

END USER TRAINING for ACD users



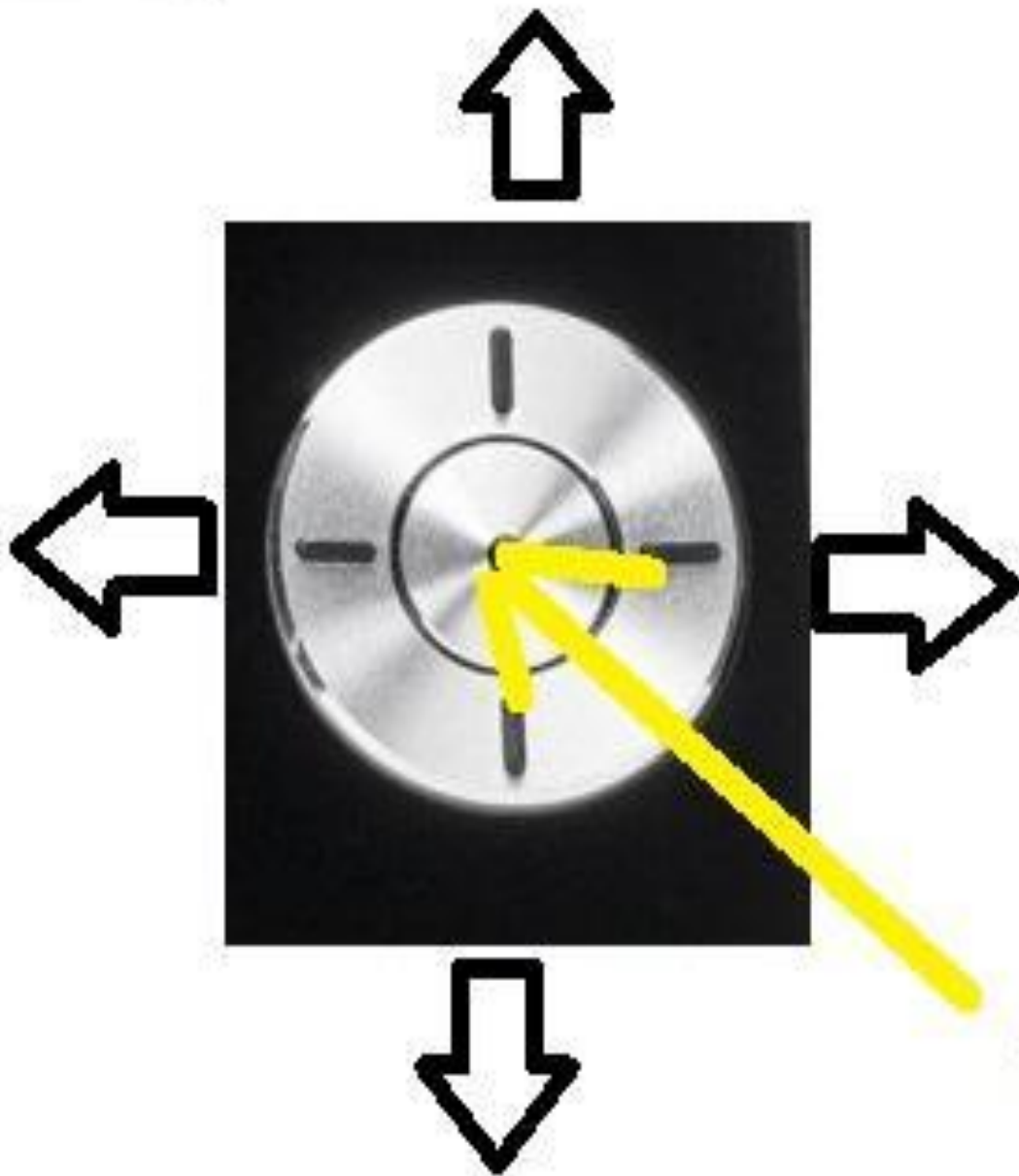
A few things to remember

- You will dial 9 for an outside line.
- You will need to dial the area code and phone number for all outgoing calls.
- You will have to dial 1 for long distance or 800 dialing (or even local 501 area code).
- Your default login pin is 1111.









Select



HOT DESK ACD LOGIN



1#200



My Phone

10:59 AM

3-Nov-2018



Locked

Hot Desk



1#200



 My Phone

10:59 AM

3-Nov-2018



Locked

Hot Desk



1#200



 My Phone

10:59 AM

3-Nov-2018



Locked

No User Logged in

Login

Cancel



1#200



My Phone

10:59 AM

3-Nov-2018



Locked

1200

Backspace

Enter

Cancel



1#200



 My Phone

10:59 AM

3-Nov-2018



Locked

Enter Pin

Backspace

Enter

Cancel



1200



My Phone

11:31 AM

3-Nov-2018



5200

MAKE BUSY



DND



Log Out

Redial:



Make Busy

1525

Log out

Redial



ACD Phone Display



1200



 My Phone

11:31 AM

 5200

3-Nov-2018

 DND

 Log Out

Redial:

 Make Busy

1525



Log out

Redial



1200



 My Phone

11:31 AM

 5200

3-Nov-2018

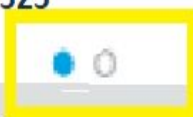
 DND

 Log Out

Redial:

 Make Busy

1525



Log out

Redial



1200



11:31 AM

3-Nov-2018

Redial:

1525



Log out

Redial



Programmable Key

Speed Call

Other Features

More ...

Label Name

Number

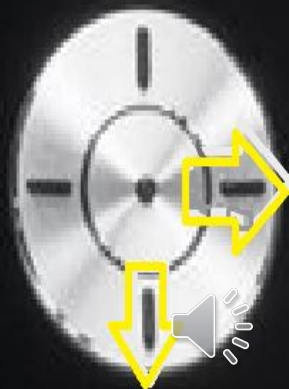
Private

Save

Backspace

ABC ▶

Cancel



Incoming Call



1200



 1565

 5200

 DND

 Log Out

 Make Busy



11:31 AM

3-Nov 2018

Justin Sloan
1565

is ringing in



Answer



1200



 1565

 5200

 DND

 Log Out

 Make Busy



11:31 AM

3-Nov 2018

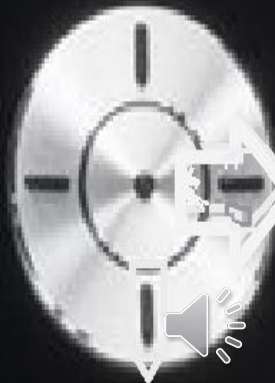
Justin Sloan

1565

Transfer

Add User

End Call



Transferring a Call



1200



 1565

 5200

 DND

 Log Out

 Make Busy



11:31 AM

3-Nov 2018

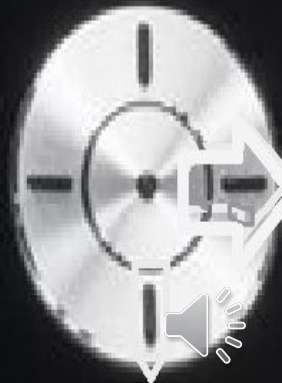
Justin Sloan

1565

Transfer

Add User

End Call



1200



1565

5200

DND

Log Out

Make Busy



11:31 AM

3-Nov 2018

Justin Sloan

1565

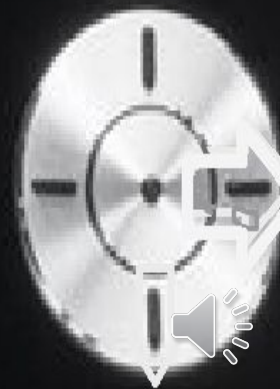
Justin Sloan 1565 is holding

Transfer

Join Calls

Trade Call

Back to Held



1200



1565



5200



DND



Log Out



Make Busy



11:31 AM

3-Nov 2018

Justin Sloan

1565

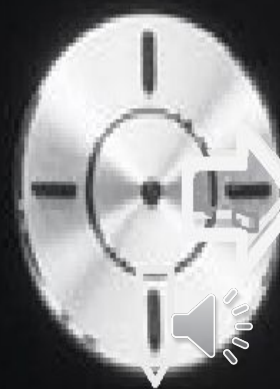
Justin Sloan 1565 is holding

Transfer

Join Calls

Trade Call

Back to Held



Setting up a Conference call



1200



 1200

 5200

 DND

 Log Out

 Make Busy



11:31 AM

3-Nov 2018

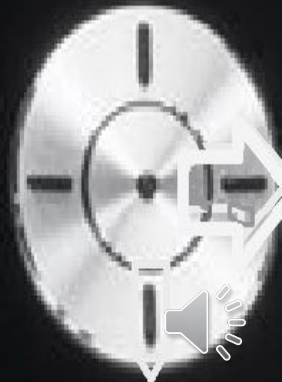
Justin Sloan

1565

Transfer

Add User

End Call



1200



1565

5200

DND

Log Out

Make Busy



11:31 AM

3-Nov 2018

Justin Sloan

1565

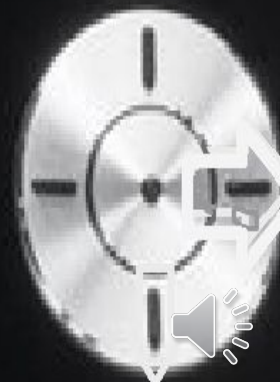
Justin Sloan 1565 is holding

Transfer

Join Calls

Trade Call

Back to Held



1200



1565



5200



11:31 AM

5-Apr 2018

3 Party Conf



DND



Log Out



Make Busy

Transfer

Add user

Split


Leave Call



Fixed Keys





 MiMobileLink



 **Contacts Key**



Contacts

Enter name

Personal

51

Crawford, Esther

143534

Corporate

110

Stevenson, Arlie

902323

Thomas, Bertha

457327

Velasquez, Juanita

902324

Williams, David

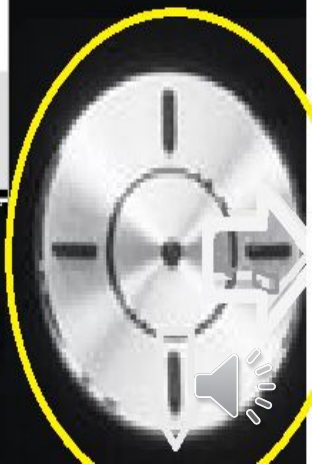
345231

Dial

Delete

Add New

Close



Contacts Q Ber|

Personal 51	Crawford, Esther 143534
Corporate 110	Stevenson, Arlie 902323
	Thomas, Bertha 457327
	Velasquez, Juanita 902324
	Williams, David 345231

Search Backspace Reset Close



Contacts

Personal



Thomas, Bertha

Phone Numbers

457327

Work

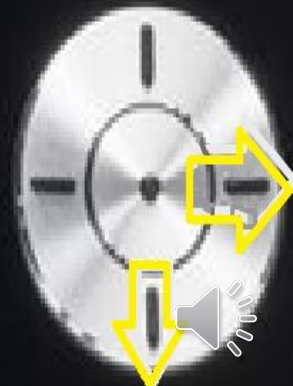
6472307711

Mobile

Dial

Edit

Close



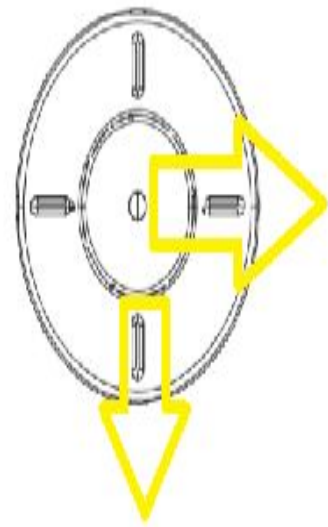


Call History

 All	Bertha Thomas 04:00 PM Today	
 Missed	6128190 01:58 PM Today	
 Outgoing	David Williams 04:00 PM Yesterday	
 Received	Esther Crawford 03:00 AM 16 Dec	
	Juanita Velasquez 02:00 PM 15 Dec	

Delete

Close



Call History

 All

Bertha Thomas

04:00 PM | Today



 Missed

6128190

01:58 PM | Today



 Outgoing

David Williams

04:00 PM | Yesterday



 Received

Esther Crawford

03:00 AM | 16 Dec



Juanita Velasquez

02:00 PM | 15 Dec

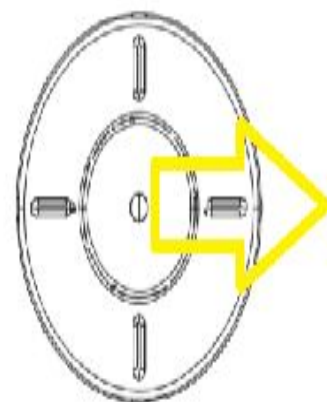


Dial

Add Contact

Delete

Close







Static Settings

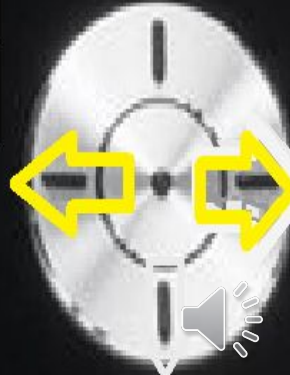


Select

Advanced

Log Issue

Close



Ring Tones

Internal Ring

Pronto

External Ring

Voyage

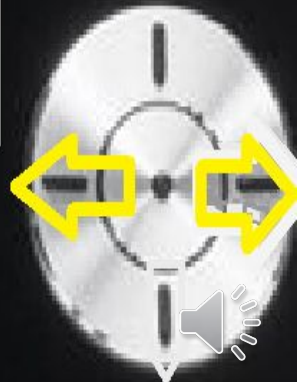
Bloom

Move

Classic 1

Save

Cancel



Static Settings



Audio Path

- Headset
- Specker

Select Advanced Log Issue Close



Static Settings



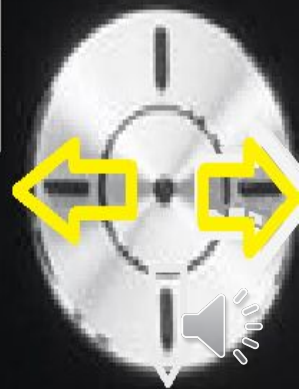
.Display

Select

Advanced

Log Issue

Close





2

10:52 am

Mon Jul 25



Display

Brightness

Brightness Level



Level 5

Screen Saver

Screen Saver Timer

5

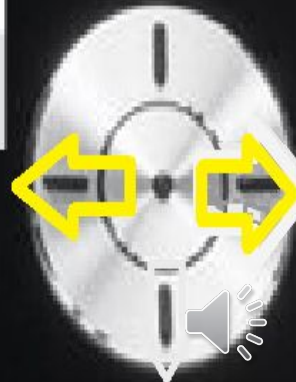
minutes

Dimmer Level

Level 1

Save

Cancel





MiMobileLink







Call History

 All

 Missed

 **Outgoing**

 Received



Colin Anderson

04:00 PM | Today



6128190

01:58 PM | Today

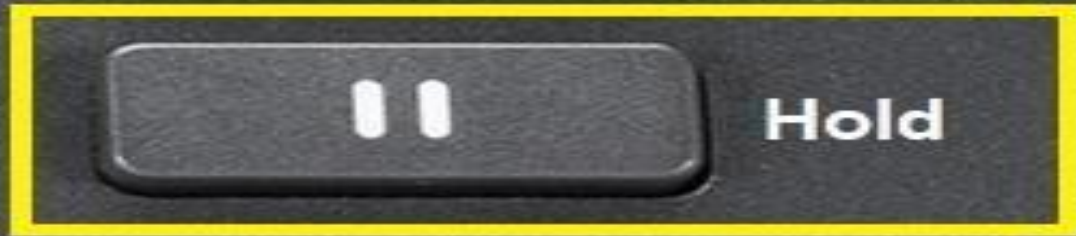


Marc Chapell

04:00 PM | Yesterday

Delete

Close 



1200



1565



5200



DND



Log Out



Make Busy



11:31 AM

3-Nov 2018

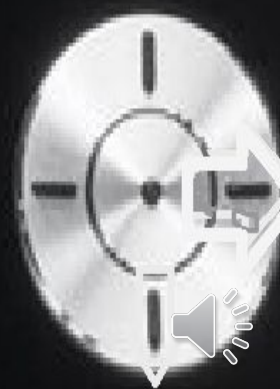
Justin Sloan 1565 is holding

Transfer

Join Calls

Trade Call

Back to Held







**Speaker/
Headset**

