



# Mitel ACD Telephone Operation Guide

Your Log In ID  
IS: \_\_\_\_\_

*ACD agents may only handle one ACD call at a time.*

*If you do not answer an ACD call presented to you, your phone will be logged out*

To Log In

Press Hot Desk  
Press Login  
Enter Agent ID Code using the keypad and press OK  
Enter PIN and press OK (NOTE: your PIN is the same as your vm passcode. This is 1111 until  
Note: when you login you are put into Make Busy automatically

To Log Out

Press Logout

Make Busy

To Enter Press Make Busy key, enter reason code  
Status indicator will be lit; you are now unavailable to receive ACD calls  
(You can press the Make Busy key while on ACD call so that when you hang up you will not receive the next call in queue)

To Exit Press Make Busy key  
Status indicator will turn off; you are now available to receive ACD calls

Make Busy Reason Codes

1-	Break	5-	Window
2-	Lunch	6-	File Viewing
3-	Meeting	7-	Other
4-	Counter		

To View Calls  
Waiting

Press Queue Alert key  
The number of agent available, number of calls waiting and longest wait time will appear in the display