



xT911 Quick Reference Guide

Log into/out of the Automatic Call Distributor (ACD)

To automatically log into assigned ACD queues (To receive calls)

- On the **Home** tab, in the **ACD Features** group, click the *top half* of the **Login** button.



To log out of the ACD

- After you log into the ACD, the **Login** button will change to **Logout**. Click **Logout** to log out of the ACD. You will no longer receive calls.



To log into selected ACD queues

- Click the *bottom half* of the **Login** button, then select the queue(s) you want to log into. Click **Login to Selected Queues** (or the **Log-in** button).

Answer a Call

To answer a call at your station

- In the flashing ringer dialog box, click **Answer** or click anywhere inside the flashing **911** circle.



To answer a call at a different station

- In **Active Calls**, select the call you want to answer. Click the **Answer** button, or right-click and select **Answer Call**.



To answer another call while on a call

- In the **Ring All Calls** panel click the red flashing **Answer Selected Call** box to automatically answer the longest ringing 911 call.

Note: The current call will automatically be placed on Hold.

Busy - Unbusy Your Station

- On the **Home** tab, in the **ACD Features** group, click **Busy** to change your status.

If the circle is green, your status is not busy. If it's red, your status is busy and you won't receive calls.



Release a Call

Call Manager

- In the **Lines** section, click the **Release** button or right-click and select **Release**.



Home tab

- In the **Call Control** group, click the **Release** button.

Note: If there are only two call participants, the call will be terminated. If there are more than two call participants, only **you** will be removed from the call.

To release a call participant

- In the **Call Manager**, click the **Release** button for the participant you want to release.



Mute Your Voice on a Call

(Caller cannot hear you, but you can hear the caller)

Call Manager

- In the **Lines** section, select the call. Click the **Mute** button, or right-click and select **Mute**.

Home tab (Microphone button)

- In the **Volume** group, click the *top half* of the **Microphone** button. Click the top half of the **Microphone** button again to turn off mute.



Ring Back a Call

You can quickly ring back a call received in xT911, including abandoned and closed calls.



- In **Active Calls**, the **ALI** panel, or **Call History**, select a call. Click the **Ringback Call** button, or right-click and select **Ringback Call**.



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Put a Call on Hold

Call Manager

- In the **Lines** section, select the call. Click the **Hold** button, or right-click and select **Hold**.



Home tab

- In the **Call Control** group, click **Hold**.

To pick up a holding call

- In the **Call Manager**, in the **Lines** section, click the holding call line. Click the **Pickup Holding Call** button, or right-click and select **Pickup Holding Call**.

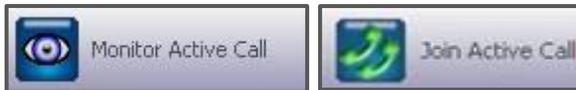
Join or Monitor an Active Call

To join or monitor a call from Active Calls

- In **Active Calls**, select a call. Click the **Join Active Call** or the **Monitor Active Call** button, or right-click and select **Join Active Call** or **Monitor Active Call**.

To join or monitor a call from Stations

- In **Stations**, select the station that is connected to the call you want to join. Click the **Join** or the **Monitor** button, or right-click and select **Join** or **Monitor**.



Note: Your microphone will be muted while Monitoring a call.

Join makes you an active participant
Monitor makes you a muted participant—to join the active call, unmute your microphone.

Dial a Call using the Dial Pad

To manually dial out a call

- On the **Home** tab, in the **Call Control** group, click the **Dial** button. xT911's **Dial Pad** will display.

Enter the number you want to dial and then click **Dial** or press ENTER. You can click the buttons on the **Dial Pad**, or use a computer keyboard.

Mute tones from caller will mute the DTMF tones from the caller. This is selected by default.



Park a Call

Call Manager

- In the **Lines** section, select a call. Click the **Park** button, or right-click and select **Park**.



Home tab

- In the **Call Control** group, click the **Park** button.

Conference in a Call

(using Contacts Explorer)

To conference in an STA

- In the **STAs** window, click **Dial** for the appropriate agency.



To conference in a contact

- In the **Contacts** window, select a contact. Click the **Dial Contact** button, or right-click and select **Dial Contact**.

Note: Enter text in the **search field** to filter for the desired contact.



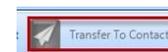
To conference in a station

- In the **Stations** window, select a station. Click the **Call** button, or right-click and select **Call**. You can also double-click the station.

Transfer a Call

To transfer a call to a contact

- In the **Contacts** window, select a contact. Click the **Transfer to Contact** icon, or right-click and select **Transfer to Contact**.



To transfer a call to an available station

- In the **Stations** window, select an available station. Click the **Transfer** button, or right-click and select **Transfer**.

Note: You do not have the opportunity to speak with the dialed party when using transfer.