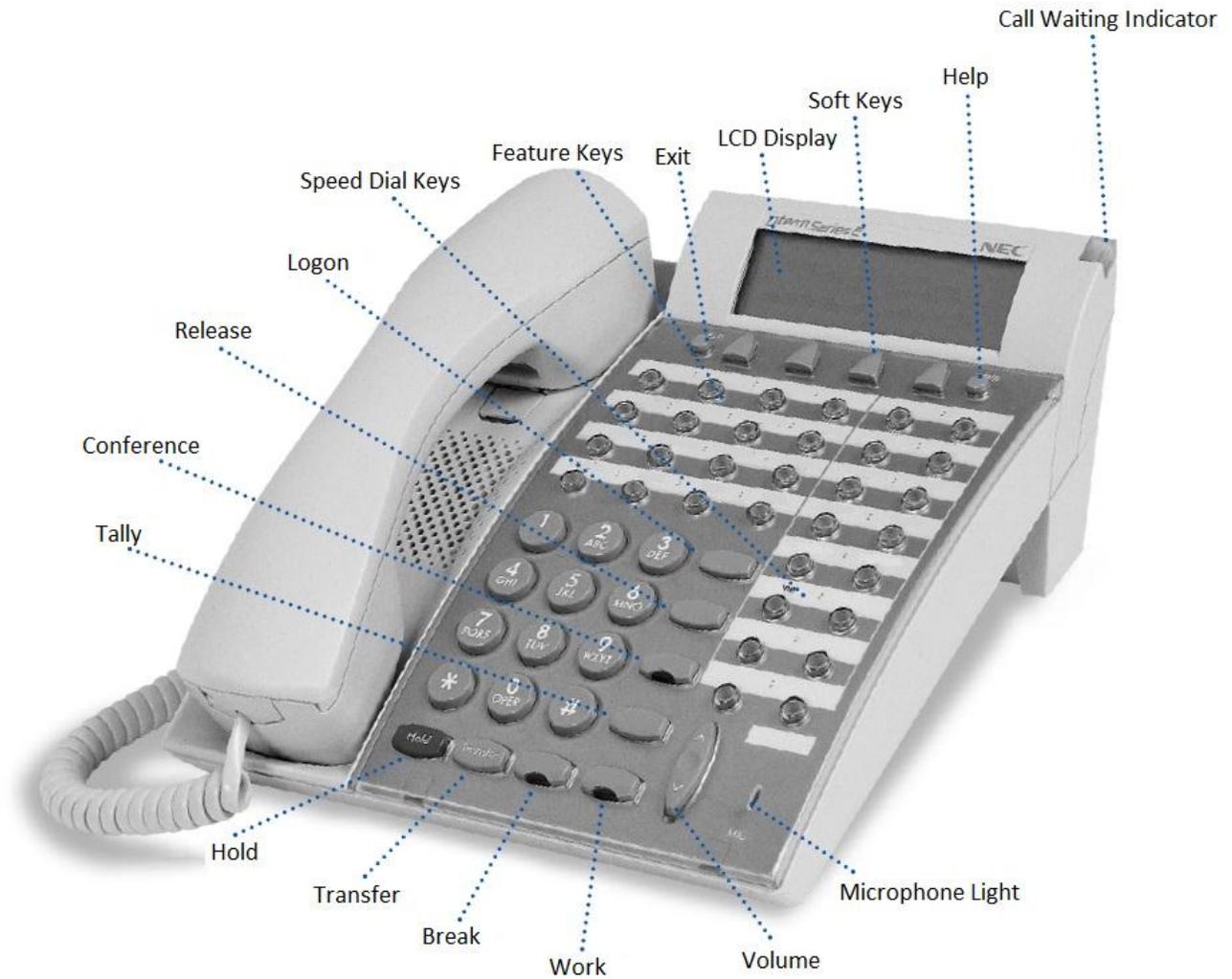


# D-Term ACD-E User Guide



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# Keys and Lamps

<b>LED</b>	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.
<b>Call Waiting Lamp</b>	This light will flash when you have an incoming call. The lamp remains steadily lit when you have a voicemail message waiting.
<b>LCD Display</b>	Liquid Crystal Diode (LCD) display provides D-Term activity information plus date, time, and Soft Key operation.
<b>Exit</b>	To exit from the Menu or Help mode and go back to the time display.
<b>Soft Keys</b>	Any feature shown at the bottom of the LCD display is available. Press >>> for more features.
<b>Help</b>	Explanations of the Soft Keys can be pulled up on the LCD by pressing this key.
<b>Feature Keys</b>	Your phones lines, as well as various other phone features, are located on these keys.
<b>Speed Dial Keys</b>	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.
<b>Logon</b>	ACD function key that allows you to log into your call center to receive calls.
<b>Release</b>	Allows you to hang up a call while using a headset.
<b>Tally</b>	ACD function key that allows you to perform certain ACD functions. This feature has been disabled at Vanderbilt.
<b>Break</b>	ACD function key that allows you to choose from pre-determined break types while logged into ACD.
<b>Work</b>	ACD function key that prevents you from answering ACD calls while working (used while entering tickets, finishing up a patient record, etc.).
<b>Hold</b>	Press key to place an internal or external call on hold.
<b>Transfer</b>	Allows you to transfer established calls to another number.

# Tones

<b>Dial Tone</b>	Steady tone you hear before you make a call.
<b>Busy Signal</b>	Pulsing tone that indicates you dialed a number that is being used.
<b>Reorder Tone</b>	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.
<b>Special Dial Tone</b>	An interrupted dial tone. This means you may proceed to use a feature.
<b>Service Set Tone</b>	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.

## **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. 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 Cursor 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.

*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 CONF 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.

## ***Emergency***

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

## ***Speed Dial Keys***

The keys in the two vertical rows 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. The Shift key allows you to establish 16 additional speed dials for a total of 32. 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 Feature 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 Feature key again to save the number. Your display will indicate "Speed Set."

### **TO SAVE A FUNCTION TO A SPEED DIAL KEY**

Press the Feature 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 Feature key again to save the function. Your display will indicate "Speed Set."

### **TO SAVE A SPEED DIAL USING THE SHIFT KEY**

Press the Feature key. Press the Shift key, then press the speed dial key you wish to program. Enter the number or function you wish to save. The display will indicate the digits dialed. Press the Feature key again to save the number or function.

### **TO VERIFY YOUR SAVED SPEED DIALS**

Press the Feature key. 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.

## ***Conference***

This will allow you to place a 3-way conference call. For more information on conference calls, see page 6.

# 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. In order to use your headset, ITS must add a "Release" key to your phone, which 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. See "Ring Volume," below.

### **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.

## ***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 Up on the Cursor to increase the ring volume. Press Down on the Cursor 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.

## ***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.