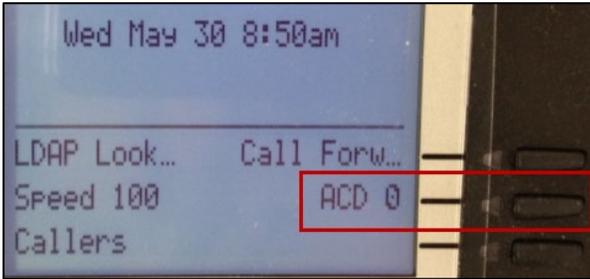
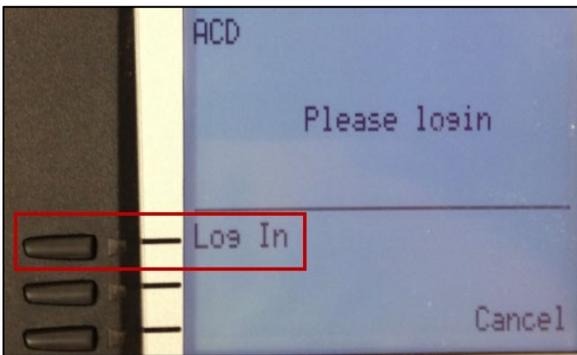


Log In on Desk Phone

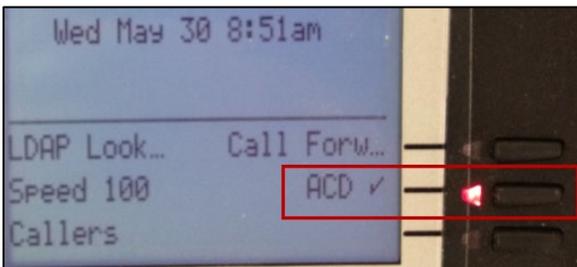
1. Press the **ACD** soft key.



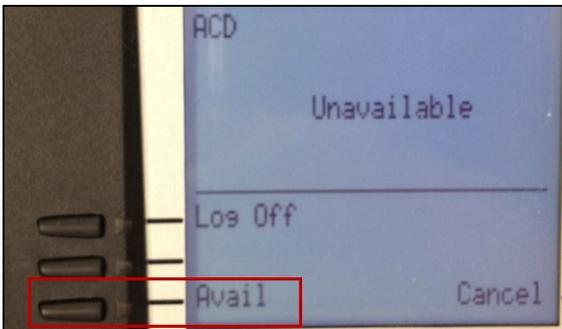
2. Press the **Log In** soft key.



3. A red light will flash and a check mark will appear next to the ACD soft key. Press the **ACD** soft key.



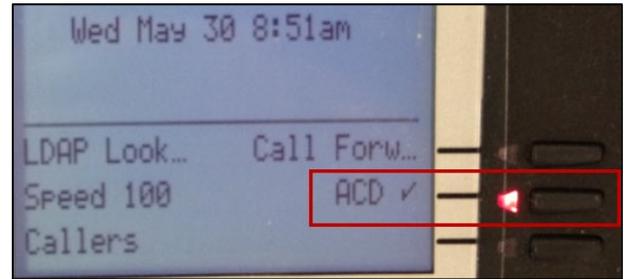
4. Press the **Avail** soft key.



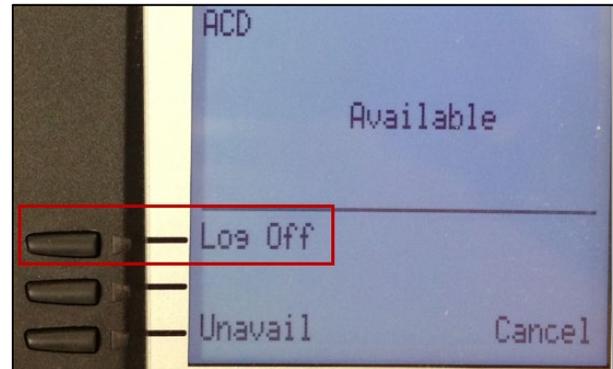
5. A solid red light and a check mark appear next to the ACD soft key. You are now logged on to the ACD and will begin receiving calls.

Log Out on Desk Phone

1. Press the **ACD** soft key.



2. Press the **Log Off** soft key.

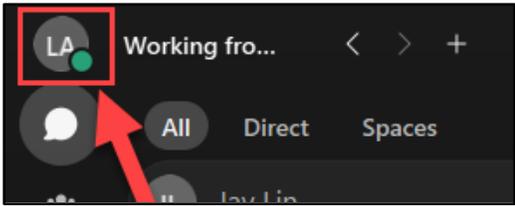


3. The ACD light is off and there is a "0" next to the ACD soft key. You are now logged off the ACD.

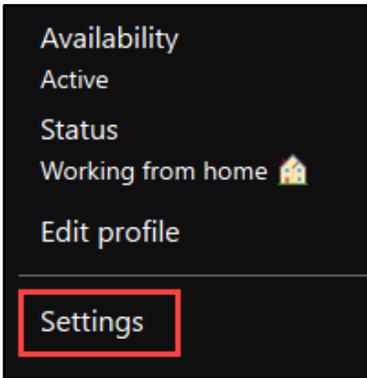
Indicator	ACD Status
	Not logged in
	<ul style="list-style-type: none"> • If light is flashing = not logged in; press ACD soft key and then press Avail soft key
	<ul style="list-style-type: none"> • If light is solid = logged in

Log In or Log Out on WebEx Softphone

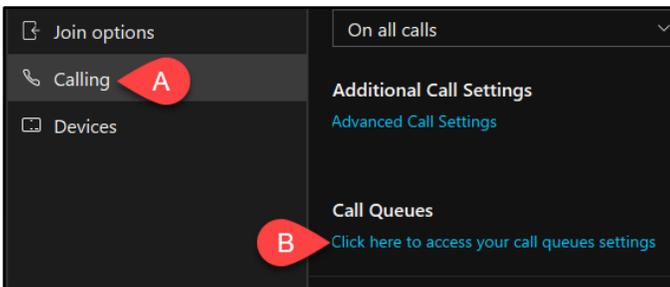
1. Click on your profile icon.



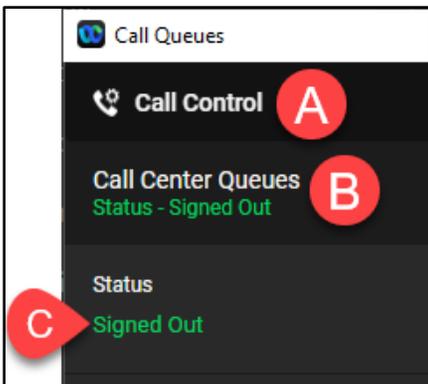
2. Click on **Settings**.



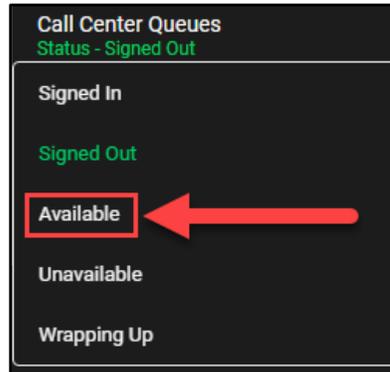
3. Click on **Calling** and then select **Click here to access your call queue settings** under Call Queues.



4. Expand the menus by clicking Call Control and Call Center Queues. Then click on your current status to change it.



5. To sign in, select **Available**. You are now available to answer ACD calls.



6. To sign out, select **Signed Out**.

