



IWATSU
enterprise
CS

Quick Reference Guide

►► **For ACD Agent /
Supervisor IP &
Digital Telephone
Users**

 **IWATSU**
VOICE NETWORKS
1-800-974-5070
www.iwatsu.com

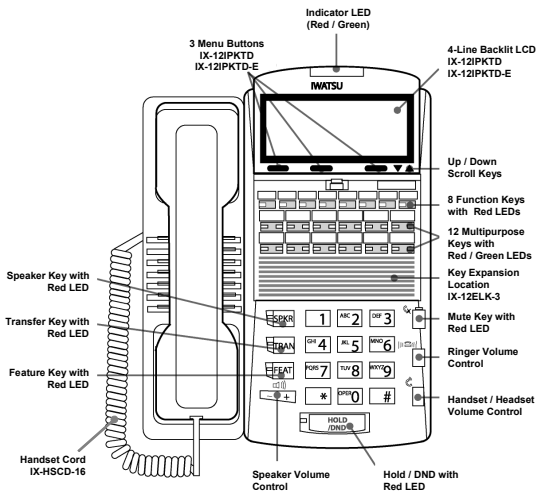
Iwatsu America, Inc.
8001 Jetstar Drive
Irving, TX 75063

Part Number: 108645

 **IWATSU**[™]
VOICE NETWORKS

Printed in USA
December 2005

INTRODUCTION



This guide describes basic Automatic Call Distribution (ACD) features and operations for Iwatsu telephones for the ACD System.

Only Iwatsu qualified personnel are authorized to install any component of an Iwatsu system. Should you require service, please contact your authorized Iwatsu Distributor.

Multipurpose Keys - These keys can be programmed for specific functions, including outside line access, individual extension selection and one-touch feature operation.

Key Lamps - These lamps light up or flash when someone is using the line or feature corresponding to that key.

- **Green lamp** — Indicates that you are using that line/feature.
- **Red lamp** — Indicates that someone else is using that line/feature.

SPKR (Speaker) - This button allows you to dial and receive outside or internal calls and converse without lifting the receiver while using the hands-free operation feature.


TRAN (Transfer) - This button allows you to transfer a call from your phone to another extension.


FEAT (Feature) - This button is used to access many Iwatsu system features.


Note: *The Echo Cancellation DSP technology used in the IX-12KTD/S-3 speakerphone was developed by NTT.*


HOLD/DND (Hold/Do Not Disturb) - This key is used to put a call on Hold or to set the Do Not Disturb function and prevent any calls from getting through or ringing at your extension.

When an Agent is logged-in, DND prevents only non-ACD calls from ringing. Not Available must be used to prevent ACD calls from ringing.

 **Handset Volume Control** - The handset volume control key allows you to adjust the handset volume to one of three levels. Pressing the button will toggle between the three volume levels.

 **Speaker Volume Control** - The speaker volume control key allows you to adjust the volume control of the speaker when using the speakerphone. Pressing the [+] key raises the volume to one of nine settings. Pressing the [-] will decrease the volume.

 **Ringer Volume Control** - Pressing the ringer volume control button allows you to adjust the ringer volume to one of four levels.

 **[Mute] Key** - When talking using the handset, pressing the [Mute] key mutes the handset transmitter. If using the speakerphone, pressing the [Mute] key mutes the station microphone. When using the headset jack, the [Mute] key mutes the transmitter on the headset.

ICM - The intercom system is the internal network used to communicate between the telephone extensions in your Iwatsu system. Pressing the [ICM] button connects you to an intercom line for conversation with other extensions.

BASIC FEATURES

Making an Outgoing Call

- Lift the receiver
- Press an outside line button. You will hear a dial tone.
- Dial telephone number

Make a dialing mistake?

- Press the [FLASH] button to get new dial tone
- Dial again

Receiving an Incoming Call

When your phone rings and lamp flashes:

- Lift the receiver to connect the call

If your phone does not connect you to the call automatically

When your phone rings and lamp flashes:

- Lift the receiver
- Press the button with the flashing lamp to connect the call

Making an Intercom Call

Lift the receiver and wait for dial tone
Dial an extension number

or

If your phone has a **[DIRECT STATION SELECTION]** button assigned for the extension
Lift the receiver and wait for dial tone
Press the assigned extension button

Receiving a Call From Another Extension

When you hear the intercom call signal - either the caller's voice or intercom ringing tone

Pick up the receiver, and the call is connected

or

Speak into the microphone without lifting the receiver

Making an Intercom Group Call

Dial the Intercom Group access number when you hear the Intercom Dial Tone

Putting a Call On Hold

When speaking on an outside line

Press the **[HOLD/DND]** button

The active outside line button lamp flashes green on your phone and red at other extensions.

If the call is not picked up, the call will not ring again at your phone.

Picking Up a Call On Hold

Press the key with either the green or the red flashing lamp to pick up the call being held on that line

Transferring a Call to Another Extension

When speaking on an outside line

Press the **[TRAN]** button. You will hear a dial tone

Dial an extension number

or

Press an extension button (if assigned)

Announce the call when the extension answers

Hang up

Full / Half-Duplex Toggle

You can now toggle from half to full-duplex speakerphone modes

Lift receiver

Press **[Speaker Duplex]**

or

Press **[FEAT]** button and dial **[*]+[*]** (Full-Duplex)

Press **[FEAT]** button and dial **[*]+[*]+[*]** (Half-Duplex)

911 Support

At default, your Iwatsu system is programmed to automatically contact your local Public Safety Answering Point (PSAP) when 911 is dialed. Enhanced 911 Service ensures that when 911 is dialed from a system extension, information that allows the PSAP to identify the caller's location in a building is sent to the PSAP along with the call. Check with your system installer or Authorized Iwatsu Distributor to make sure your system is programmed for Enhanced 911 Service.

Call Park

Park a call so that it can be reached from another extension.

Putting a call in Call Park

When speaking on an outside line:

- Press the **[PARK]** button
- You will hear confirmation tone and the **[PARK]** button will flash green

If the call is not picked up, it will return to your phone.

Picking up a call in Call Park

From the extension that parked the call:

- Lift receiver
- Press flashing **[PARK]** button

From another extension:

- Lift receiver
- Press **[PARK PICK-UP]**
- Dial extension number where the call is parked to pick-up the call

Transfer to Park

You can transfer a call to another user's individual park on their telephone. The call can then be picked up remotely from another telephone. The call can also be picked up from the telephone where it is parked.

Transferring a call to another user's individual park

When speaking on an outside line:

- Press **[TRAN]** + **[PARK]**
- Dial the number of the extension where the call is to be parked, or press the extension button (if assigned)
- When you hear confirmation tone, hang up
- The **[PARK]** key on the user's phone will be lit
- If desired, use the paging system to inform the user of the call parked on their telephone

Picking up a call parked on your individual park from your telephone

- Lift the receiver (handset)
- Press **[PARK]**

Picking up a call parked on your individual park from another telephone

- Lift the receiver (handset)
- Press **[PARK]**
- Dial the number of the extension where the call is parked, or press the extension button (if assigned)

or

- Lift the receiver (handset)
- Press the [FEAT] button and dial [2]+[1]
- Dial the number of the extension where the call is parked, or press the extension button (if assigned)

or

- Lift the receiver (handset)
- Press [PARK PICK-UP]
- Dial the number of the extension where the call is parked, or press the extension button (if assigned)

Save Dialed Number

While speaking on an outside line

- Press the [FEAT] button and dial [2]+[1]

or

- Press the [SAVE DIAL] button (if assigned)

You will hear a confirmation tone that indicates the phone number you just dialed has been saved.

To dial the saved number

- Lift the receiver
- Press the [FEAT] button and dial [2]+[1]

or

- Press the [SAVE DIAL] button (if assigned)
- The saved number is automatically dialed

Last Number Redial

To automatically redial the last number you called

- Lift the receiver
- Press the [SPEED] button and dial [2]

AGENT FEATURES

Call Queue Display

To display the number of calls in an ACD queue:

- Press the [QUEUE] key

The number of ACD calls in the queue will display.

Log-In

Allows an Agent to receive ACD Calls and begin the ACD Day. There are two types of log-in methods: Dual and Multigroup. When Dual Group Log-In is used, you can log-in to either one or two groups. When Multigroup Login is selected, you can log-in any number of ACD groups.

To Log-in to an ACD Group Using the Dual Group

- Press the Speaker button [SPKR]
- Press the Log button [LOG]

The Log button [LOG] flashes red. The display reads "Enter ID#."

- Dial your Agent ID Code [][][][]

The Log button [LOG] lamp is solid red. Immediately after Log-in the phone is in the Not Available mode.

To Log-in to Multiple ACD Groups

- Press the Speaker button [SPKR]
- Press the Log button [LOG]
The Log button [LOG] will flash red. The display will read "Enter ID#."
- Dial your Agent ID Code [][][][]
- Enter the ACD Group you wish to log-in to
- Enter your ACD Agent Priority (numbers 1-3, based on the priority you wish to take calls)

To Start Answering ACD Calls After Log-In

- Press the Not Available button [N/A]
The Not Available button lamp LED turns off.

Agent Log-Out

Ends the ACD Day.

To Log-Out of an Individual ACD Group

- Press the Feature button [FEAT]
- Press the Log button [LOG]
The LOG button lamp is off.

To Log-Out of All ACD Groups

- Press the Feature button [FEAT]
- Press the Log button [LOG]
- Press []

The LOG button lamp is off.

Not Available

Not Available temporarily removes an Agent from ACD Call distribution. An agent is programmed for either the Reserved or Immediate Method.

Reserved Method - Makes Agent Not Available when the Call is terminated

During a conversation:

- Press the Not Available button [N/A]
The Not Available button [N/A] will flash red.
- Hang up to terminate the call and place the station in Not Available mode.

Immediate Method - Terminates the Call and Makes Agent Not Available

During a conversation:

- Press the Not Available button [N/A] to immediately terminate the conversation and place the station in Not Available mode. The Not Available button [N/A] will flash red.

To Make the Phone Available

- Press the red-flashing Not Available button [N/A]
The lamp will turn off.

Wrap-Up

Following an ACD call an Agent can be programmed for Wrap-up. During Wrap-up ACD calls will not be distributed to the station. Wrap-up can be programmed to occur either Automatically or Manually following the completion of an ACD call.

Automatic Method

After the completion of a call the agent is automatically placed in Wrap-up mode. During Wrap-up the Wrap-up button [WRAP] flashes red and the display reads "Wrap-up." The Automatic Wrap-up duration is programmed in the ACD database.

To Extend the Automatic Wrap-up Duration

Five seconds before the end of Wrap-up a tone is audible. To extend Wrap-up for the programmed length of time:

- Press the Wrap-up button [WRAP] after the tone

Manual Method

During a conversation the agent must press the Wrap-up button [WRAP] to end the conversation and place the station in Wrap-up mode. During Wrap-up the Wrap-up button [WRAP] flashes red and the display reads "Wrap-up."



To End Wrap-Up

- Press red-flashing Wrap-up button [WRAP]
The lamp will turn off.

Qualifier Code Entry

Qualifier Codes may be entered during Wrap-up. Up to four three-digit codes may be entered.

To Enter Qualifier Codes Manually

- Press the Qualify button [QUALIFY]
The Qualify button [QUALIFY] will flash red and the display will read "Enter Code."
- Enter a three-digit code [] [] []
- Dial  to confirm
- Dial  to cancel
The lamp will turn off.
- To enter multiple codes repeat the procedure

To Enter Preset Qualifier Codes

- Press the desired Qualify button [QUALIFYnnn]
- To enter multiple codes repeat the procedure

Forced Qualify

Note: *This feature only works when Automatic Wrap-up is programmed. A code may not be entered during the five-second Wrap-up time extension period. When this option is programmed, the Qualify button will flash red and a Qualifier Code must be entered.*

- Press the Qualify button [QUALIFY] and enter a code as described above

Queue Indication

Three Threshold Levels may be assigned to indicate the number of calls waiting to be answered by the ACD Group. A fourth indication informs the Agents that ACD Calls are expanding to another ACD Group.

Queue Button	Level	Number of Calls
Red	1	_____
Flashing Red	2	_____
Fast Flashing Red	3	_____
Green & Red	Expansion	

Call Park/Swap

To alternate between an ACD Call and an ECS call when speaking on an ACD Call:

- Press the Call Park button [PARK]
It will flash green.
- Initiate either an intercom or outside call
- Press the Call Park button [PARK] to return to the ACD Call and place the new call on Call Park

Using a Headset

To Answer an Incoming ACD Call

- Press the [Headset Control] key

To Hang Up

- Press the [Headset Control] key

To Transfer a Call

- Press the Transfer button [TRAN]
After you hear dial tone:
- Dial an extension number
- Press the [Headset Control] key

Help

Alerts the Supervisor that their help is required.

- Press the Help button [HELP]

The Help button will flash red. When the Supervisor responds, the button will be red and the Supervisor will be in the Call Monitoring state. If the Supervisor does not respond, the lamp will go off after a specified period of time.

Emergency Help Calls

Records the conversation and notifies the Supervisor that assistance is needed.

- Press the Emergency Recording button [**EMG REC**]. The Emergency Recording button will flash red indicating that the paging port is available and the Supervisor will be notified that assistance is required.

If a paging port is not available this feature will not operate and there will be no lamp indication.

Important: Use of this feature may be prohibited by state law.

SUPERVISOR FEATURES

Supervisor Log-In

Allows the Supervisor to receive Help calls and Emergency Help calls.

- Press the Speaker button [**SPKR**]
- Press the Supervisor Log button [**S. LOG**]
The Supervisor Log button [**S. LOG**] will flash red and display will read "Enter ID#."
- Dial Supervisor ID Code [][]
Supervisor Log button [**S. LOG**] lamp is solid red.

Supervisor All Group Log-In

- Press the Speaker button [**SPKR**]
- Press the Supervisor Log button [**S. LOG**]
The Supervisor Log button [**S. LOG**] will flash red and display will read "Enter ID#."
- Press []
- Dial Supervisor ID Code [][]
Supervisor Log button [**S. LOG**] lamp is solid red.

Simultaneous Supervisor / Agent Log-In

While logged in as an Agent:

Follow the Supervisor Log-In instructions above
or

While logged in as a Supervisor:

- Follow the Agent Log-In instructions on page 5
- Supervisor Log-Out:
- Press the Speaker button [**SPKR**]
 - Press the Supervisor Log button [**S. LOG**]
The lamp will turn off.
 - Press the Speaker button [**SPKR**]

Message Recording

Allows the ACD Supervisor to change the recorded messages in the Call Sequence Table.

To Record a Message

- Lift the receiver
- Press the Message Recording button [**A. REC**]
- The Message Record button [**A. REC**] will flash red and the display will read "Record Class."
- Dial a number [1-30] for the new message
- Record the message by speaking into the receiver
- Dial [] to end the recording
- Hang up

To Erase the Message

- Lift the receiver
- Press the Message Recording button [**A. REC**]
The Message Record button [**A. REC**] will flash red and the display will read "Record Class."
- Dial []
The display will read "Clear Class."
- Dial the number [1-30] of the message to be erased
- Hang up

To Erase all Messages

- Lift the receiver
- Press the Message Recording button [**A. REC**]
The Message Record button [**A. REC**] will flash red and the display will read "Record Class."
- Dial []
- Hang up

To Listen to a Message

- Lift the receiver
- Press the Message Recording button [**A. REC**]
The Message Record button [**A. REC**] will flash red and the display will read "Record Class."
- Dial []
The display will read "Replay Class."
- Dial the message number [1-30] of the message to be played
- Hang up

To Listen to All Messages

- Lift the receiver
- Press the Message Recording button [**A.REC**]
The Message Record button [**A.REC**] will flash red and the display will read "Record Class."
- Dial []
- Hang up

Call Monitoring

This feature allows the Supervisor to silently listen to an Agent's conversation.

- Lift the receiver
- Dial the Agent's extension number
When you hear the busy signal:
- Press the Monitor button [**MONITOR**] **or**
- Press the Agent button [**AGTnnnn**]
The display will read:
MONITOR ACD GROUP
AGENT

Barge-In

This feature allows the ACD Supervisor to enter an Agent's conversation. The system may be programmed to provide a tone to the agent indicating barge-in has occurred.

To Barge-In


While monitoring an outside, ICM or ACD call:

- Press the [ADD] key

You are now part of the conversation. Both the monitored station and the caller can hear and speak with you.

To Barge-In While Whisper Monitoring

While whisper monitoring an outside, ICM or ACD call:

- Press 
- Press the [ADD] key

You are now part of the conversation. Both the monitored station and the caller can hear and speak with you.

While Monitoring a Conversation

- Press the Add button [ADD]

The display will read:

ACD CNF	ACD GROUP
	AGENT

When Not Monitoring a Conversation

- Lift the receiver
- Dial the Agent's extension number


Wait for the busy signal, then:

- Press the Add button [ADD]

The display will read:

ACD CNF	ACD GROUP
	AGENT

Station Coaching

Station Coaching includes two actions: Monitoring and whisper paging (called Whisper Monitor). A digital key telephone is able to whisper monitor a digital key telephone after invoking the monitor feature. The Monitoring station can whisper monitor other stations while on an outside call, an intercom call or an ACD call by pressing the  key to speak to the monitored station without the calling station hearing.

Important: Use of this feature may be prohibited by state law.

To Station Coach


While monitoring an outside, ICM or ACD call

- Press 

You can now speak without the caller hearing.

To Return to Monitoring

While Station Coaching an outside, ICM or ACD call

- Press 

You are now monitoring the conversation but can no longer speak with the monitored station.

ACD Group Night Service

Allows the ACD Supervisor to change the Call Sequence Table from Day Mode to Night Mode for the ACD Group.

To Place an ACD Group in Night Mode

- Press the ACD Group Night button [NIGHT]

The ACD Group Night button [NIGHT] lamp is red.

To Place in Day Mode

- Press the ACD Group Night button [NIGHT]

The ACD Group Night button [NIGHT] lamp is off.

Answering a Help Call

When an Agent requests assistance, the ACD line button will flash red and the display will show the Agent's extension number, name, and Help.

To Answer a Help Call

- Press an ACD line button

To Enter the Conversation

- Press the ADD button [ADD]

Answering an Emergency Help Call

When an Agent requests assistance, the ACD line button will flash red and the display will show the Agent's extension number, name, and Emergency.

To Answer an Emergency Help Call

- Press an ACD line button

To Enter the Conversation

- Press the ADD button [ADD]

Call Sequence Table Number Change

Manual Selection

- Press the Call Sequence Table Number Change button [SQC]
- Dial the ACD Group Number [1-250]
- Dial the Call Sequence Table Mode [1-3], 1=day, 2=night, 3=transfer
- Dial the Call Sequence Table Number [1-250]
- Press the Call Sequence Table Number Change button [SQC]

Preset Selection

ACD Group, Call Sequence Table Mode, and Call Sequence Table Number are programmed.

- Press the Call Sequence Table Number Change button [SQCn]

INDEX

Symbols

Keys	1
911 Support	3

A

AGENT FEATURES	5
ACD Group Night Service	12

B

BASIC FEATURES	2
Barge-In	11

C

Call Park/Swap	8
Call Park	4
Call Queue Display	5
Call Monitoring	10
Call Sequence Table Number Change	12
Call On Hold	3

E

Emergency Help Calls	9
Emergency Help Call (Answering)	12

H

Headset Usage	8
Help	8
Help Call (Answering)	12

I

INTRODUCTION	1
Intercom Group Call	3

L

Last Number Redial	5
Log-In (Agent)	5
Log-Out (Agent)	6
Log-In (Supervisor)	9

M

Making an Outgoing Call	2
Making an Intercom Call	3
Message Recording (Supervisor)	9

N

Not Available	6
---------------------	---

Q

Qualifier Code Entry	7
Queue Indication	8

R

Receiving an Incoming Call	2
Receiving a Call From Another Extension	3

S

Save Dialed Number	5
SUPERVISOR FEATURES	9
Station Coaching	11

T

Transferring a Call to Another Extension	3
Transfer to Park	4

W

Wrap-Up	7
---------------	---

NOTES: