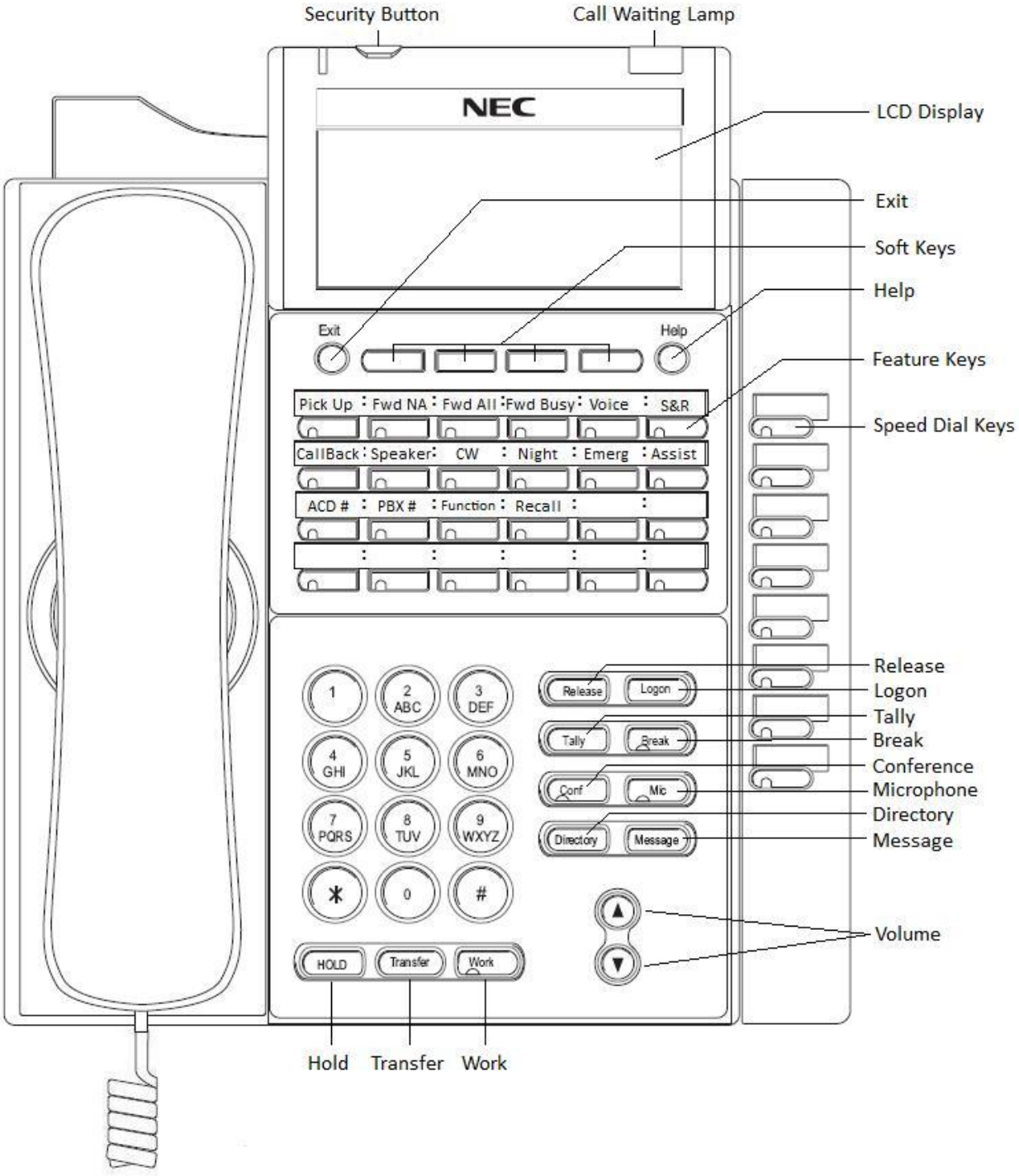
D-Term ACD-IP User Guide



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Keys and Lamps

LED	Some of the keys listed below have a built-in Light Emitting Diode (LED) that lights or flashes according to the activity of that function key.
Security Button	Locks your phone so you cannot make or receive calls. The Security Lock LED will remain illuminated when this feature has been activated.
Call Waiting Lamp	This light will flash when you have an incoming call. The lamp remains steadily lit when you have a voicemail message waiting.
LCD Display	Liquid Crystal Diode (LCD) display provides D-Term activity information plus date, time, and Soft Key operation.
Exit	To exit from the Menu or Help mode and go back to the time display.
Soft Keys	Any feature shown at the bottom of the LCD display is available. Press >>> for more features.
Help	Explanations of the Soft Keys can be pulled up on the LCD by pressing this key.
Feature Keys	Your phones lines, as well as various other phone features, are located on these keys.
Speed Dial Keys	These keys allow you to program frequently-used phone numbers and functions into the D-Term's memory. You can then dial the numbers or engage the features by pressing a single key.
Release	Allows you to hang up a call while using a headset.
Logon	ACD function key that allows you to log into your call center to receive calls.
Tally	ACD function key that allows you to perform certain ACD functions. This feature has been disabled at Vanderbilt.
Break	ACD function key that allows you to choose from pre-determined break types while logged into ACD. You will not be able to receive ACD calls while in Break mode.

Conference	This will allow you to place a 3-way conference call. For more information on conference calls, see page 6.
Mic	Turns the microphone on and off. The LED light on this key remains illuminated when the Mic is on.
Directory	Not used at Vanderbilt. Nothing will happen if you try to press this key.
Message	Not used at Vanderbilt. Nothing will happen if you try to press this key.
Hold	Press key to place an internal or external call on hold.
Transfer	Allows you to transfer established calls to another number.
Work	ACD function key that prevents you from answering ACD calls while working (used while entering tickets, finishing up a patient record, etc.).
Volume	These Up and Down arrows allow you to change the volume and adjust the LCD display brightness.

Tones

Dial Tone	Steady tone you hear before you make a call.
Busy Signal	Pulsing tone that indicates you dialed a number that is being used.
Reorder Tone	Fast busy signal. This means that an invalid number was dialed, a service feature was denied, or your handset has been off hook and inactive for too long.
Special Dial Tone	An interrupted dial tone. This means you may proceed to use a feature.
Service Set Tone	A steady, high-pitched tone that indicates a feature was set or canceled.

Making and Receiving Calls

TO PLACE AN INTERNAL CALL
Lift your handset or press the Speaker key to receive a dial tone. Dial the desired 5-digit extension. Use your handset or Microphone to converse.

TO PLACE A LOCAL CALL
Lift your handset or press the Speaker key to receive a dial tone. Dial 9 and wait for the second dial tone. Dial the desired telephone number. Use your handset or Microphone to converse.

TO PLACE A LONG DISTANCE CALL
You will need to use your assigned V-Net code to place long distance calls. Lift your handset or press the Speaker key to receive a dial tone. Dial #9 and listen for the interrupted dial tone. Enter your V-Net code and listen for the service tone (solid, high-pitched tone). Dial 9-1 and the desired telephone number, area code first. Use your handset or Microphone to converse.

Note: Users at the remote Williamson County clinics do not need to use a V-Net code. If you wish to make a long distance call, you may follow the same instructions as placing a local call.

TO DIAL A TOLL-FREE NUMBER
Lift your handset or press the Speaker key to receive a dial tone. Dial 9 and wait for the second dial tone. Dial the entire toll-free number, including the '1' at the beginning. Use your handset or Microphone to converse.

TO ANSWER A CALL
Your phone will ring, the Call Waiting Lamp will flash, and the LED light on the ringing line will flash when you have an incoming call to either your ACD line or your PBX line (your back line). Press the flashing line appearance key and lift the handset or press Speaker to answer the call. Use your handset or Microphone to converse.

TO ADJUST THE CALL VOLUME
While you are on a call, press the Up/Down arrow buttons to increase/decrease the speaker volume.

Hold

You may place callers on Hold at any time during the call. A held call will flash green on your phone, and will flash red on any other D-Term phones with the same line appearance.
You may place a call on Exclusive Hold so that it may only be retrieved from your phone. When a call is on Exclusive Hold, your phone will flash a rapid green and will remain steadily lit red on any other D-Term phones with the same line appearance.

TO PLACE A CALL ON HOLD
While on a call, press the Hold key. The LED light on the held line will flash green on your phone and your display will indicate "HOLD."

TO RETRIEVE FROM HOLD
Lift your handset or press the Speaker key. Press the held line. Use your handset or Microphone to converse.

Note: Any D-Term with this line appearance can retrieve the call.

TO PLACE A CALL ON EXCLUSIVE HOLD
While on a call, press the Hold key twice. The LED light on the held line will rapidly flash green.

TO RETRIEVE A CALL FROM EXCLUSIVE HOLD
Lift your handset or press the Speaker key. Press the held line. Use your handset or Microphone to converse.

Note: Only the D-Term that sets the Exclusive Hold may retrieve the call.

IF UNANSWERED
After the pre-programmed time (approximately 5-6 minutes), Automatic Recall is initiated. Automatic Recall shows as a ring burst and rapidly flashing green LED on your phone, and solid red LED on other phones with the same line.

Transfer

You may transfer calls, set up 3-way conference calls, or consult a third party by using the Transfer key. Your caller will hear the normal music on hold while transferring, establishing a conference call, or consulting a third party.

TO TRANSFER A CALL
While on a call, press the Transfer key and listen for the interrupted dial tone. Dial the desired number and either hang up or wait for an answer to announce the transfer (also called a Supervised Transfer).

Note: If you need to transfer an ACD call to another ACD call center, you may not be able to complete a Supervised Transfer. For more information, please contact ITS Telephone Repair at 1-1611.

TO ESTABLISH A CONSULTATION CALL
You may consult a third party while on a call. While the call is in progress, ask the party to hold. Press the Transfer key and listen for the interrupted dial tone (your caller is automatically placed on hold). Dial the number for the person you wish to consult. Press the Transfer key at any time during the consult to return to original caller (the third party is automatically placed on hold). You may alternate between the calls by pressing the Transfer key.

Note: Your display indicates the connected extension or number at any given time.

TO END A CONSULTATION CALL
The third party with whom you are consulting must terminate the call; otherwise, you will end up transferring your original call to the third party. You may either wait for the third party to hang up while you are connected to them, or press the Transfer key to return to your original caller.

Conference

TO INITIATE A THREE-WAY CALL
While on a call, ask the party to hold. Press the Transfer key and listen for the interrupted dial tone. Dial the desired number. After the call is answered, press the Conference key. The LED light will come on and a three-way call is established. If one party hangs up, the other two will remain connected and the LED light goes out.

4-16 PARTICIPANTS
Conference calls for more than three and up to sixteen participants can be accomplished through the Vanderbilt Operators. You may reach the Vanderbilt Operators 24/7 by dialing “0” from your phone. Prior notice is preferred when setting up large conference calls.

ACD Functions

Your ACD phone allows you to log into your call center to answer calls. Calls will be routed to your ACD line automatically based on your ACD state (Ready, Work, Break, or Call Recover). You will only be able to answer an incoming ACD call when you are in Ready mode.

Note: You cannot make outgoing calls on your ACD line. This line is for incoming calls only.

Logon

Before you can answer an ACD call, you must log into the ACD system using your assigned logon code.

TO LOGON TO YOUR ACD PHONE

Press the Logon button. The LED will flash green and your display will indicate "LOGON ID?" Enter your 4-digit logon code, followed by the # key. The LED will turn a solid red. You are now logged into your call center.

Note: Your phone will automatically put you in Work mode when you log in. You will need to press the Work button before you are able to take an ACD call.

TO LOGOUT OF YOUR ACD PHONE

Press the Logon button. The LED will go out and your display will indicate "GOODBYE." You are now logged out of ACD and will not be able to take an ACD call.

Work

While logged into ACD, you can go in and out of Work mode to prevent ACD calls from routing to your phone. Work mode is most appropriately used if you need to step away from your desk for work purposes (send a fax, make a copy, etc.), enter a help desk ticket, or finish working with a patient record immediately following an ACD call. For more information regarding the appropriate use of Work mode, please consult your call center manager.

TO GO INTO WORK MODE

While logged into ACD, press the Work key. The LED will remain solidly lit red while you are in Work mode. You cannot receive ACD calls while in Work mode.

TO COME OUT OF WORK MODE

Press the Work key. The LED light will go out and your ACD state will change to Ready. You are now able to receive ACD calls.

Call Recover

Call Recover is a special type of Work mode. Your phone automatically puts you into Call Recover if you fail to answer an incoming ACD call within the programmed amount of time (usually 20-30 seconds). While in Call Recovery, you cannot receive any ACD calls. The LED light on the Work key will flash red and your display will indicate “CALL RECOVER.”

TO COME OUT OF CALL RECOVERY

Press the Work key. The LED light will go out and your ACD state will change to Ready. You are now able to receive ACD calls.

Break

Using the Break key will allow you to take a break from answering ACD calls. There are 9 different break codes, each associated with a different type of break.

1 = Lunch
2 = Bathroom
3 = Break
4 = Work-B
5 = Walk-In
6 = LD
7 = Sleep
8 = Away
9 = Meeting

For more information regarding the appropriate use of break codes, please consult your call center manager.

TO GO INTO BREAK MODE

Press the Break key. The LED will flash green and your display will indicate “BREAK TYPE?” Enter the appropriate break code, followed by the # key. The LED will turn a solid red and your display will indicate “ON BREAK.” You cannot receive ACD calls while in Break mode.

TO COME OUT OF BREAK MODE

Press the Break key. The LED will go out and your display will indicate “READY.” You are now able to receive ACD calls.

CW

This key will light up and/or flash red when you have one or more calls in queue. Depending on your call center, you may also hear a chime when there are calls in queue. The LED will illuminate automatically when a queued call is detected, and will turn off once the call is no longer in queue.

Night

Most ACD call centers are on a Week Schedule (calls are automatically routed to the call center based on pre-programmed Hours of Operation), but some may still use the Night mode. Night mode allows you to manually send your calls to a pre-programmed alternate destination when your call center is closed. While in Night mode, the LED will remain solidly lit red. For more information about the Night key, please contact ITS Telephone Repair at 1-1611.

Emerg

This key is no longer used at Vanderbilt. Nothing will happen if you try to press it.

Assist

This key is no longer used at Vanderbilt. Nothing will happen if you try to press it.

Soft Keys

OHR (Off Hook Ringer)
This feature mutes the ringer while you are on the phone. To activate or deactivate this feature, press the gray Soft Key directly beneath the letters “OHR” on your display.

RMUTE (Ring Mute)
This feature mutes the ringer so that the phone will not ring for any calls. To activate or deactivate this feature, press the gray Soft Key directly beneath the letters “RMUTE” on your display.

MIC
This feature turns the microphone on and off. To activate or deactivate this feature, press the gray Soft Key directly beneath the letters “MIC” on your display, or just use the MIC button next to the dial pad. The MIC LED light will illuminate when the microphone is on.

HSET
This feature will allow you to use a hands-free headset with your D-Term. In the bottom-right corner of your display, you should see three right-pointing arrows that look like this: >>>. You will need to press the gray Soft Key beneath >>> to scroll over to the page with the headset feature. The letters “MUTE” and “HSET” should appear on your display. To activate or deactivate your headset, press the gray Soft Key directly beneath the letters “HSET” on your display. For information on using your headset, see page 15.

MUTE
This feature allows you to mute your handset. In the bottom-right corner of your display, you should see three right-pointing arrows that look like this: >>>. You will need to press the gray Soft Key beneath >>> to scroll over to the page with the mute feature. The letters “MUTE” and “HSET” should appear on your display. To activate or deactivate this feature, press the gray Soft Key directly beneath the letters “MUTE” on your display.

HELP
Press the round Help key, located just beneath the right side of your display, for helpful information regarding the Soft Keys on your phone.

EXIT
Press the round Exit key, located just beneath the left side of your display, to exit the Help program.

Feature Keys

Security Lock

The Security Lock will lock all buttons and features on your phone and prevent anyone (including you!) from using it until it is successfully unlocked. You will not be able to answer incoming ACD calls while the phone is locked.

TO LOCK YOUR PHONE

Press the Security Lock button above your display. The display will indicate "Security Lock?" Press OK or press the Enter key. The Security Lock LED will illuminate and the display will indicate "Security Lock." Your phone is now locked.

TO UNLOCK YOUR PHONE

Press the Security Lock button above your display. The display will prompt you for a password. Enter the unlock code **6633222** and press OK. For security purposes, the phone will block the display of the password with an asterisk (*) for each digit you enter. You will have three attempts to enter the password. If successful, the Security Lock LED will go off and you will be able to resume normal phone operation. After a third attempt, the display will indicate "Incorrect security code password entered" and the phone will remained locked for 10 minutes. You must wait 10 minutes to attempt the password again.

Speed Dial Keys

The keys in the vertical row on the right side of your phone allow you to program frequently-used phone numbers into the D-Term's memory. You can then dial the number by pressing a single key. You may also save certain functions (such as Transfer or Voice) to your speed dial keys.

Note: Once a speed dial has been saved, it cannot be erased. You can, however, save over it with a new number or feature.

TO SAVE A NUMBER TO A SPEED DIAL KEY

Press the speed dial key you wish to program. Enter the number you wish to save. The display will indicate the digits dialed. Press the speed dial key again to save the number. Your display will indicate "Speed Set."

TO SAVE A FUNCTION TO A SPEED DIAL KEY

Press the speed dial key you wish to program. To program a Transfer, press the Recall key as the first digit, followed by the number to which you wish to transfer. Your display will indicate "!" as the first digit. To program a pause, press the Recall key as any digit other than the first digit. Your display will not indicate the pause. To program a Voice call, enter the extension followed by the Transfer key. Your display will indicate "V" after the extension. Press the speed dial key again to save the function. Your display will indicate "Speed Set."

TO VERIFY YOUR SAVED SPEED DIALS
Press the desired speed dial key. Your display will indicate the number and/or function programmed.

TO PLACE A CALL USING A SPEED DIAL KEY
Lift your handset or press the Speaker key to receive a dial tone. Press the desired speed dial key to automatically begin dialing.

Pickup

The Pickup key on your phone allows you to answer calls in your Call Pickup Group. A Call Pickup Group may include up to twenty numbers, but you may only be in one Call Pickup Group at a time. This is not a standard feature and must be requested separately.

TO ANSWER A CALL FROM A CALL PICKUP GROUP
Lift your handset and press the Pickup key. The call will automatically be answered from your phone.

Note: You may also answer a call from a Call Pickup Group by dialing #8.

Forwarding

You may send your calls to another extension, phone number, pager, or voicemail by using the forwarding function. Fwd NA will forward your calls to another destination after three rings. Fwd All will forward your calls immediately to another destination without ringing your phone. Fwd Busy will forward your calls to another destination if your line is in a busy state.

Note: Different forwarding functions may be active at the same time, but each forwarding function must be set separately. In other words, while the Fwd NA and Fwd Busy lights may be lit up at the same time, you cannot set the Fwd NA and Fwd Busy in the same call. You must hang up after each attempt.

TO SET FORWARDING
Lift your handset or press the Speaker key. Press the forward key you wish to set (Fwd NA, Fwd All, or Fwd Busy), dial the desired number, and hang up. The LED will light up and your display will indicate “Forward Set.”

Note: If you have more than one line on your phone, the LED will only light up to indicate the forwarding settings on your prime line.

TO CANCEL FORWARDING
Lift your handset or press the Speaker key. Press the forward key you wish to remove (Fwd NA, Fwd All, or Fwd Busy) and hang up. The LED light will go off and your display will indicate “Forward Cancel.”

Voice

This feature allows you to speak directly through the handset into another person's speaker. It is a one-way intercom.

TO MAKE A VOICE CALL

Lift your handset, dial the desired extension, and press the Voice button. Four "pings" will be heard on the telephone being called. The person you are calling must have the MIC button on to speak to you without lifting the handset; otherwise, they may use their handset at any time.

S&R (Save and Redial)

This key acts as a one-time-only speed dial. While on a call, you may press the S&R button to save the number. The LED will light up and your display will indicate "S&R." The number will remain saved indefinitely. To redial the number, lift your handset or press the Speaker key. Listen for dial tone, then press the S&R key. The LED light will go off and your phone will begin dialing automatically.

Note: Once you redial, the number is no longer saved. You may save the number again by repeating the above steps.

Call Back

When a busy signal is received after dialing a campus number, this feature allows your D-Term phone to notify you and automatically complete the call when the line is free.

TO ACTIVATE CALL BACK

After receiving a busy signal from an extension, press the Call Back key, and hang up. You will be able to make and receive other calls in the meantime. When the busy extension becomes free, your phone will ring and the display will indicate "CALL BACK."

TO CANCEL CALL BACK

To cancel this feature after it has been activated, get a dial tone and press the Call Back key.

Speaker

This key will activate/deactivate the speakerphone. The LED will remain lit if the Speaker is on.

Note: You must turn on the Microphone for the other party to be able to hear you. For more information about the Microphone, see page 10.

Function

This key is no longer used at Vanderbilt. Nothing will happen if you try to press it.

Recall

Pressing the Recall key will immediately disconnect your current call and get a new dial tone.

Other Features

Call Park

This feature allows you to "park" a call until you retrieve it from your own or another telephone. For example: You receive a call and must go to the file room to look up some information. You would park the call, get the information needed, and retrieve the parked call on the telephone in the file room.

Note: A parked call must be retrieved. If the call is not retrieved, it will ring back to the original extension.

TO PARK A CALL

Press the Transfer key and dial #6. Listen for the service set tone. Your display will indicate "CALLPARK SET." Hang up.

TO RETRIEVE THE CALL FROM THE ORIGINAL TELEPHONE

Lift the handset and dial #6. You are automatically reconnected with your caller. Your display will indicate "CALLPARK" and the number.

TO RETRIEVE THE CALL FROM ANOTHER TELEPHONE

Lift the handset and dial *65, followed by the extension number of the telephone where you parked the call. You are automatically reconnected with the caller. Your display will indicate "CALLPARK" and the number.

Directed Call Pickup

You may pick up any ringing line from your phone. You do not need to be in a Call Pickup Group with that line, nor do you need a separate line appearance on your phone.

TO ANSWER A RINGING CALL FROM YOUR PHONE

Lift your handset or press the Speaker key. Dial *8 plus the extension that you wish to pick up. The call will automatically be answered from your phone.

Headsets

Hands-free headsets are available for purchase through Vanderbilt ITS. Your ACD-IP phone includes a Release key that will allow you to hang up calls.

Note: When using a headset, the ring volume on your phone is automatically lowered. To adjust the ring volume, you must come out of Headset mode. For further instructions on how to adjust the ring volume, see page 16.

TO TURN ON YOUR HEADSET

Press the >>> Soft Key for more options. Press the “HSET” Soft Key. “HSET” will flash on your display. You may now use your headset.

TO TURN OFF YOUR HEADSET

Press the >>> Soft Key for more options. Press the “HSET” Soft Key. “HSET” will disappear from your display. Your headset is now off.

Customizing Your Phone

Ring Tones

ACD-IP phones are not able to change the ring tones.

Ring Volume

You may adjust the volume of your ringer as needed. However, you can only adjust the ring volume if the ringer is turned on and your phone is ringing.

TO ADJUST RING VOLUME

Have a coworker call your phone (or call yourself from a cell phone). While your phone is ringing, press the Up arrow key to increase the ring volume. Press the Down arrow key to decrease the ring volume. You may hang up after you are done adjusting the volume.

Note: If you use a headset, you must be out of Headset mode to adjust the ring volume.

Lamp Color

ACD-IP phones are not able to change the color of the Call Waiting Lamp.

LCD Display

You may adjust the brightness of your LCD display as needed. While the phone is on hook (i.e. inactive), press the Up arrow key to darken the display. Press the Down arrow key to lighten the display.