Teltronics EAWS
Quick Reference Card

ABSENT/ABSENT mode Toggle:

1. With EAWS is in ACTIVE/ABSENT mode.
2. Press ABSENT (F3) to toggle the mode. Note that EAWS waits until all calls are completed before changing to ABSENT mode.

Alarm:

1. Press **ALARM OFF** (F4) to view alarms.
2. Use the dialog to print out or clear alarms. Be sure to contact the System Administrator about new alarms.

Answering Incoming Calls:

1. Press **CALL** (Enter).

Barge-In:

1. Dial an extension, receive busy.
2. Press **BARGE** (Ctrl + F2). You are in conference with the conversation you barged.

Callback:

1. Dial an extension, receive busy or no answer.
2. Press **CALLBACK** (Ctrl + ↓).

Call Transfer:

Supervised Call Transfer:

1. With a call in the *Active Call Display*:
2. Dial extension.
3. Wait for called party to answer.
4. Press **SPLIT** (Ctrl + →) to return to original caller.
5. Press **RELEASE** (.) or **CALL** (Enter) or **RECALL** (+) to transfer.

Unsupervised Call Transfer:

1. With a call in the *Active Call Display*:
2. Dial extension.
3. Press **RELEASE** (.) or **CALL** (Enter) or

RECALL (+) to transfer.

Camp-On (Call Waiting):

1. With a call in the *Active Call Display*:
2. Dial extension and hear busy tone.
3. Press **SPLIT** (Ctrl + →) and ask if caller would like to wait.
4. Press **RELEASE** (.) or **CALL** (Enter) or **RECALL** (+) to camp-on the call.

Canceling Calls:

To Disconnect an Active Call:

1. Call is in "conversation" in *Active Call Display*:
2. Press **CANCEL** (Ctrl + ↑).

To Re-enter Another Number:

1. With a call in the *Active Call Display*:
2. Press **CANCEL** (Ctrl + ↑); *DESTINATION* field clears.
3. Re-enter the desired destination.
4. Complete the call as usual.

Conference Calls:

1. Call is in "conversation" in *Active Call Display* with a second caller on hold.
2. Press **CONF** (F2).

To Add Another Party:

1. Dial extension and wait for answer.
2. Press **CONF** (F2).
3. To release Conference Call from EAWS:
4. Press **RELEASE** (.) or **CALL** (Enter) or **RECALL** (+) or **CANCEL** (Ctrl + ↑).

Connect:

1. To connect call in *Active Call Display* to first party in *Recall Queue*,
2. Press **CONN** (Ctrl + End).
3. Press **RELEASE** (.) or **CALL** (Enter) or **RECALL** (+) or **CANCEL** (Ctrl + ↑) to complete connection.
4. To connect to other than first party in *Recall Queue*, press **SEL** (Ctrl + Page Down) + number

of desired recall (1-8) + **CONN** (Ctrl + End).

Directory:

Directory Look-Up:

1. Click the Lookup By: <field name> filter and type first letter of the last name. Enter additional letters until record is selected in the grid.

Directory Dialing:

1. When desired Directory entry is selected, press **DIAL** (Ctrl + ←).

To Extend a Call:

1. Enter letters of requested party's name.
2. When name is highlighted, press **DIAL** (Ctrl + ←).
3. Press **RELEASE** (.) or **CALL** (Enter) or **RECALL** (+).
4. DTMF Tones:
5. Select **DTMF** option on the Call Control menu to display the pop-up Key Pad.
6. Click the desired digits for DTMF tones.
7. Extend the call as usual.
8. Click Close.

Extending Incoming Calls:

1. Incoming call displays in *NEXT CALL* Queue.
2. Press **CALL** (Enter) to answer the incoming call.
3. Dial desired extension.
4. Press **RELEASE** (.)
   OR
   Press **CALL** (Enter) to extend call and simultaneously answer next incoming call
   OR
   Press **RECALL** (+) to extend call and simultaneously answer call from *Recall Queue*.

Extension Status Inquiry:

1. Press **INQUIRE** (F10).
2. Dial extension.

Hold:

1. Press **RELEASE** (.).
2. Call will be on hold in RECALL area.
3. <u>Temporary Hold</u>:
4. Press **SPLIT** (Ctrl + →).
5. To recover held party, press **SPLIT** (Ctrl + →) again.

Identify Busy Party

1. Hear busy tone.
2. Press **IDENTIFY BUSY** (F11).

Message Lamp On/Off:

1. Press **MSG Lamp On** (F8) **or MSG Lamp Off** (Ctrl + F8) to open the Message Lamp On/Off dialog.
2. Enter the desired extension. The Message Lamp turns on or off for the specified extension.

Originating Calls:

1. Dial number (if outside call, dial access code first) on Numeric Keypad.

Page:

Direct Page:

1. Press **PAGE** (-).
2. Wait for STATUS field to display "conversation" and announce page.
3. Press **CANCEL** (Ctrl + ↑) to terminate.

Zone Page:

1. Press **SEL** (Ctrl + Page Down).
2. Dial zone number (1-8) desired.
3. Press **PAGE** (-).

Page Park:

1. Recall (party on hold) is answered in *Active Call Display*.
2. Press **PAGE** (-).
3. Announce page
4. Press **RELEASE** (.) or **CALL** (Enter) or **RECALL** (+) to park the caller at the destination's extension.

Privacy On/Off:

1. While in conversation with an extension:
2. Press **PRIVACY ON** (F8) or **PRIVACY OFF** (Ctrl + F8) .
3. Dial the extension.

Recalls:

Answering Recalls:

1. Press **RECALL** (+) to answer the first recall.
2. Answering Out-of-Sequence Recalls:
3. Press **SEL** (Ctrl + Page Down).
4. Enter the number of desired call (1-8).
5. Press **RECALL** (+) to answer the selected recall.

Redirecting a Recall:

1. Press **RECALL** (+).
2. Dial desired extension.
3. Press **RELEASE** (.) or **CALL** (Enter) or **RECALL** (+).

Serial Calling:

1. Call is in *Active Call Display*.
2. Press *SER* (Ctrl + Delete).
3. Dial desired extension.
4. Press **RELEASE** (.) or **CALL** (Enter) or **RECALL** (+).
5. Caller will be returned to the *Recall Queue* when called party hangs up.

Voice Messaging:

1. Press **VOICE MAIL** (F9) and wait for recorded VMS response.
2. Follow the prompts.
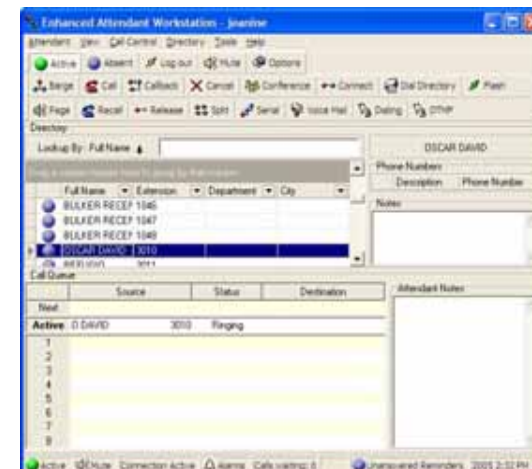
Enhanced Attendant WorkStation Quick Reference Card

This quick reference card describes how to use the basic features of Teltronics Enhanced Attendant Workstation (EAWS).

The Teltronics Enhanced Attendant Workstation (EAWS) application is a Windows-based version of the Teltronics legacy Attendant Workstation product, a call processing workstation that allows you to quickly and efficiently manage multiple incoming/outgoing calls in a busy environment. The EAWS has most of the features of a regular phone, in addition to many other features that are available with computer-based technology.

For features not described here or for more complete instructions, see the EAWS User Guide, p/n 610-0000-0801, or the Teltronics.website: www.teltronics.com.

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