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 programmable 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 _??????___ 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.

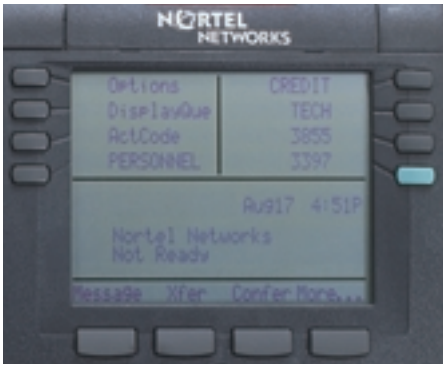
Call Log

The new Call Log feature displays a list of incoming calls to your phone as well as the outgoing calls made from your phone. You can customize this feature by listing all incoming calls or just the unanswered calls. And you can instantly redial any call on the list with a simple keystroke.

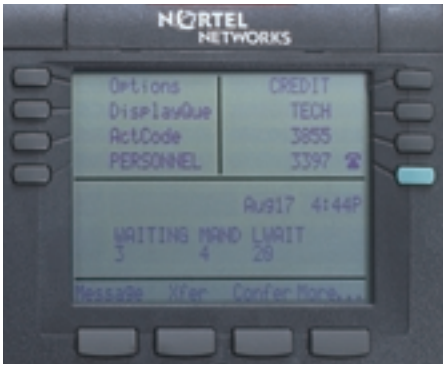
Snap-in accessories

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

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.

directly through the phone, eliminating the need for separate analog wires to the desktop.

Expansion Module

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, Activity Code Entry, and Agent Keys ideal for call center agents and supervisors.

Investment Protection

As the M3900 series portfolio continues to evolve to provide new features and services, the M3905 is ready to deliver new capabilities through software-downloadable firmware, eliminating the need to upgrade the phone, or even replace it.

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
- Directory/Call Log (includes Redial List)
- Preferred Name Match links incoming caller information with Personal Directory to display the preferred name (example: Bob Jones instead of Robert Jones)
- User-selectable ring tone
- Multiple language selection
- Desk or wall mount
- Supports two snap-in cartridge accessories
- Handset optional

Specifications

Dimensions

Length:	6.5 in. (165 mm)
Width:	11.8 in. (300 mm)
Height (front):	1.8 in. (45 mm)
Weight:	2 lb (0.9 kg)

Colors

Charcoal or Platinum

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

Loop Length

3,500 ft (1,067 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
- Intelligent Peripheral Equipment (IPE) based Digital Line Card with Enhanced XPEC card

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