

Log into ACD queue through Avaya One-X Communicator while teleworking

- Certain buttons that show on your desk phone will not show on your softphone but there are access codes to accomplish the function
- Feature access codes:
 - *80 – Login
 - *81 – Logout
 - *82 – Aux Work (unavailable to take calls)
 - *83 – Auto In (available to take calls)

Example:

You need to log into ACD group/queue 0186. You will replace 0186 with the queue you are logging into.

1. Press the **login** button followed by **0186** or dial ***80 0186**
 - a. Notice aux work button is lite up. This is your only indication that you are logged in but unavailable. There is no Vu-Display on the softphone
2. To go Auto In press ***83 0186**
 - a. You will not see an Auto In button in softphone
3. To go Aux Work press the **AuxWork** button or dial ***82 0186**
4. To logout press the **Log Out** button followed by **0186** or dial ***81 0186**

