use **Program 20-04 : System Options for Virtual Extensions** to set up various system options for Virtual Extensions. There are 256 available virtual extension ports.

Input Data

Item No.	Item	Input Data	Default
03	**CAR/SIE/Virtual Extension Delay Interval** CAR Keys/SIE Keys/Virtual Extensions set for Delayed Ringing (see Program 15-11) ring the extension after this interval.	0~64800 seconds	10
04	**Virtual Extension Key Seize Mode** Changes the BLF status of a SIE key. When set to **Enhanced**, the BLF will not show as being busy when the station is on a trunk call. When set to **Normal**, the BLF will show as being busy when on a trunk call.	0 = Normal 1 = Enhanced Option	1
05	**Ringtone Mode for Incoming Calls to Virtual Extensions** Related Program 15-08-01, Program 22-03-01	0 = Off 1 = On	0

Conditions

None

Feature Cross Reference

❑ Call Arrival Keys (CAR/Secondary Incoming Extensions / Virtual Extensions)

Telephone Programming Instructions

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

1. Enter the programming mode.

2. 20 04

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 exit that series programming section.

20-06 : Class of Service for Extensions

Description

Use **Program 20-06 : Class of Service for Extensions** to assign a Class of Service (COS) 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	Maximum eight digits

Item No.	Day/Night Mode	Class of Service for Extensions
01	1~8	1~15

Default

- Extension number 101 as Class 15.
- All other extension numbers are set as Class 1.

Conditions

None

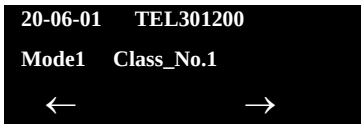
Feature Cross Reference

- 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. To select the telephone number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

20-13 : Class of Service Options (Supplementary Service)

Description

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

Input Data

Class of Service Number	01~15

Item No.	Item	Input Data	Default		Related Programming
			COS 01~14	COS 15	
01	**Long Conversation Alarm** Turns off or on the Warning Tone for Long Conversation (not for single line telephones).	0 = Off 1 = On	0	0	
02	**Long Conversation Cutoff (Incoming)** Turns off or on an extension ability to use Long Conversation Cutoff for incoming calls.	0 = Off 1 = On	0	0	
03	**Long Conversation Cutoff (Outgoing)** Turns off or on an extension ability to use Long Conversation Cutoff for outgoing calls.	0 = Off 1 = On	0	0	
04	**Call Forward/DND Override (Bypass Call)** Turns off or on an extension ability to use Call Forwarding/DND Override.	0 = Off 1 = On	1	1	
05	**Intercom Off-Hook Signaling** Turns off or on an extension ability to receive Off-Hook signals.	0 = Off 1 = On	1	1	
06	**Automatic Off Hook Signaling (Automatic Override)** Allows a busy extension the ability to manually (0) or automatically (1) receive off-hook signals.	0 = Off 1 = On	1	1	
07	**Message Waiting** Turns off or on an extension ability to leave Message Waiting.	0 = Off 1 = On	1	1	
08	**Conference** Turns off or on an extension ability to initiate a conference or Meet-Me Conference.	0 = Off 1 = On	1	1	
09	**Privacy Release** Turns off or on an extension ability to initiate a Voice Call Conference.	0 = Off 1 = On	1	1	
10	**Barge-in Monitor** Enables the extension Barge-in Mode to be Speech mode (0) or Monitor mode (1).	0 = Speech 1 = Monitor	0	0	20-13-45

Item No.	Item	Input Data	Default		Related Programming
			COS 01~14	COS 15	
11	**Room Monitor, Initiating Extension** Turns off or on an extension ability to Room Monitor other extensions.	0 = Off 1 = On	0	0	
12	**Room Monitor, Extension Being Monitored** Turn off or on an extension ability to be monitored by other extensions.	0 = Off 1 = On	0	0	
13	**Continued Dialing (DTMF) Signal on ICM Call** Turn off or on an extension ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On	1	1	
14	**Department Calling (PLT No Called Extension)** Turns off or on an extension ability to call a Department Group Pilot.	0 = Off 1 = On	1	1	
15	**Barge In, Initiate** Turns off or on an extension user ability to barge in on other's calls.	0 = Off 1 = On	0	0	
16	**Barge In, Receive** Turns off or on an extension ability to have other extensions barge in on calls.	0 = Off 1 = On	0	0	
17	**Barge-in Tone/Display (Intrusion Tone)** Turns off or on the Barge In tone. If on, callers hear an alert tone and their display indicates the Barge In when another extension barges into their conversation. If off, there is no alert tone or display indication.	0 = Off 1 = On	1	1	
18	**Programmable Function Key Programming (General Level)** Turns off or on an extension user ability to program General function keys using Service Code 751 (by default). (Refer to Program 20-07-10 for Service Code 752.)	0 = Off 1 = On	1	1	
19	**Selectable Display Messaging (Text Messaging)** Turns off or on an extension user ability to use Selectable Display Messaging.	0 = Off 1 = On	1	1	
20	**Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)** Turns off or on operator alert when an extension user improperly enters an Account Code or violates Toll Restriction.	0 = Off 1 = On	0	0	
21	**Extension Name** Turns off or on an extension user ability to program its name.	0 = Off 1 = On	1	1	
22	**Busy Status Display (Called Party Status)** Turns off or on the ability to display the detailed state of the called party.	0 = Off 1 = On	0	0	20-13-06

Item No.	Item	Input Data	Default		Related Programming
			COS 01~14	COS 15	
23	**Display the Reason for Transfer** Select whether an extension should display the reason a call is being transferred to their extension (Call Forward Busy, Call Forward No Answer, DND).	0 = Off 1 = On	0	0	
24	**Privacy Release by Pressing Line Key** Turns off or on a user ability to press a line key to barge into an outside call. The Barge In feature must be enabled if this option is to be used.	0 = Off 1 = On	0	0	
25	**--- Not Used ---**				
26	**Group Listen** Turns off or on an extension user ability to use Group Listen.	0 = Off 1 = On	1	1	
27	**Busy on Seizing Virtual Extension** If set to **1**, you can call a busy extension which is talking on a virtual extension key. Program 20-13-06 (Call Waiting) must be set to off for this option to work.	0 = Off 1 = On	1	1	
28	**Allow Class of Service to be Changed** Turns off or on the ability of an extension Class of Service to be changed via Service Code 677.	0 = Off 1 = On	0	0	
29	**Paging Display** Turns off or on an extension user ability to display paging information.	0 = Off 1 = On	1	1	
30	**Background Music** Allows or Denys an extension user to turn Background Music on and off.	0 = Deny 1 = Allow	1	1	
31	**Connected Line Identification (COLP)**	0 = Off 1 = On	0	0	
32	**Deny Multiple Barge Ins** Allows or Denies an extension from having multiple users Barge in to their conversation.	0 = Off 1 = On	0	0	
33	**ACD Supervisor's Position Enhancement** This option must be on for the operator to use service codes in Program 11-13-10 ~ 11-13-13.	0 = Off 1 = On	0	0	11-13-10 11-13-11 11-13-12 11-13-13
34	**Block Manual Off-Hook Signaling** Turns off or on an extension user ability to block off-hook signals manually sent from a co-worker.	0 = Off 1 = On	0	0	
35	**Block Camp On** Turns off or on an extension user ability to block callers from dialing to Camp On.	0 = Off 1 = On	0	0	

Item No.	Item	Input Data	Default		Related Programming
			COS 01~14	COS 15	
36	**Call Duration Timer Display** Turns off or on an extension display of the Call Duration Time. The system waits until the interdigit time (Program 21-01-01) expires before beginning this timer.	0 = Off 1 = On	1	1	
37	**--- Not Used ---**				
38	**Headset Ringing** Turn off or on an extension user ability to use the Headset ringing.	0 = Off 1 = On	0	0	
39	**ACD Queue Status Display** Turns off or on the ACD Queue Status Display for an extension Class of Service. Any extension which has this option enabled also hears the queue alarm.	0 = Off 1 = On	0	0	
40	**Do Not Disturb** Turn off or on and extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On	1	1	11-11-08 15-07-03
41	**Voice Mail Message Indication on DSS** Turn off or on the Voice Mail Message Indication for an extension on a DSS console.	0 = Off 1 = On	0	0	
42	**Extension Data Swap Enabling** Turn off or on an extension user ability to use Extension Data Swap.	0 = Off 1 = On	1	1	11-15-12
43	**--- Not Used ---**				
44	**Live Monitor Enabling** Turn off or on an extension user ability to use Live Monitor.	0 = Off 1 = On	1	1	
45	**MIC Key Mode while Call Monitoring** Set per class of service, when in Call Monitoring Mode determines if the monitored parties receives the barge in alert tone when Coaching Mode is enabled.	0 = Enable 1 = Disable	1	1	20-13-10
47	**Station Number Display** Determine if a station Number will be displayed (On) or not displayed (Off) in the LCD when the phone is in an idle state.	0 = Off 1 = On	1	1	
48	**Station Name Display** Determine if a station Name will be displayed (On) or not displayed (Off) in the LCD when the phone is in an idle state.	0 = Off 1 = On	1	1	
49	**BLF Indication on CO Incoming State** Determine if a BLF of the station will light when a Normal CO call is ringing the phone.	0 = Off 1 = On	0	0	

Item No.	Item	Input Data	Default		Related Programming
			COS 01~14	COS 15	
50	**AIC Agent display which call is from** Determine if the station logged in via AIC codes will show which queue the call is coming from.	0 = Off 1 = On	1	1	
51	**Number and Name appear in the Directory** Determine if an extension name and number will be listed (On) or unlisted (Off) in the directory.	0 = Off 1 = On	1	1	
52	**VoIP All DSP Busy Display** Set whether “All DSP Busy” alarm displays on LCD when the caller makes an IP call and there is no VoIP DSP resource.	0 = Disable 1 = Enable	1	1	
53	**Language Selection for Specific Extension**	0 = Disable 1 = Enable	0	0	11-11-68 15-02-01 47-02-16
54	**Call Waiting for Standard SIP Terminal** Set up Call Waiting (off-hook signaling) for standard SIP terminal. When set to enable, this Program looks at Programs 20-13-05, 20-13-06, 20-09-01, and 20-09-07.	0 = Disable 1 = Enable	0	0	20-09-01 20-09-07 20-13-05 20-13-06

Conditions

None

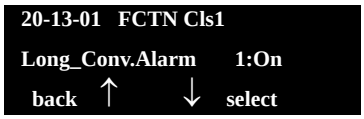
Feature Cross Reference

❑ 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. To select the Class of Service number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

22-01 : System Options for Incoming Calls

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 (Off) 1 = Enable (On)	0	If enabled, an incoming call that rings longer than the Ring No Answer Alarm interval (22-01-03), changes to a unique ring cadence to indicate that the call has been ringing too long. If disabled, this does not occur.	22-01-03 22-01-04
03	**Ring No Answer Alarm Time**	0~64800 (sec.)	60	If a trunk rings a multiline 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		

Input Data

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 41-11-06
12	**Mobile Extension Answer Time**	0 = Immediate Answer [1~64800(sec)]	3	Set up the system answering time when receiving an incoming call from target Mobile Extension.	15-22-04

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 exit that series programming section.

THIS PAGE INTENTIONALLY LEFT BLANK

22-03 : Trunk Ring Tone Range

Description

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

Input Data

Trunk Port Number	001~200

Item No.	Ring Tone Pattern	Default	Description	Related Program
01	0~3 = Tone Pattern 1~4 4~8 = Melody 1~5 9~12 = Tone Pattern 5~8	0	Use this program to select the ring tone range for the trunk. The trunk uses a ring tone in the range selected when it rings an extension. Eight ring tones are available.	15-02

Table 4-3 Program 22 : 03 – Incoming Signal Frequency Patterns

Incoming Signal Frequency Pattern	Type	Frequency 1	Frequency 2	Modulation
Pattern 1	High Middle Low	1100Hz 660Hz 520Hz	1400Hz 760Hz 660Hz	16Hz 16Hz 16Hz
Pattern 2	High Middle Low	1100Hz 660Hz 520Hz	1400Hz 760Hz 660Hz	8Hz 8Hz 8Hz
Pattern 3	High Middle Low	2000 1400 1100	760 660 540	16Hz 16Hz 16Hz
Pattern 4	High Middle Low	2000 1400 1100	760 660 540	8Hz 8Hz 8Hz
Pattern 5	High Middle Low	1400Hz 760Hz 660Hz	540Hz 540Hz 540Hz	16Hz 16Hz 16Hz
Pattern 6	High Middle Low	1400Hz 760Hz 660Hz	540Hz 540Hz 540Hz	8Hz 8Hz 8Hz

Table 4-3 Program 22 : 03 – Incoming Signal Frequency Patterns

Pattern 7	High Middle Low	2000Hz 2000Hz 1100Hz	1100Hz 540Hz 760Hz	16Hz 16Hz 16Hz
Pattern 8	High Middle Low	2000Hz 2000Hz 1100Hz	1100Hz 540Hz 760Hz	8Hz 8Hz 8Hz

Conditions

None

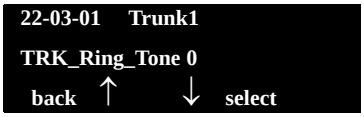
Feature Cross Reference

❑ 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. To select the trunk number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

22-05 : Incoming Trunk Ring Group Assignment

Description

Use **Program 22-05 : Incoming Trunk Ring Group Assignment** to assign trunks to incoming Ring Groups. There are 100 available Ring Groups.

Input Data

Trunk Port Number	001~200

Item No.	Day/Night Mode	Incoming Group Number	Default	Description	Related Program
01	1~8	0 (No Setting) 001~100 (Incoming Group) 101 (Not Used) 102 (In-Skin/ External Voice Mail or VM8000 InMail) 103 (Centralized VM)	1	Use this program to assign Normal Ring Trunks (22-02) to Incoming Ring Groups (22-04).	22-04 22-06

Conditions

None

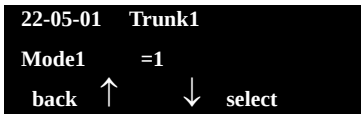
Feature Cross Reference

❑ 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. To select the trunk number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

30-01 : DSS Console Operating Mode

Description

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

- ❏ Regular (Business) Mode (0)
- ❏ Hotel Mode (1)
- ❏ ACD Monitor Mode (2)
- ❏ Business/ACD Mode (3)

Input Data

DSS Console Number	01~32

Item No.	DSS Operation Mode	Default
01	0 = Business Mode 1 = Hotel Mode 2 = ACD Monitor Mode 3 = Business/ACD 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

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 exit that series programming section.

30-02 : DSS Console Extension Assignment

Description

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

- ❑ Up to 32 different extensions with DSS Consoles can be set up. A single extension can have up to four 60-button DSS Consoles (32 is the maximum allowed per system).

When programming, each extension/DSS Console(s) combination is called a Console Number. There are 32 Console Numbers (1~32). Console Numbers can be assigned to extensions. When entering data, the assignment for Console Number 1 is normally made first.

Input Data

60-button DSS Console Number	01~32

Item No.	Item	Description	Default
01	**Extension Number**	The extension number for the multiline terminal connected with the DSS console (up to eight digits)	No Setting

Conditions

None

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. To select the DSS number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

30-03 : DSS Console Key Assignment

Description

Use **Program 30-03 : DSS Console Key Assignments** to customize the key assignments for 60-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 lamp problems when reassigning DSS Console keys, clearing an extension programmed key before reassigning it is recommended [Enter key to be cleared + 00 or ✱00 (If using WebPro or PC Programming, delete the key assignments and upload the change to the system before proceeding.)] Without clearing an extension key first, the DSS Console may not show the correct lamp display, although the DSS function works correctly.

If you are programming the system from the extension to which the DSS Console is connected, either by phone or using the WebPro 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

Item No.	Key Number	Function Number	Additional Data
01	001~114	0~99 (General Functional Level) 97 = Door Box Access key (additional data: 1~8 Door Box No.) ✱ 00 ~ ✱ 99 (Appearance Functional Level)	Refer to Function Number List on the following pages.

Function Number List
[1] General functional level (00~99)

Function Number	Function	Additional Data	LED Indication
00	--- **Not Used** ---		
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	Day/Night 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		**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
19	External Group Paging	External Paging Number (1~8)	**Red On:** Active

Function Number List (Continued)
[1] General functional level (00~99)

Function Number	Function	Additional Data	LED Indication
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	Speed Dial – System/ Private	Speed Dial Number (Speed/Private)	None
28	Speed Dial – Group	Speed 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	Barge-In	No data or Extension No. (not Virtual Extension) or ✱. In case of ✱ refer to the Extension No. (not Virtual Extension) set in 24-09-03.	None
35	Camp On		**Red On:** Under Camp-On or Reservation
36	Department Step Call		None
37	DND/FWD Override Call		None
38	Message Waiting		None

Function Number List (Continued)
[1] General functional level (00~99)

Function Number	Function	Additional Data	LED Indication
39	Room Monitoring		**Rapid Blink (Red):** Under Monitored **Slow Blink (Red):** Under Monitoring With Room Monitor there are two parties in the monitor, one being monitored and one who is monitoring. The same key is used on both phones, but the COS says if the key is set to be either a monitored or monitoring party.
40	Handset Transmission Cutoff		**Red On:** Transmission cut-off
41	Secretary Buzzer	Extension Number	**Red On:** Transmission Side **Rapid Blink (Red):** Receiver Side
42	Boss – Secretary Call Pickup	Extension Number	**Red On:** Boss – Secretary Mode
43	Series Call		None
44	Common Hold		None
45	Exclusive Hold		None
46	Department Group Log Out		**Red On:** Logged Out
47	--- **Not Used** ---		
48	--- **Not Used** ---		
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	Automatic Answer with Delay Message Setup	Incoming Group Number	**Red On:** Under Setting
53	Automatic Answer with Delay Message Starting		**Red On:** Active
54	External Call Forward by Door Box		**Red On:** Active
55	Extension Name Edit		None
56	General Purpose LED Operation	001~100: (Red)	001~100: **Rapid Blink (Red)** 101~200: **Rapid Blink (Green)** 201~300: **Red On,Green Rapid Blink**

Function Number List (Continued)
[1] General functional level (00~99)

Function Number	Function	Additional Data	LED Indication
57	General Purpose LED Indication		001~100: **Rapid Blink (Red)** 101~200: **Rapid Blink (Green)** 201~300: **Red On,Green Rapid Blink**
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	--- **Not Used** ---		
63	Outgoing Call Without Caller ID (ISDN)		**Red On:** Active
64	--- **Not Used** ---		
65	--- **Not Used** ---		
66	--- **Not Used** ---		
67	--- **Not Used** ---		
68	--- **Not Used** ---		
69	--- **Not Used** ---		
70	--- **Not Used** ---		
71	--- **Not Used** ---		
72	Keypad Facility Key		
73	Keypad Hold Key		
74	Keypad Retrieve Key		
75	Keypad Conference Key		
76	Application Key (3rd Party CTI) (R4000 or higher required)	Any dial data (8 digits)	None
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

Function Number List (Continued)
[1] General functional level (00~99)

Function Number	Function	Additional Data	LED Indication
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	0 = Cancel 1 = Set Extension Number to Tandem Ring	**Red On:** Active
81	Automatic Transfer to Transfer Key	Trunk Line Number 001~200	
82	*D*^{term} IP Call Log		
83	Conversation Recording Function	0 = Pause 1 = Re-record 2 = Address 3 = Erase 4 = Urgent Page	
92	Wake Up Call Indication		**Green On:** Wake Up Call Indication Mode On **Off:** Wake Up Call Indication Mode Off
93	Room Status Indication		**Green On:** Active Room Status **Off:** Room Status Indication Mode Off
94	Call Attendant		
95	Page Switching		**Red On:** DSS Page 1 **Green On:** DSS Page 2
97	Door Box Access Key	Door Box number (1~8)	
99	Alternate Answer Key		
#04	Change Restriction Class	One-time Toll Restriction	
#07	Fixed Operation Mode	Night Mode Service Group No. (01~32)	**Fast flash (Red) :** – Setup

Function Number List
[2] Appearance Function Level (∗00 - ∗99) (Service Code 752)

Function Number	Function	Additional Data	LED Indication
∗00	--- **Not Used** ---		

Function Number List (Continued)
[2] Appearance Function Level (∗00 - ∗99) (Service Code 752)

∗01	Trunk Key	Trunk Number (001~200)	
∗02	--- **Not Used** ---		
∗03	--- **Not Used** ---		
∗04	Park Key	Park Number (01~64)	
∗05	--- **Not Used** ---		
∗06	Trunk Access Via Networking	Network System Number (01~50)	
∗07	Station Park Hold None		
∗08	--- **Not Used** ---		
∗10	--- **Not Used** ---		
∗11	--- **Not Used** ---		
∗12	--- **Not Used** ---		
∗13	--- **Not Used** ---		
∗14	--- **Not Used** ---		
∗15	--- **Not Used** ---		
∗16	--- **Not Used** ---		
∗17	--- **Not Used** ---		
∗18	--- **Not Used** ---		
∗19	--- **Not Used** ---		

Default

- The DSS keys 01~60 of all DSS consoles = DSS/One-Touch key 101~160.
- The DSS keys 61~114 of all DSS consoles = None

Conditions

None

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. To select the DSS number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

30-05 : DSS Console Lamp Table

Description

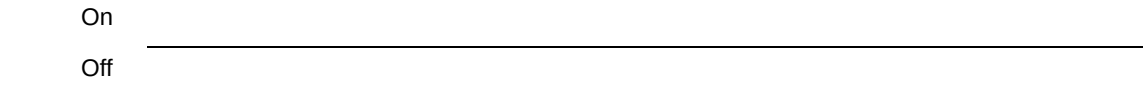
Use **Program 30-05 : DSS Console Lamp Table** to define the LED patterns for functions on the DSS consoles.

Input Data

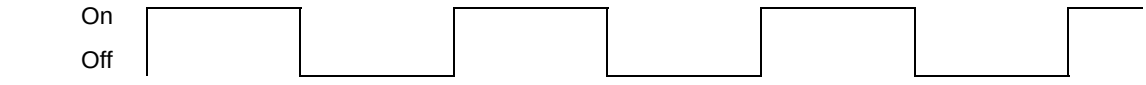
Item No.	Item	Lamp Pattern Data	Default
02	**Busy Extension**	0~7	7 (On)
03	**DND Extension**	0~7	3 (RW)
04	**ACD Agent Busy**	0~7	7 (On)
05	**Out of Schedule (ACD DSS)**	0~7	0 (Off)
06	**ACD Agent Log Out (ACD DSS)**	0~7	5 (IL)
07	**ACD Agent Log In (ACD DSS)**	0~7	4 (IR)
08	**ACD Agent Emergency (ACD 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)
21	**VM Message Indication**	0~7	3 (RW)

LED Patterns for DSS Console

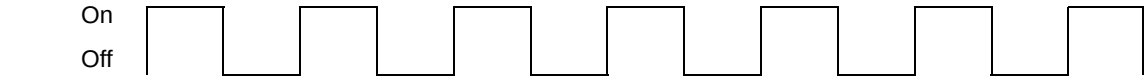
LED Pattern 0 : [OFF]



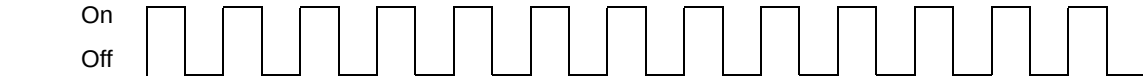
LED Pattern 1 : [FL: On(500ms)/Off(500ms)]



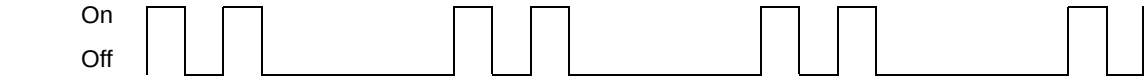
LED Pattern 2 : [WK: On(250ms)/Off(250ms)]



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

None

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. To select the DSS number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

THIS PAGE INTENTIONALLY LEFT BLANK

41-01 : System Options for ACD

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 eight digits	No Setting	
02	**Login ID Code Digit**	0~20 (0 = No Login ID)	0	
03	**ACD MIS Connection Ports**	0 = None 3 = LAN (CD-CP00-US)	0	
04	**ACD-MIS Command Notification when a BT Message is returned**	0 = Notifies 1 = No notification	0	
05	**ACD MIS Output Format** Select incoming DDI format which is used in ACD-MIS output (P events).	0 = Classic 1 = 8-digit DDI Field 2 = Extra DDI Event 3 = XML Format	0	

Conditions

None

Feature Cross Reference

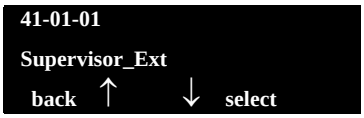
❑ Automatic Call Distribution (ACD)

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 exit that series programming section.

41-02 : ACD Group and Agent Assignments

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 eight digits

Item No.	ACD Work Period Mode Number	ACD Group No.	Default
01	1~8	0~64 (0 = No setting)	0

Conditions

None

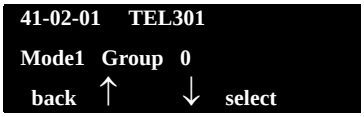
Feature Cross Reference

- ❑ Automatic Call Distribution (ACD)

Telephone Programming Instructions

To enter data for Program 41-02 (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. To select the telephone number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-03 : Incoming Ring Group Assignment for ACD Group

Description

In **Program 41-03 : Incoming Ring Group Assignments for ACD Group**, for each incoming trunk group set up in Program 22-05, designate 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 41-06 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 = No Setting)	0
02	**Night Announcement Service**	0 = No 1 = Yes	0
03	**Priority** Determine whether an incoming call to a trunk ring group should follow a priority assignment. 0 = No Priority 1~7: 1 = Highest Priority 7 = Lowest Priority	0, 1~7 (0 = No Priority) (1 = Highest Priority) (7 = Lowest Priority)	0

Conditions

None

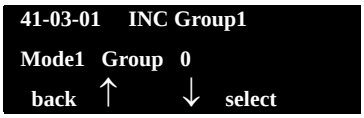
Feature Cross Reference

- ❑ 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. To select the Incoming Ring Group number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-04 : ACD Group Supervisor

Description

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

- ❑ 0 = Supervisor extension does not receive ACD Group calls.
- ❑ 1 = Supervisor extension receives ACD Group overflow calls only.
- ❑ 2 = Supervisor 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 eight digits)	No Setting
02	**Operation Type**	0 = Not receive any ACD incoming calls (No) 1 = Receive ACD incoming calls in case of overflow (Busy) 2 = Receive ACD incoming calls all the time (Yes)	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. To select the ACD Group number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-05 : ACD Agent Work Schedules

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. After 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 receive the following calls when they are logged in.

- ACD Call on a Trunk
  When 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

Item No.	Work Period Mode Number	Start Time	End Time	Default
01	1~8	0000~2359	0000~2359	(Start) 0000 (End) 0000

Conditions

None

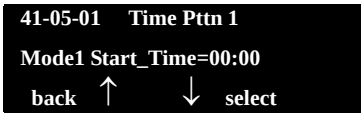
Feature Cross Reference

- 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. To select the Time Pattern number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-06 : Trunk Work Schedules

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. After 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

Item No.	Work Period Mode Number	Start Time	End Time	Default
01	1~8	0000~2359	0000~2359	(Start) 0000 (End) 0000

Conditions

None

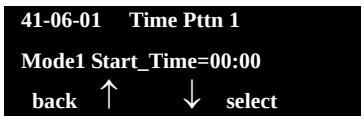
Feature Cross Reference

❑ Automatic Call Distribution (ACD)

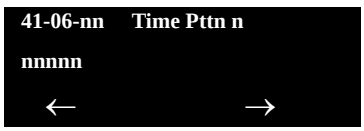
Telephone Programming Instructions

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. To select the Time Pattern number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-07 : ACD Weekly Schedule Setup

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).

Item No.	Day Number	Time Pattern	Default
01	1 = Sunday	0~4 (0 = No ACD)	0
	2 = Monday	0~4 (0 = No ACD)	0
	3 = Tuesday	0~4 (0 = No ACD)	0
	4 = Wednesday	0~4 (0 = No ACD)	0
	5 = Thursday	0~4 (0 = No ACD)	0
	6 = Friday	0~4 (0 = No ACD)	0
	7 = Saturday	0~4 (0 = No ACD)	0

Conditions

None

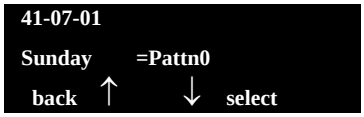
Feature Cross Reference

- ❑ 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 exit that series programming section.

41-08 : ACD Overflow Options

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 calls. 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 (None) 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 = No Setting 1~64 = ACD Group 65 = Overflow Table (Program 41-09) 66 = Voice Mail Integration 67 = System Speed (Program 41-08-05) 68 = Incoming Ring Group (Program 41-08-06)	0
03	**Delay Announcement Source Type**	0 = ACI 1 = VRS 2 = VM8000 InMail	0
04	**ACD Overflow Transfer Time**	0~64800 (sec)	30
05	**System Speed Dial Bin**	0~1999 (Used when 41-08-02 is set to 67)	1999
06	**Incoming Ring Group when Overflow**	1~100 (Used when 41-08-02 is set to 68)	1

Conditions

None

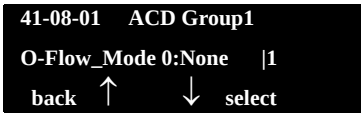
Feature Cross Reference

❑ 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. To select the ACD Group number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-09 : ACD Overflow Table Setting

Description

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

Input Data

ACD Group No.	01~64

Item No.	Priority Order Number	Transfer ACD Group Number with Overflow	Default
01	1~7	0~65 (0 = No Setting) 65 = In-Skin Voice Mail Integration	0

Conditions

None

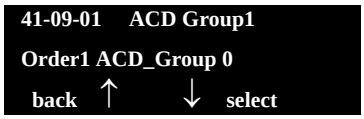
Feature Cross Reference

❑ 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. To select the ACD Group number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-10 : ACI Delay Announcement

Description

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

This program is activated when the delay announcement source and options are assigned as ACI in Program 41-08-03.

Input Data

ACD Group No	01~64

Item No.	Item	Input Data	Default
01	**1st Delay Announcement ACI Port Number**	0~96 0 = No Setting	0
02	**2nd Delay Announcement ACI Port Number**	0~96 0 = No Setting	0
03	**1st Delay Announcement Connection Timer** Set the time before the 1st Delay Announcement is played.	0~64800 (sec)	4
04	**2nd Delay Announcement Connection Timer** Set the time the 1st Delay Announcement plays before the 2nd Delay Announcement starts to play.	0~64800 (sec)	60
05	**2nd Delay Announcement Sending Duration** Set the timer for how long the 2nd Delay Announcement plays. After this timer expires, the call disconnects. To keep the call in queue, set this timer to 0.	0~64800 (sec)	0

Conditions

None

Feature Cross Reference

❑ Automatic Call Distribution (ACD)

THIS PAGE INTENTIONALLY LEFT BLANK

41-11 : VRS Delay Announcement

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. Refer 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 41-08-03.

Input Data

ACD Group No.	01~64

Item No.	Item	Input Data	Default
01	**Delay Message Start Timer** Input the time before the 1st Delay Message Starts.	0~64800 (sec)	0
02	**1st Delay Message Number** Input the VRS Message to be played as the 1st Delay Message.	0~101 0 = No Message 101 = Fixed Message	0
03	**1st Delay Message Sending Count** Input the number of times the 1st Delay Message is sent. If set to 0, the message is not played.	0~255	0
04	**2nd Delay Message Number** Input the VRS Message to be played as the 2nd Delay Message.	0~101 0 = No Message 101 = Fixed Message	0
05	**2nd Waiting Message Sending Count** Input the number of times the 2nd Delay Message is sent. If set to 0, the message is not played.	0~255	0
06	**Tone Kind at Message Interval** Input what is heard between the Delay messages.	0 = Ring Back Tone 1 = MOH Tone 2 = BGM Source	0
07	**ACD Forced Disconnect Time after the 2nd Delay Message** Set the time, after the last 2nd Delay Message is played, before the call is disconnected.	0~64800 (sec) (0 = No Disconnect)	60

08	**Queue Depth Announcement** Input when the Queue Depth Announcement will be played.	0 = Disable 1 = After 1st (1st) 2 = After 2nd (2nd) 3 = After 1st and 2nd (1st and 2nd)	0

Conditions

None

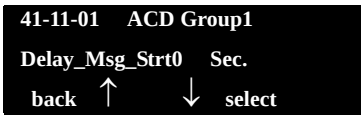
Feature Cross Reference

❑ 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. To select the ACD Group number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-12 : Night Announcement Setup

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 calls.

Input Data

ACD Group Number	01~64

Item No.	Item	Input Data	Default
01	**Night Announcement Source Type**	0 = ACI 1 = VRS	0
02	**Night Announcement ACI Port Number** Only used when Program 41-12-01 is set to 0.	0~96 0 = No Setting	0
03	**ACD Night Announce Sending Time** Only used when Program 41-12-01 is set to 0.	0~64800 (sec)	30

Conditions

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

Feature Cross Reference

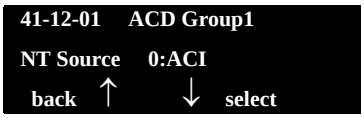
- Automatic Call Distribution (ACD)

Telephone Programming Instructions

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

1. Enter the programming mode.

2. 41 12



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

2. To select the ACD Group number to be programmed, press the **FLASH** or the volume ▲ or ▼ keys.

3. Enter data for the item you selected + **Hold**.

4. Enter data for the next item in the program.

   - OR -

   Press **MSG** once to enter a new item number.

   - OR -

   Press **MSG** until you exit that series programming section.

41-13 : VRS Message Number for Night Announcement

Description

Use **Program 41-13 : VRS Message Number for 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** Input the VRS Message to be used for the Night Announcement.	0~100 0 = No Message	0
02	**Tone Kind at Message Interval** Input what is heard between the Night Announcements.	0 = Ring Back Tone 1 = MOH Tone 2 = BGM Source	0

Conditions

None

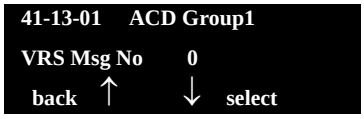
Feature Cross Reference

❑ 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. To select the ACD Group number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-14 : ACD Options

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 in the group. The chart below shows each of the ACD options, the 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 = No calls to system supervisory extension when group supervisory extension is busy.	0
02	**Automatic Wrap Up Mode** Enable/disable Automatic Wrap Up mode.	0 = After wrap up mode key is pressed. (Manual) 1 = After call is finished automatically. (Auto)	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 at Headset** Enable/disable Automatic Answer for agents using headsets.	0 = Off 1 = On	0
06	**Call Queuing after 2nd Announcement** Use this option to determine whether the caller should hear the 2nd Delay Announcement and then taken out of queue (1), or place back into queue (0).	0 = Enable (Yes) 1 = Disable (No)	0
07	**Automatic Off Duty for SLT** Enable/disable Automatic Off Duty (rest) mode for agents with SLT.	0 = No change to Off Duty mode 1 = Change to Off Duty mode automatically (Skip)	0
08	**ACD Off Duty Mode** Enable (1) or Disable (0) the ability to receive internal calls when in Off Duty Mode.	0 = Cannot receive internal call 1 = Can receive internal call	0

Item No.	Item	Input Data	Default
09	**Automatic Wrap Up End Time** Input the time the agent will be in Wrap mode when Wrap key is pressed, or automatically put into Wrap mode.	0~64800 (sec)	0
10	**ACD No Answer Skip Time** Set how long a call to the ACD Group rings an idle extension before routing to the next agent.	0~64800 (sec)	10
12	**Start Headset Ear Piece Ringing (for SLT)**	0~64800 (sec)	0
13	**1st Data - ACD Queue 1-Digit Assignment** **2nd Data - Destination Number Type** **3rd Data - Destination Number**	1st Data – Up to one Digit (0, 1~9, #, ✱) 2nd Data – 0 = None 1 = Extension or Voice Mail 2 = Incoming Ring Group 3 = Speed Dial Areas 4 = ACD Group 3rd Data – Up to eight digits (0, 1~9, #, ✱)	Blank 0 Blank
14	**DTMF Detection Assignment during Delay Announcement** Is the DTMF Detection for Dial Out during (1) or after (0) the message is played.	0 = Does not detect during message 1 = Detect during message	1
15	**DTMF Detect Time after Delay Announcement Message** How long is the DTMF Detection after the Delay Announcement Message.	0~64800 (sec)	0

Conditions

None

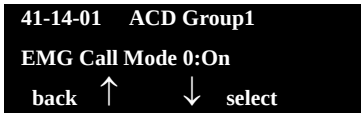
Feature Cross Reference

❑ 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. To select the ACD Group number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

THIS PAGE INTENTIONALLY LEFT BLANK

41-15 : ACD Queue Alarm Information

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.

These program settings provide an alarm to the agents, but no Queue Status Display is indicated. ***Do not use these programs*** 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.

Input Data

ACD Group No.	01~64

Item No.	Item	Input Data	Default
01	**Number of Calls in ACD Queue to Activate Alarm Information**	0~200 0 = No Alarm	0
02	**Interval time of Alarm Information** Input the alarm sound time.	0~64800 (sec)	0

Conditions

None

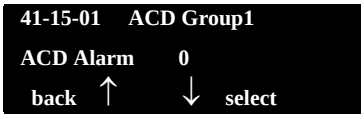
Feature Cross Reference

❑ 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. To select the ACD Group number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-16 : ACD Threshold Overflow

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 last waiting call is transferred 1 = The longest waiting call is transferred 2 = Send Busy Tone	0

Conditions

None

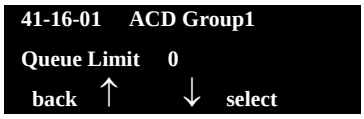
Feature Cross Reference

- 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. To select the ACD Group number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-17 : ACD Login Mode Setup

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 eight digits

Item No.	Login Mode	Default
01	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. To select the telephone number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-18 : ACD Agent Identity Code Setup

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 four 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

None

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. To select the Agent Identity Code (AIC) number to be programmed, press the **FLASH** or the volume ▲ or ▼ 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 exit that series programming section.

41-19 : ACD Voice Mail Delay Announcement

Description

Use **Program 41-19 : ACD Voice Mail Delay Announcement** to assign In-Mail Master Mailboxes (PRG 47-03) as ACD Delay “Announcement” Mailboxes.

Input Data

ACD Group Number	1 ~ 64

Item No.	Item	Input Data	Default
01	**Delay Message Start Timer** Determines how long the system waits before playing the Delay Message.	0 ~ 64800 (sec)	0
02	**Mailbox Number for 1st Announcement Message** Assigns the Voice Mail ACD Announcement Mailbox as the message source for the 1st Announcement Message.	Dial (up to eight digits)	No Setting
03	**1st Delay Message Sending Count** Determines the 1st Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.	0 = No message is played. 1 ~ 255	0
04	**Mailbox Number for 2nd Announcement Message** Assigns the Voice Mail ACD Announcement Mailboxes as the message source for the 2nd Announcement Message.	Dial (up to eight digits)	No Setting
05	**2nd Delay Message Sending Count** Determines the 2nd Delay Message Sending Count. This entry must be set to **1** or higher in order for the message to play.	0 = No message is played. 1 ~ 255	0
06	**Wait Tone Type at Message Interval** Determines what the caller will hear between the messages.	0 = Ring Back Tone 1 = Music On Hold Tone 2 = Background Music Source	0
07	**ACD Forced Disconnect Time after 2nd Announcement** Assigns how long the system should wait after the end of the ACD Delay Message before disconnecting.	0 ~ 64800 (sec)	0
08	**Delay Message Interval Time** Sets the timer for the interval between the Delay Messages.	0 ~ 64800 (sec)	20

Conditions

None

Feature Cross Reference

None

41-21 : ACD Login ID Setup

Description

Use **Program 41-21 : ACD Login ID Setup** to assign the Login ID code to Skill Table used for ACD Skill Based Routing.

Input Data

ACD Group No.	01~64

Item No.	Item	Input Data	Default
01	**Login ID Code** Input the Login ID(s) to be used.	Up to 20 digits	No Setting
02	**Skill Table Number** Input the Skill Table number to be used for each Login ID.	0, 1~512	0

Conditions

None

Feature Cross Reference

- ❑ Automatic Call Distribution (ACD)

41-22 : ACD Skill Base Routing Setup

Description

Use **Program 41-22 : ACD Skill Base Routing Setup** to assign if the ACD Group can use or not use Skill Based Routing.

Input Data

ACD Group No.	01~64

Item No.	Item	Input Data	Default
01	**Skill Base Routing** This option determines if the Skill Based Routing is Used (1), or Not Used (0).	0 = Off 1 = On	0

Conditions

None

Feature Cross Reference

- ❑ Automatic Call Distribution (ACD)

41-23 : ACD Skill Table Setup

Description

Use **Program 41-23 : ACD Skill Table Setup** to assign the skill level per table for each ACD Group.

Input Data

ACD Group No.	01~64

Item No.	Item	Input Data	Default
01	**Skill Level** Input the Skill Level for each Queue for each Skill Table number.	1~7 (Level 1 is the highest level)	1

Conditions

None

Feature Cross Reference

❑ Automatic Call Distribution (ACD)

41-24 : Caller ID Marking Setup

Description

Use **Program 41-24 : Caller ID Marking Setup** to assign Enable/Disable the availability of setting that the ACD Agent can mark the originator caller ID, system base.

Input Data

ACD Group No.	01~64

Item No.	Item	Input Data	Default
01	**Caller ID Marking Setup** Enable/Disable the availability of setting that the ACD Agent can mark the originator caller ID, system base.	0: Disable 1: Enable	0
02	**ACD Agent Info for Caller ID** Set whether the Agent ID or extension number of the ACD Agent is used to mark with the CID in the buffer.	0: Agent Extension Number 1: ACD Agent ID	0
03	**Caller ID Buffer Clear Timer** Set time interval for clearing stored Caller ID record in buffer.	1~168 (hours)	24
04	**Caller ID Buffer Store Size** Set the Caller ID Buffer Size. When the number of CID records is over the limit, CID buffer threshold alarm (71) can be reported.	1000~10000	10000

Conditions

None

Feature Cross Reference

- ❑ Automatic Call Distribution (ACD)

47-03 : UNIVERGE SV8100 InMail Master Mailbox Options

Description

Use **47-03 : SV8100 InMail Master Mailbox Options** to set up the 32 Group Mailboxes (01~32). A Group Mailbox is used for Department Group overflow and can be a Subscriber or Call Routing.

Item No.	Item	Input Data	Default
02	**Mailbox Number** (Mailbox Number) The Group Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Group Mailbox you are programming.	Digits (eight maximum, using 0~9) No Setting (entered by pressing **Hold**)	No Setting
03	**Mailbox Type** (Mailbox Type) Use this option to set the Group Mailbox type. There are three types of SV8100 InMail mailboxes: None (0), Subscriber (1) and Routing (2).	0 = None 1 = Subscriber 2 = Routing	1
	Routing Mailbox Number If 47-03-03: Group Mailbox Type is set to 2 (Routing), use this option to specify the Routing Mailbox InMail uses for the Group Mailbox.	1~32	1

Conditions

None

Feature Cross Reference

None

THIS PAGE INTENTIONALLY LEFT BLANK

90-20 : Traffic Report Data Setup

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 ---**		
03	**All Line Busy Output**	0 = Not detected 1~256 (Report when the data reaches the defined value)	0
04	**DTMF Receiver Busy Output**	0 = Not Detected 1~256 (Report when the data reaches the defined value)	0
05	**Dial Tone Detector Busy Output**	0 = Not Detected 1~256 (Report when the data reaches the defined value)	0
06	**Caller ID Receiver Busy Output**	0 = Not Detected 1~256 (Report when the data reaches the defined value)	0
07	**Voice Mail Channel All Busy Output**	0 = Not Detected 1~256 (Report when the data reaches the defined value)	0
09	**Attendant Channel All Busy Output**	0 = Not Detected 1~256 (Report when the data reaches the defined value)	0
11	**Security Sensor Dial Record**	0 = Not Recorded 1 = Recorded	0

Conditions

None

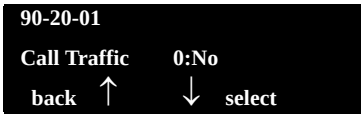
Feature Cross Reference

❑ Traffic Reports

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 exit that series programming section.

90-21 : Traffic Report Output

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 3 = LAN	0

Conditions

None

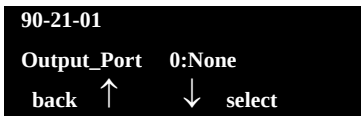
Feature Cross Reference

❑ Traffic Reports

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 exit that series programming section.

UNIVERGE SV8100

AUTOMATIC CALL DISTRIBUTION (ACD)
INSTALLATION MANUAL

NEC Corporation of America

Issue 4.0