ACD Phone Queue
CheatSheet™

**Log In**

1. Use the up/down keys to scroll to the second menu screen.
2. Press the Log In key.
3. Enter your 7-digit ACD code **two times**. You will hear a double-tone.
4. Press the AutoIn button to begin receiving calls.

**Check the Queue**

Press and hold the QueueCall button to see how many calls are currently in the queue, as well as the most recent wait time.

**Answering & Making Calls**

Calls coming through your group’s queue will display your queue’s name in the caller ID. While logged into the queue, you can still receive personal calls. While on a personal call, however, you cannot receive incoming queue calls.

**After Call Work**

After Call work begins the moment your call ends, and lasts for ___ seconds. Do the following to extend your time:
1. Press the AfterCall button.
2. Press the AutoIn button when you are ready to receive calls again.

**Aux Work (Not Ready)**

1. Press the Aux Work button.
2. Enter the appropriate Away Code (**see below**).
3. Press the AutoIn button to receive calls again.

<table>
<thead>
<tr>
<th>Event</th>
<th>Away Code</th>
<th>Event</th>
<th>Away Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Break</td>
<td>1</td>
<td>Patient/Followup</td>
<td>6</td>
</tr>
<tr>
<td>Admin</td>
<td>2</td>
<td>Procedure/Training</td>
<td>7</td>
</tr>
<tr>
<td>Meeting</td>
<td>3</td>
<td>Away</td>
<td>8</td>
</tr>
<tr>
<td>Insurance</td>
<td>4</td>
<td>Lunch</td>
<td>9</td>
</tr>
<tr>
<td>Provider/Personal</td>
<td>5</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Log Out**

1. Use the up/down keys to scroll to the second menu screen.
2. Press the Log Out button.