NORTEL
ACD QUICK REFERENCE

TO LOG IN
- ➤ Press your **LOG IN** key (**OR** press **FEATURE 904**)
- ➤ Enter in your agent number, then press **OK**
- ➤ Enter in your password, then press **OK**
  - o Note: first time log in : enter **0000** as default password and you will be prompted to enter a new password
- ➤ Press **IN**, then **OK**

TO LOG OUT
- ➤ Press your **LOG IN** key (**OR** press **FEATURE 904**)
- ➤ Enter in your agent number, then press **OK**
- ➤ Enter in your password, then press **OK**
- ➤ Press **OUT**, then **OK**

BUSY MODE
- ➤ Press your **BUSY MODE** key (**OR** press **FEATURE 908**) whenever you are unavailable to take calls from the queue
- ➤ Press your **BUSY MODE** key (**OR** press **FEATURE 908**) again when you ARE able to take calls from the queue

QUEUE STATUS
- ➤ Press **QUEUE STATUS** key (**OR** press **FEATURE 909**) to show number of calls in queue