



Product Brief

Meridian Digital Telephones M3905 Call Center

The customer care specialist

In today's call centers, efficient, professional call processing has a direct impact on customer service and profitability. The M3905 Call Center phone is designed to satisfy the specialized needs and enhance the productivity of the most demanding call center agents and supervisors. It features headset jacks for both agent and supervisor and provides instant access to the most-often-used call center features.

Display-based interface— Simple, clean, efficient

The new display-based user interface helps increase productivity by giving call center agents and supervisors access to more features with fewer keys. The M3905's four-line by 24-character display—the largest in its class—is bordered by eight program-mable line/feature keys and four interactive soft keys providing access to the features you need—when you need them. The navigation cluster conveniently guides you through

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on-screen menus and prompts, helping to provide an unparalleled level of customization and personalization.

Self-labeling keys for fast, easy setup

All of the display-based keys are self-labeling, which puts an end to paper labels and time-consuming set designation. The display immediately shows the lines and features assigned to each key for convenient access. As new features and services are introduced or programming changes occur, key labels are automatically updated, further simplifying desktop management.

Directory services

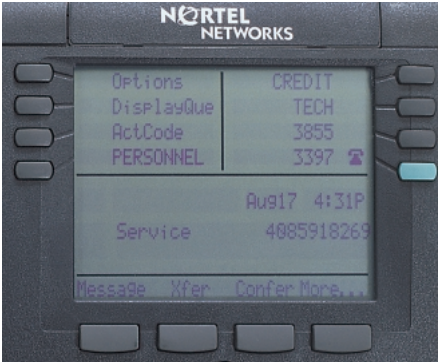
The M3905 will help you find the names and numbers of the people you need to contact faster than ever. The phone's Personal Directory will store up to 100 entries, delivering convenient dial-by-name access. Adding names to the directory is a snap—you can instantly copy names and numbers from Calling Line ID, Call Party Name Display, or the Call Log, as well as entering them through the dial pad. For added convenience, the Personal Directory PC Utility further simplifies directory entry by creating the directory on your PC and downloading it to your M3905.

Snap-in accessories

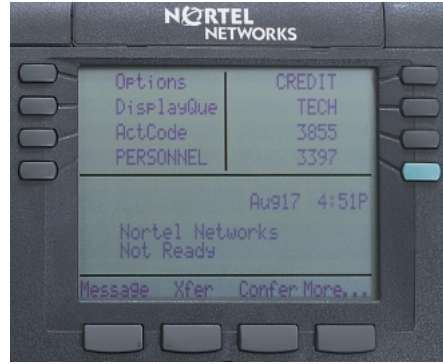
The M3905 supports a variety of snap-in accessory cartridges, providing the flexibility to add new features and capabilities easily and cost effectively. For example, you can conveniently connect an analog device such as fax machine, PC, or laptop modem directly through the phone, eliminating the need for separate analog wires to the desktop.

Expansion Modules

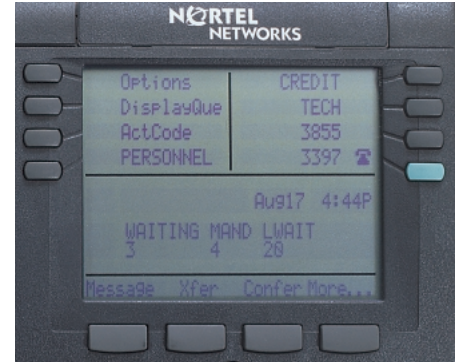
With the addition of one or two 22-button Key-based Expansion Modules, the M3905 phone can accommodate up to 44 additional programmable keys supporting multiple line extensions or features such as Display Queue, Observe Agent, and Agent keys ideal for call center agents and supervisors.



Incoming calls automatically present call information about skillset/ACD queue and calling line ID, calling party name, or dialed number.



Agents have easy access to the Not Ready state for catching up on post-call paperwork.



The Display Queue feature offers one-touch access to vital queue statistics including number of waiting calls and longest waiting time.

Investment Protection

The M3900 series is designed to protect your investment by keeping the future in mind as the portfolio continues to evolve, offering enhanced features and services.

The features you need for maximum productivity

- Supports up to seven lines
- Optimized for call center environments
- Display
- Dual headset jacks
- Supervisor monitoring (talk/listen or listen only)
- Interactive soft keys for quick feature access to numerous features
- Options list for maximum customization and personalization

- Multiple language selection capability
- Desk or wall mount
- Handset optional
- Supports two snap-in cartridge accessories



Specifications

Dimensions

Width	11.25 in. (286 mm)
Depth 1	7.75 in. (197 mm)
Depth 2	6.75 in. (171 mm)
Height 1	5.13 in. (130 mm)
Height 2	7.00 in. (178 mm)
Weight	2.38 lb (1.08 kg)

Depth 1 and Height 1 measured with the phone in the lowest position on the footstand.

Depth 2 and Height 2 measured with the phone in the highest position on the footstand.

Colors

Charcoal or Ash

Operating Environment

Temperature

0° C to 50° C (32° F to 122° F)

Relative Humidity

5% to 95%

Auxiliary Power

Local Plug-in AC Transformer for cartridge-style accessories

Loop Length

4,000 ft (1,220 m) 24 AWG

Standards

Meets or exceeds applicable CSA, UL, and EIA specifications. Complies with FCC requirements for hearing-aid compatibility. Maximum handset volume control levels are compliant with the Americans with Disabilities Act (ADA).

Prerequisites

Meridian 1

- X11 Software Release 24.2x and higher
- Personal Directory, Call Log and Applications access require Release 25 and higher
- Intelligent Peripheral Equipment (IPE) based Digital Line Card

Meridian SL-100

- MSL11 software and higher
- M3900 Release 2 firmware and higher
- Intelligent Peripheral Equipment (IPE) based Digital Line Card with Enhanced XPEC card



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For more information, please contact your authorized Nortel Networks distributor or call 1-800-4 NORTEL (1-800-466-7835).

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