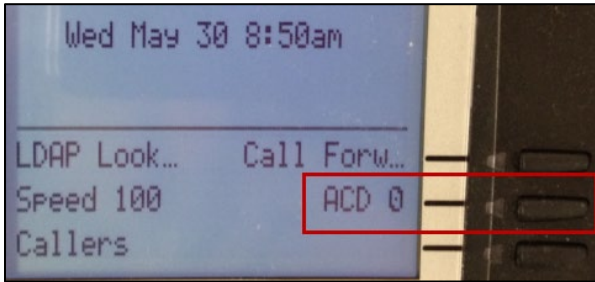
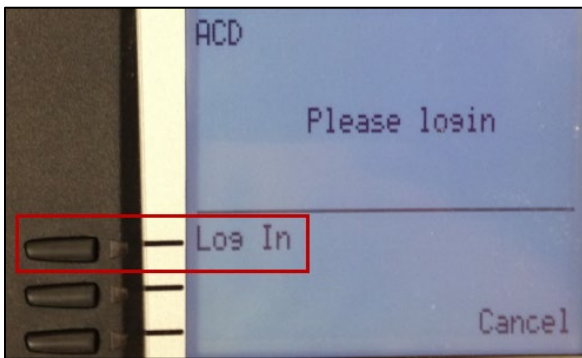


Log In on Desk Phone

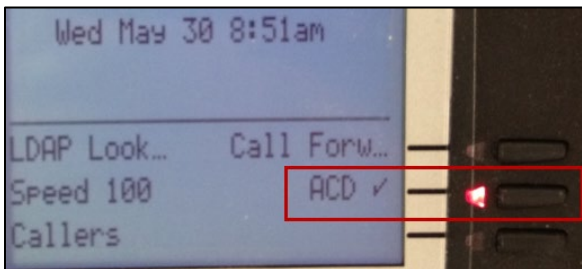
1. Press the **ACD** soft key.



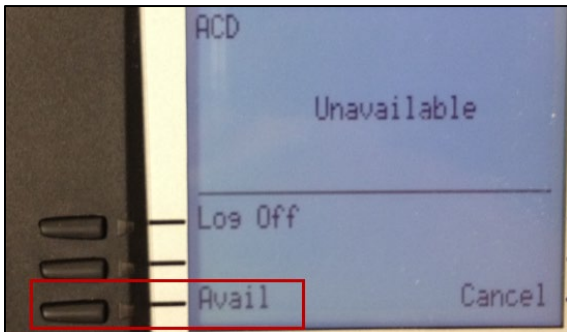
2. Press the **Log In** soft key.



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



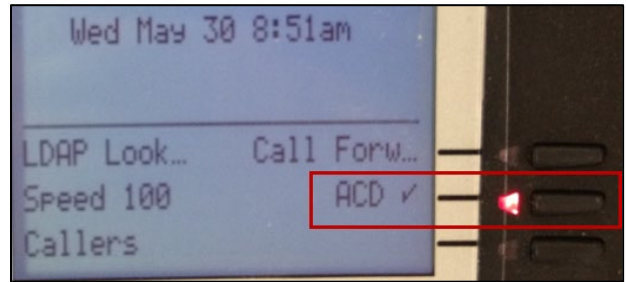
4. Press the **Avail** soft key.



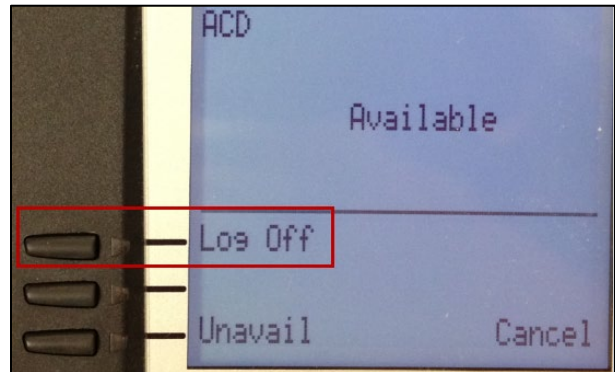
5. A solid red light and a check mark appear next to the ACD soft key. You are now logged on to the ACD and will begin receiving calls.

Log Out on Desk Phone


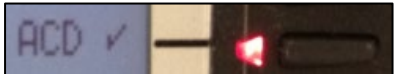
1. Press the **ACD** soft key.



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

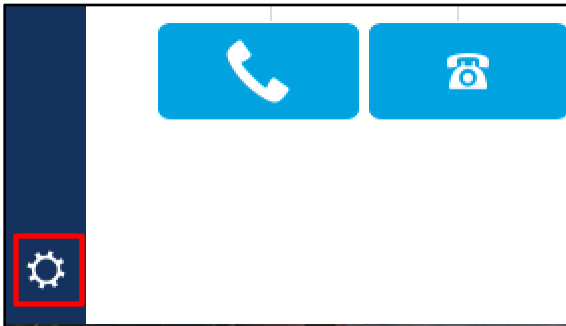


3. The ACD light is off and there is a "0" next to the ACD soft key. You are now logged off the ACD.

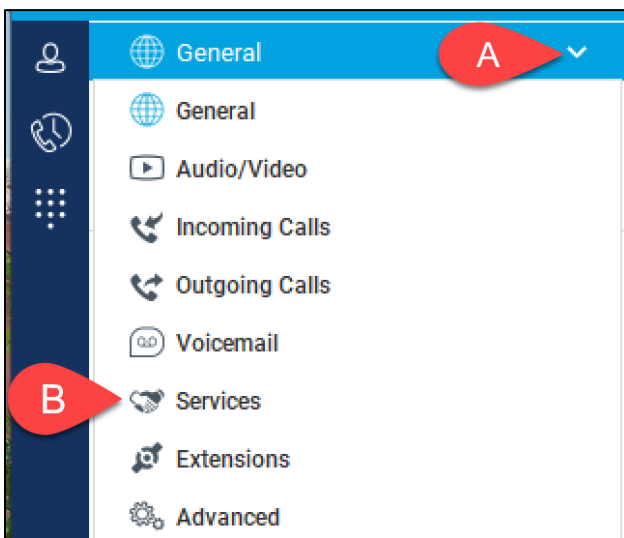
Indicator	ACD Status
	Not logged in
	<ul style="list-style-type: none"> • If light is flashing = not logged in; press ACD soft key and then press Avail soft key • If light is solid = logged in

Log In on Communicator Softphone

1. Click on the Options gear icon.

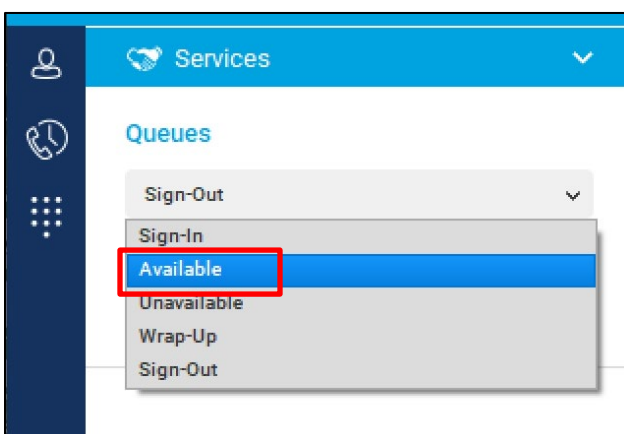


2. Click on the options drop-down menu and select **Services**.



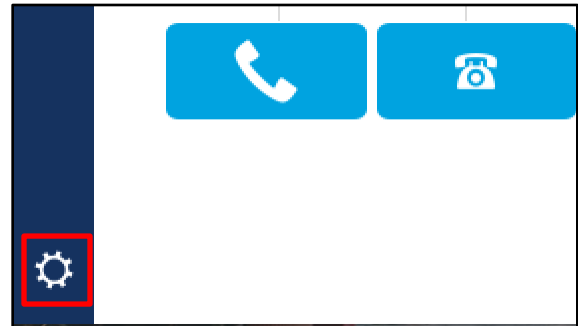
3. To sign in, select **Available** in the Queues drop-down menu. You are now available to answer ACD calls.

Please note that you should only use **Available** to log on to the ACD system. Using *Sign-In*, *Unavailable*, or *Wrap-Up* will result in ACD calls not being sent to you.

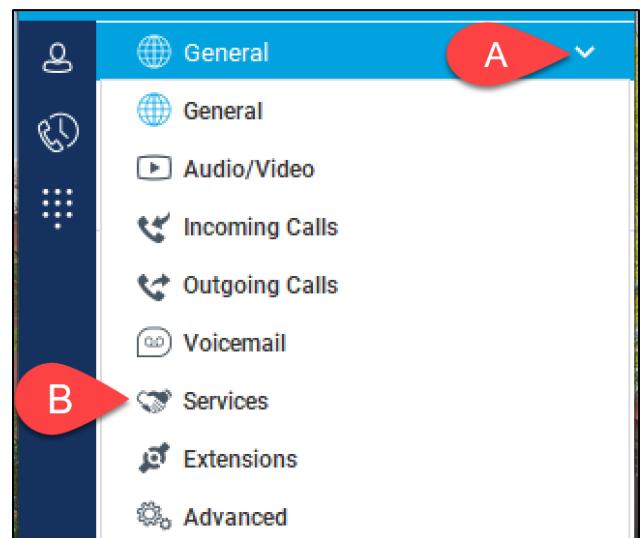


Log Out on Communicator Softphone

1. Click on the Options gear icon.



2. Click on the options drop-down menu and select **Services**.



3. To sign out, select **Sign-Out** in the Queues drop-down menu. You are now available to answer ACD calls.

Please note you should use **Sign-Out** even when you go on break. Using *Unavailable* will result in a delay in a caller being transferred to an available agent.

